



How to pay your rent

There are many different ways of paying your rent so you can choose the rent payment method that suits your needs. Tenants who have signed the State Tenancy Agreement must make sure that their rent is paid.

EasyPay

EasyPay is an electronic deduction method which deducts your payment and pays it directly to the Department of Communities (Housing and Homelessness Services).

EasyPay saves you time and effort, and your rent is paid on time even if you are on holidays or ill. The scheme is voluntary for you to join and is free of charge.

You can also pay rent arrears, maintenance repayments, ex-tenancy debts, extra rent and bond loan repayments through this scheme. If your rent changes, we will advise you in writing. Centrelink will also receive electronic notification of a rent change and they will then begin deducting the new amount.

EasyPay consists of three types of electronic deductions:

1. Rent deduction scheme

- Rent can be deducted directly from Centrelink payments and paid directly to Housing Services each fortnight. This service is not available for Family Tax Benefit payments.
- Rent can be deducted for more than one person in the household. Each person will need to complete their own EasyPay Authority Form and nominate an amount to be deducted from their Centrelink payment.

2. Direct deduction facility

- Rent can be deducted directly from your Department of Veteran Affairs payments and paid directly to Housing Services each fortnight.
- Rent can be deducted for more than one person in the household. Each person will need to complete their own EasyPay Authority Form and nominate an amount to be deducted from their Veteran Affairs payment.
- Bond loan payments cannot be deducted through the direct deduction facility.

3. Bank direct debit

- Rent can be deducted directly from your account at a bank, credit union or building society. Some accounts, such as passbook accounts, are not electronic and cannot be used. If in doubt, you should check with your financial institution.
- This service is voluntary and it is free of any charges from Housing Services. However, your financial institution may charge you a transaction fee, and they may also charge a dishonour fee if there are not enough funds in your account at the time. We will also charge you an additional dishonour fee if there is not enough money in your account at the time of the deduction. You can avoid these dishonour fees by contacting us at least **one day before** the deduction is to occur to have your deduction suspended.
- Rent can be deducted for more than one person in the household. Each person will need to complete their own EasyPay Authority Form and nominate an amount to be deducted from their bank account.

To use the EasyPay service please ask your nearest Housing Services office for an authority form.

BPAY

BPAY is a fast, easy and convenient way to pay your rent electronically. You can use BPAY if you are a registered phone banker or internet banker with a participating financial institution. Only debit cards are accepted by BPAY for the department. Your financial institution may charge you a fee for using BPAY.

To start using this service, first call your financial institution's phone banking service or log on to their internet banking service. You will need the following information:

- Biller Code (747337), and
- your account number. The account number you use for BPAY is the **15** digit Customer Reference Number printed on your Rental Payment Card.

If you make a mistake using BPAY and cannot correct it yourself, contact your financial institution. You will need the receipt number from the transaction for them to help you.

If you are having trouble using BPAY, please contact your financial institution.

Payment cards

You can use payment cards to make payments at any Australia Post Office. The payment card is computer encoded with your details and the type of payment card it is.

A payment card is issued for each account type such as a rental payment card to pay your rent, maintenance payment card to pay your maintenance debt, and a bond loan payment card to repay your bond loan.

If you use other rent payment methods, you can still use your rental payment card to make any special payments.

If your payment card is lost, you can ask for a replacement payment card at your nearest Housing Services office.

Periodical payments

You can arrange for your bank, credit union or building society to transfer rent payments, rent arrears and other debts from your account to the department. These payments can only be taken from one account.

This service can be quite expensive, and in most cases, the financial institution will charge a fee for transferring the rent payment each time.

Contact your financial institution to arrange a periodical payment.

Cheque or money order

You can pay your rent by sending a cheque or money order, along with details of your rental account number, to Housing Services.

This method can be expensive, and it is not encouraged for regular rent payments and may not be available in the future.

Any cheques or money orders must be made out to the Department of Housing and addressed to:

Finance Services - CSQ
GPO Box 690
Brisbane QLD 4001

Housing Services offices and Client Service Centres do not accept rent payments.

Further information

Please contact your nearest Housing Services office. Also refer to the fact sheet, *Your rent*.