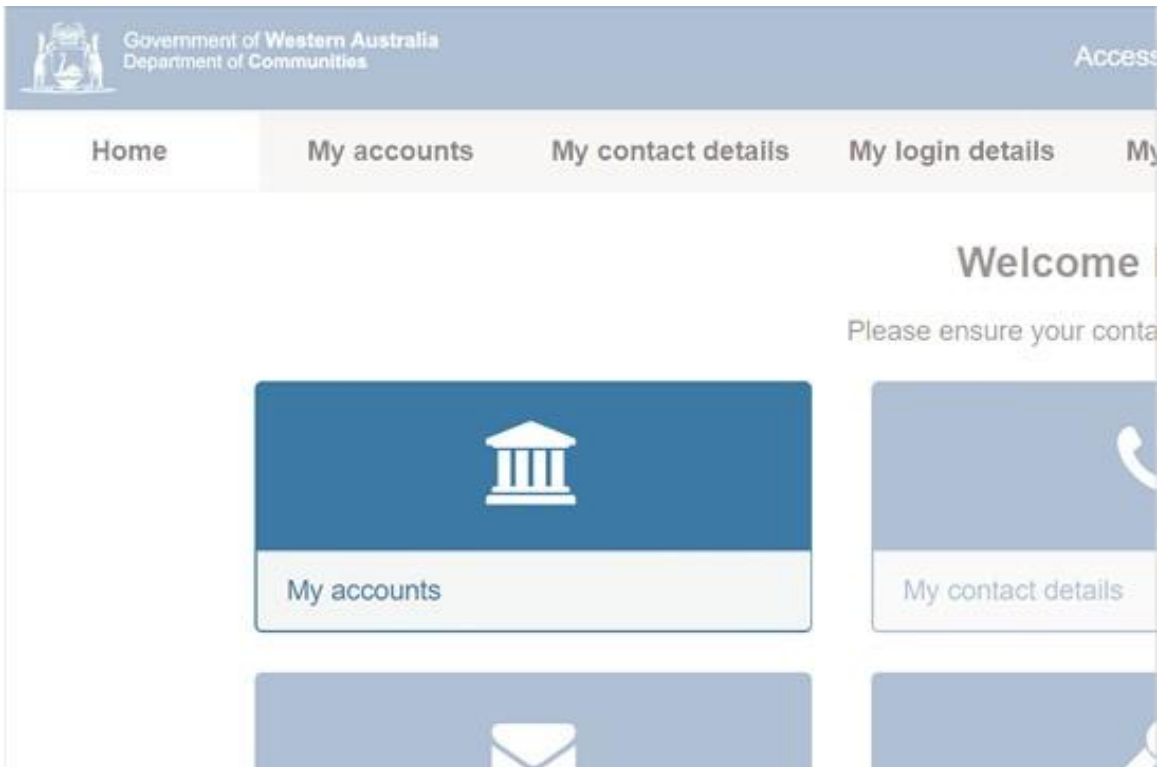




# My accounts on Housing Online

## Help resource

**My accounts** displays all accounts and transactions for rent, water, repairs, tenant liability, bond assistance loans, former tenants accounts or other accounts you might have related to your housing assistance.



The balance of your accounts is displayed on the right side of the screen. If the amount is displayed without a minus sign in front (e.g. \$20.00) it means your payments are up to date. If your balance appears in red with a negative sign in front of the amount (e.g. -\$385.25) it means you have fallen behind on payments.

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## My accounts




View your account balances for regular payments like rent and utilities here.

The Actions button to the right of your screen allows you to view transactions and payment schedules in more detail.

Account transactions may take up to 3 business days to process.

If you have any questions regarding account transactions or balances, please contact your closest Housing office.

Number of rows  
Number of rows

	Account type	Payment reference	Balance	
	Rent	39864941	+\$125.00	Actions-
	Tenant Liability	39864972	+\$25.00	Actions-
	Water	39864965	-\$30.00	Actions-

1-3

You'll need to have your payment reference number with you when you make an account payment. Use BPAY  Biller Code: 135228

**Payment options**

- Credit card
- Australia Post Billpay

If you are behind on payments, you can make one using the payment options listed on this screen.

To view more detailed information on any of your accounts, click **Actions** and select **View statement**.

You can view debit and credit transactions for the past 12 months and filter your transactions by Charges or Payments. Select your filter and click **View**.

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### Account statement

You can view the last 12 months of your transactions here. If you need information about older transactions, please contact your closest Housing office.

**RENT ACCOUNT** +\$125.00  
Balance

[Download Account Statement](#)

Sort and filter Show  
All transactions Date from  to Date to  [View](#)

Number of rows  
Number of rows

Date	Transaction	Charges	Payment	Balance
03-AUG-2020	Manual Adjustment / Refund	-	25.00	+\$125.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Market Rent Adjustment	100.00	-	+\$100.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Rent Concession Granted	-	200.00	+\$200.00 IN CREDIT

You can also filter transactions by date. Select the **From and To dates** and click **View**.

