



# Landlords and tenants: who pays?

## Residential tenancies

This information is provided to assist landlords and tenants to understand their rights and responsibilities in relation to payment of the water and wastewater charges applicable to leased residential properties.

### Service charges

Your account from us includes water and/or wastewater service charges and a water usage charge. The service charges cover access to and maintenance of the water and wastewater supply system for serviced properties. The usage charge is for water used at the property, as measured by a water meter.

### Landlord's responsibility

As the owner of a residential property you are responsible for any service charges (water and wastewater) and any charges for water usage (unless, as outlined below, it is agreed that the tenant is responsible for these charges).

The property owner is responsible for payment of the water and wastewater service charges for each separately occupiable property. If the property is not separately metered, e.g. there may be one meter for a group of flats, the owner is also responsible for water usage charges. Under the *Residential Tenancies Act 1997* water usage charges cannot be issued to the tenant unless the premises are separately metered.

The landlord is also responsible for any meter reading fees applied when the meter is read for an incoming or vacating tenant. Under the *Residential Tenancies Act 1997* we are required to read the meter upon receiving notification of an incoming or vacating tenancy movement.

### Tenant's responsibility

In accordance with the *Residential Tenancies Act 1997*, a tenant may agree with the landlord/property manager to accept responsibility for the water usage charge when a tenant moves into a separately metered property. Tenants should contact their landlord/property manager to find out if they are required to pay for water usage.

### Concessions

Tenants who hold a valid Health Care Card, Department of Veteran Affairs Gold Card, or Pension Concession Card are entitled to receive a concession on water usage.

### Are you moving?

If you, as a tenant, are responsible for water usage, before moving in or out of a residential property, we require at least 48 hours prior notice to ensure we are able to read the meter and issue a final account to the vacating tenant.

Notification for incoming tenants must include the tenant's full names, date of birth, contact phone numbers and current postal address. (Failure to supply required details may result in tenant not being set up).

Notification for vacating tenants must include your forwarding postal address and a contact phone number.

Failure to notify us upon vacating a property can result in the vacating tenant being liable for the cost of all water supplied to the property until the next meter reading is conducted.

If you, as owner, fail to notify us within 48 hours of a tenant occupying your property, you may be liable for the cost of water supplied to the property since the water meter was last read.

### Further information

For further information please phone our Customer Call Centre on 1300 659 961 or visit our website [www.gwmwater.org.au](http://www.gwmwater.org.au).