



FACTSHEET

Financial responsibilities

Your financial responsibilities

As a tenant of Venture Housing, you are responsible for the following charges:

Rent Payments

- ✓ You are required to pay your rent in advance, as per your Residential Tenancy Agreement. This may be weekly or fortnightly.
- ✓ If your rent is not paid in advance and you fall behind in your payments, you will be in rent arrears. This has serious consequences that could result in legal action to recover the debt through NT Civil and Administrative Tribunal (NTCAT), or the loss of your home if rent payments continue to fall behind. **If you are struggling to pay the rent, come and talk to us before you stop rent payments. We want to help you stay in your home.**

Repairs to property

- ✓ You are responsible to pay for any damage you cause to your property. (See Repairs and Maintenance Factsheet.)
- ✓ Venture Housing will send an invoice (debit notice) with a copy of the contractor's invoice. You are required to pay any outstanding amounts within 21 days of receiving the invoice.
- ✓ If you disagree with these charges, contact your Housing Manager within 14 days to discuss the matter.
- ✓ Payment bank account details will be on the covering letter, or you can contact your Housing Officer to pay through Centrepay.
- ✓ **If your repairs bill is not paid within 21 days, or you have not entered into a repayment plan, this may have serious consequences.** Please contact us if you are struggling to pay for repair charges and we can negotiate a repayment plan.

How to pay

If you are receiving a Centrelink payment, all your financial responsibilities to Venture Housing can be paid through Centrepay. Centrepay is free and is by far the easiest and most convenient way to pay your bills.

To set up a recurring direct debit payment from your bank you will need Venture Housing BSB and account details. You will also need to quote your Tenancy Reference No. which is a unique identifier that can be found in your lease agreement.

Venture Bank Account Details

Bank: Westpac

Account Name: Venture Housing Company

BSB: 035 302

Account Number: 505 442

Reference: Your Tenancy Reference no.

Previous ELDERS Tenants only

Bank: Westpac

Account Name: Venture Housing Company

BSB: 035 302

Account Number: 554 463

Reference: Your mobile phone no.

Communication is key

If you are experiencing difficulties making payments, don't delay speaking with us, together we can make a plan to get you back on track. We are experts in our field and are experienced in supporting tenants to sustain their tenancies with compassion and empathy. Keeping on top of bills can be difficult. With a little forward planning you can avoid 'bill stress'. See our '**Money Management Tips**' factsheet to help you stay ahead.