

# Rent payments



**Your rent must always be paid in advance. It is your responsibility to make sure that your rent is paid regularly and on time. Below outlines the ways in which you can pay your rent to Mission Australia Housing (MAH).**

## Centrepay deductions

Centrepay – the easy way to pay your bills and expenses Centrepay is a voluntary bill-paying service which is free for Centrelink customers.

Use Centrepay to arrange regular deductions from your Centrelink payment. You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online.

## Deposit books

Deposit your rent at any Westpac bank using the deposit book supplied to you by MAH. This book has your own unique Deposit Book ID (also known as a Tenant Reference Number) which we will use to allocate the payment to your account.

## Cheque

A cheque can be posted or dropped in to our local MAH office. Cheques need to be made out to Mission Australia Housing. Please ensure that you write your name, address and Deposit Book ID on the back of the cheque so that we can allocate the payment to your account.

**Please note that it may take up to 5 working days from receipt of cheque for this payment to appear in your account.**

## Postal orders

A postal order can be arranged with your local post office. Please make your postal order out to Mission Australia Housing and ensure that you write your name, address and Deposit Book ID on the back of the order so that we can allocate the payment to your account.

Note: there is a fee involved in paying by postal orders. Please contact your local Australia Post Branch for details of the fee.

## Direct deposit

You can contact your bank to set up a direct debit. This will mean that your rent can be paid directly from your bank account to us each fortnight.

You will need to make sure your bank puts your name and Deposit Book ID on the payment so that we can identify it as your rent. There may be a charge associated with setting this up depending on which bank you are with.

For details of the correct MAH bank account to deposit your rent, please contact your Housing Manager.

## Internet banking

If you have access to online banking you can make individual rent payments to MAH or set up periodic payments. You will need to ensure that you put your Deposit Book ID in

the reference section so that MAH can allocate this payment to your account.

## Non-rent payments

Tenants can use all of the methods listed above to pay their rent account as well as any non-rent charges such as water usage and car park charges. If you are making a non-rent payment, please add a "W" to the end of your Deposit Book ID number so that MAH can allocate this payment to your non-rent account.

**Please note – we do not accept cash payments at any of our MAH offices.**

**For more information regarding rent payment options, please contact your local MAH office.**

## Contact us

 **Mission Australia Housing**  
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Sydney NSW 2000

 1800 269 672

 [missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)

If you require assistance in another language please contact Translating and Interpreting Service (TIS) National on 131 450.