Bellorana
Limited

# RFBI Group Policy Scope (Scope Policy)

## 1. Purpose

The purpose of the Scope Policy is to establish that all policies within the Royal Freemasons' Benevolent Institution Group ("the Group") apply across all entities within the Group. This ensures consistency, alignment with the Group's strategic objectives, and adherence to legal and regulatory requirements across the entire group.

## 2. Scope

The Scope Policy covers all policies within the Group, including but not limited to those related to governance, risk management, compliance, finance, human resources, operations, and information technology. The scope extends to:

- All companies (Royal Freemasons' Benevolent Institution, RFBI Concord Community Village & Bellorana Limited) within the Group.
- All employees, officers, directors, contractors, and other stakeholders who are governed by the Group's policies.

## 3. Applicability

All policies within the Group are applicable to every entity within the Group.

## 4. Policy Review

Review to this policy will be conducted from time to time, for example when legislative changes occur that require such review, or at scheduled review dates.

## 5. Authority

This policy is authorised under delegation by:

**Frank Price**

**Chief Executive Office**

# Affordable Housing Charges Policy

## 1. Policy Statement

This Policy explains how Royal Freemasons' Benevolent Institution (RFBI) calculates, applies and reviews charges for the affordable housing rental properties it owns and manages.

## 2. Scope

This Policy applies to all affordable housing tenants living in RFBI rental properties.

## 3. Policy

The **RFBI Charges Policy** provides information about our approach to charging tenants for their water use and other recoverable costs. It is consistent with the **NSW Community Housing Water Charging Guidelines 2021,** and with the **NSW Residential Tenancies Act 2010, Section 139.**

Where our affordable housing properties under management have shared water meters this Policy ensures that our charges for water use by tenants are fair, transparent and consistently applied; and that we do not collect more for water use than we pay.

Water charges reflect the likely estimated water usage by tenants based on property configuration and household type.

Other charges that are recoverable include but are not limited to replacement of lost keys or emergency call outs or repairs and maintenance where the tenants are found responsible.

Other charges will be levied based upon a cost recovery model where the actual cost of providing the service is the basis for the charge to the tenant and the charge is a recovery of that cost and is fair, transparent and consistently applied.

## 4. Method for calculating and charging for water use

For properties with shared water meters, RFBI will apply a weekly water charge based on a flat rate per tenant. The current rate charged for water use per tenant is $5 per week.

The rate charged to tenants will be reviewed and adjusted to align with actual costs incurred at least annually.

RFBI excludes costs associated with common area water use and water or sewage access charges when we apportion tenant charges from the local water authority account levied for each of our affordable housing shared meter sites.

For properties with an individual water meter, actual water costs can be charged to the tenant.

## 5. Information about your water charges

RFBI affordable housing tenants will be provided with a copy of this Policy when your tenancy commences. If water charging rates change as a result of our review of actual costs incurred, we will provide written advice to every tenant. If there is any overpayment incurred by tenants, a credit will be entered on your non rent account.

RFBI provides water efficient devices in our properties. We encourage all tenants to minimise water use so that costs can remain reasonable. If you suspect there is a water leak in your home or in the building, please report it to RFBI as soon as possible.

## 6. Payment of water charges

Tenants can pay your water charges fortnightly through Centrepay, or by direct deposit, to your non-rent account, using your unique tenancy identifier.

If you are having trouble paying your water charges, please speak to your RFBI Tenancy staff. Options for repayment plans or financial services support to assist you manage your money can be arranged.

## 7. Payment of other charges

Tenants can pay other applicable charges through Centrepay, or by direct deposit, to your non-rent account, using your unique tenancy identifier.

If you are having trouble paying your other charges, please speak to your RFBI Tenancy staff. Options for repayment plans or financial services support to assist you manage your money can be arranged.

## 8. Tenant leaving RFBI housing or transferring to another property

If you are transferring to another RFBI property, you will continue to pay the flat rate weekly water charge. If you are ending your tenancy with RFBI, we will only charge for your water usage until the date the tenancy ends.

## 9. Appeals and Complaints

Tenants can appeal decisions relating to water charging in affordable housing, but cannot appeal the charging for water use, or the flat rate water charge applied by RFBI. See RFBI Affordable Housing Appeals Policy for details about how to appeal.

If you wish to complain about water authority supply issues, you can complain directly to the local water authority, or to the Energy and Water Ombudsman or to the NSW Ombudsman.

### Related Policies and Legislation

- NSW Residential Tenancies Act 2010
- NSW Community Housing Water Charging Guidelines
- RFBI Affordable Housing Tenancy Management Policy
- RFBI Affordable Housing Rent Policy
- RFBI Affordable Housing Appeals Policy

### Policy Review

Review of this policy and procedures will be conducted from time to time, for example when legislative changes occur that require such review, or at scheduled review dates.

### Authority

This policy is authorised under delegation by: **Frank Price Chief Executive Officer**