

Important information

Your Rent Card has information on it that is specific to your tenancy with Link Wentworth and allows us accurately record the payments that you make to us. This information includes a unique barcode and Tenant Reference Number (TRN).

Because of this, we recommend that you keep your Rent Card in a safe and secure place. In the event that you lose or damage your Rent Card, you can call us on 9412 5111 to order another one.

Other payment options

Link Wentworth encourages all tenants to make their tenancy payments on time and in accordance with their lease. To ensure the payment process is easy and convenient, we also offer the option to pay using Centrepay.

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.

If you would like to pay using Centrepay, contact your Housing Manager by phone or email.

For more information call our Client Services Team

Monday to Friday 9:00am – 5:00pm

T 02 9412 5111 **E** enquiries@linkwentworth.org.au

W linkwentworth.org.au

Making payments using your rent card

Your Rent Card allows you to pay using Post Billpay – a service provided by Australia Post.

Pay by phone

Your Rent Card allows you to make payments over the phone using Post Billpay.

By phone - call 13 18 16 to pay your bills 24 hours a day, 7 days a week. Note, mobile phone calls will be charged at mobile phone rates.

Pay online

You can also make a payment online using the Post Billpay website.

To make a payment online at any time, visit:
<https://www.postbillpay.com.au/>

Follow the prompts to enter your TRN and/or the relevant Billpay Code.

Pay in person

To pay your rent, water and other tenancy-related payments in person, take your Rent Card to the Australia Post branch nearest to you. Present your Rent Card to the teller, tell them how much you would like to pay and for which account – rent, water or other tenancy-related charge - and make the payment using your debit card, credit card, EFTPOS, cash or cheque. Ask for a receipt and keep this for your records.



**Link
Wentworth**
Providing homes, building futures.



**Payment options
& rent card**

Welcome

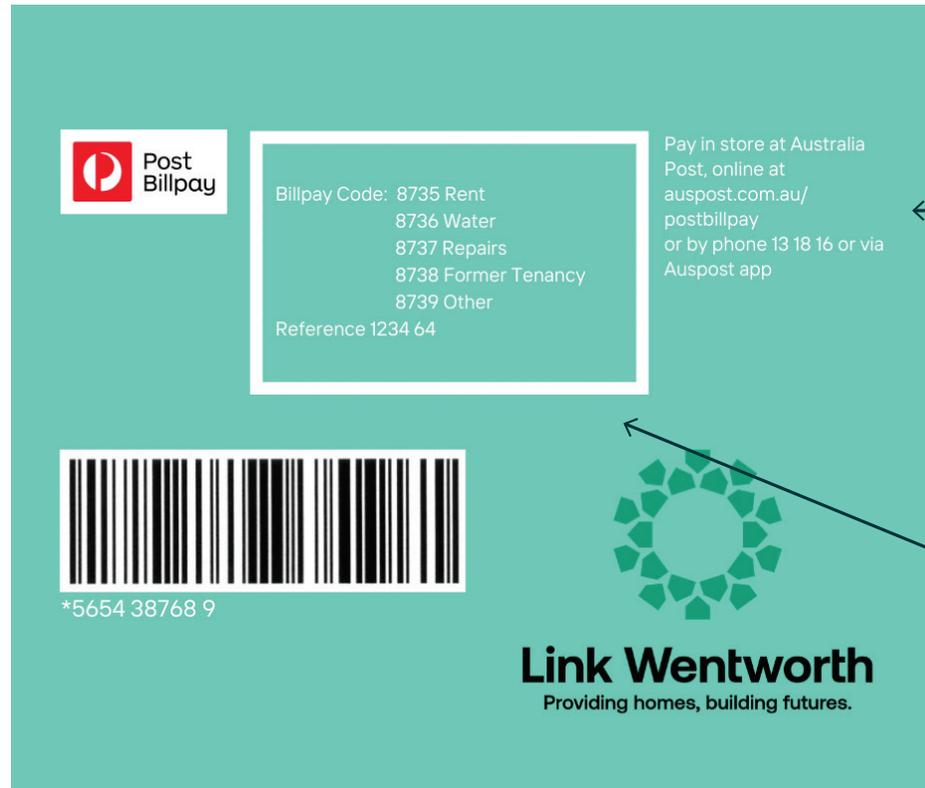
We are pleased to enclose your Link Wentworth Rent Card.

All tenants in NSW are required to pay rent, water and other tenancy-related payments.

We are pleased to provide you with your very own Link Wentworth Rent Card that allows you to make these payments to Link Wentworth using Post Billpay.

Your Rent Card has a unique Tenant Reference Number (TRN) and a unique barcode printed on it. Both of these ensure that we can securely identify your household when you make a payment. Your TRN is to be used when making a payment to Link Wentworth so that we can accurately allocate your funds to your account.

Using your Rent Card is easy. The explanation below provides information to understand the codes and numbers printed on your Rent Card.



You can pay using your Rent Card by phone, using the Post Billpay website, or in person at Australia Post.

The 'Reference' number in this box is your Tenant Reference Number (TRN). When you make a payment to Link Wentworth you will need to give this number. See the below table for an explanation of the 'Billpay Code' numbers.

Type of payment	About the payment	How to pay using your rent card
Rent	You are required to pay your rent in advance in accordance with your lease.	Use the Billpay Code for "Rent" that is printed on your rent card (see above).
Water	You are required to pay your water in advance in accordance with your lease.	Use the Billpay Code for "Water" that is printed on your rent card (see above).
Repairs	If you are required to pay for a "rechargeable" repair, you will be notified in writing and have the opportunity to discuss the charge with your Housing Manager.	Use the Billpay Code for "Repairs" that is printed on your rent card (see above). You will only need to use this Billpay Code if you have a Repair charge.
Former tenancy	If you are required to make a former tenancy payment, you will be notified in writing and have the opportunity to discuss the charge with your Housing Manager.	Use the Billpay Code for "Former Tenancy" that is printed on your rent card (see above). You will only need to use this Billpay Code if you have a Former Tenancy charge.
Other	If you are required to make any other payments, you will be notified in writing and have the opportunity to discuss the charge with your Housing Manager.	Use the Billpay Code for "Other" that is printed on your rent card (see above). You will only need to use this Billpay Code if you have this charge.