



Prior debts with the Department of Communities (Housing and Homelessness Services)

Any debts owing to the Department of Communities (for rent, maintenance or for a bond loan) must be fully repaid before any further housing assistance is provided by the department.

If you have a debt, you can still apply for housing assistance and be placed on the housing register. However, you will not be offered housing assistance until the debt is repaid.

Where applicants have a very high or high level of housing need, the department may negotiate a repayment arrangement to allow these applicants to be housed while repaying their debt.

Find out if you have a debt with the department

Talk to staff at your nearest Housing Services office who can check your previous housing records. We will send you a letter saying how much the debt is and how to make a repayment arrangement.

What to do if you do not agree with the debt

Talk to your nearest Housing Services office if you do not think you owe the money or you have already paid it. You can ask for a debt review and provide any information you feel needs to be considered in the review. We will send you a letter advising the outcome of the debt review. If you still have a debt owing after the review, you must make a repayment arrangement with the department.

Making debt repayments

You can repay your debt using:

- EasyPay (the department's electronic payment facility). See the fact sheet *How to pay your rent* or ask your nearest Housing Services office for further information.
- a Payment Card for making payments at any Australia Post office or agency. Your nearest Housing Services office will issue this to you.

When you have repaid the debt

When you have repaid your debt, talk to your nearest Housing Services office so you can be offered housing when you reach the top of the housing register. Keep all your receipts as we may need to see them to check your payments.

Further information

Please talk to your nearest Housing Services office. Also refer to the fact sheets:

- *Eligibility for housing assistance*
- *Maintenance of your property*
- *Damage to your property.*