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### Account statement

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**RENT ACCOUNT** +\$125.00  
Balance

[Download Account Statement](#)

Sort and filter Show  
All transactions Date from 16/02/2021 to Date to  [View](#)

Number of rows  
Number of rows

Date	Transaction	Charges	Payment	Balance
03-AUG-2020	Manual Adjustment / Refund	-	25.00	+\$125.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Market Rent Adjustment	100.00	-	+\$100.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Rent Concession Granted	-	200.00	+\$200.00 IN CREDIT

The **Download Account Statement** button will allow you to download a printable electronic PDF version of your Housing account statements.

Account statement

You can view the last 12 months of your transactions here. If you need information about older transactions, please contact your closest Housing office.

**RENT ACCOUNT** + \$125.00  
Balance

**Download Account Statement**

Sort and filter: Show  Date from  to

Number of rows:

Date	Transaction	Charges	Payment	Balance
03-AUG-2020	Manual Adjustment / Refund	-	25.00	+\$125.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Market Rent Adjustment	100.00	-	+\$100.00 IN CREDIT
03-AUG-2020	Manual Adjustment / Rent Concession Granted	-	200.00	+\$200.00 IN CREDIT

The statement will print up to 24 months of previous transactions or the date range period you have selected (up to 48 months prior to the current date).

Print Date: 17 Feb 2021

**Statement of Account**

JOE SMITH

Related Property: \_\_\_\_\_

**TRANSACTION HISTORY**

Customer Reference 318270

Period From 17/02/2019

Period To 17/02/2021

Balance as of 17/02/2021 **\$125.00 In Credit**

**Rent (Payment Reference Number 39864941)**

Date	Description	Debits	Credits	Balance
03/08/2020	Refund		\$25.00	\$125.00 In Credit
03/08/2020	Market Rent Adjustment	\$100.00		\$100.00 In Credit
03/08/2020	Rent Concession Granted		\$200.00	\$200.00 In Credit

If you pay any of your accounts by direct debit, click **Actions** and select **Payment schedule** to review past payments and future payments scheduled from your nominated bank account.

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Number of rows  
Number of rows

Account type	Payment reference	Balance	
Rent	39864941	+\$125.00	Actions-
Tenant Liability	39864972	+\$25.00	View statement Payment schedule
Water	39864965	-\$30.00	Actions-

1-3  
Load More

You'll need to have your payment reference number with you when you make an account payment. Use BPAY  Biller Code: 135228  
Payment options

Click the **Future payments** tab for future payments and click the **Historic payments** tab for past payments.

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## Payment schedule

View previous and upcoming direct debit payments.

If you need this information for a Centrelink direct deduction please contact your closest Housing office for assistance.

Payment reference	Account description	Current balance	Payment method
39864941	RENT ACCOUNT	+\$125.00	-

Future payments Historic payments

Amount	Due date
50.00	01-MAR-2021
50.00	15-MAR-2021
50.00	29-MAR-2021
50.00	12-APR-2021
50.00	26-APR-2021
50.00	10-MAY-2021
50.00	24-MAY-2021
50.00	07-JUN-2021

To see more past or future payments, click **Next** at the end of this page. If you want to go back to My accounts page, click **Back**.

## Frequently asked questions

### How do I know if my account has been paid in full?

When you log into My accounts, your account balance is shown on the right of the screen. If you have paid off the account debt in full, the balance will be \$0.00.

### What is a rechargeable repairs account?

This account includes any repair charges that a Housing tenant is liable for.

### What is a sundry account?

This account is for charges that are not related to rent, water, tenant liability or former tenancy charges, e.g. court costs.

### What is a former tenancy debt account?

This account includes any charges from a previous Housing tenancy. It includes charges that you are responsible for like unpaid rent, water charges or repairs.

### If I make a payment using one of the payment options, will it show straight away in my account?

No. It may take up to three business days for the payment to be processed and appear in the relevant account.

### What does the negative sign (e.g. -\$125.35) in front of my balance mean?

This means your account is in debit and you are behind on payments. You can make a payment using one of the options at the bottom of the My accounts screen. Remember to allow up to three business days for a payment that you make to be processed and reflected in your Housing Online account.

Payment options include:

- [Credit card](#)
- [Australia Post Billpay](#)

### What are the charges in the My accounts screen?

Charges means that your account has been billed the amounts owing for rent, water consumption, repairs etc.

### What are the payments in the My accounts screen?

These show the payments you have made for costs associated with your tenancy for rent, water consumption, repairs, etc.

### What does the 'Load more' button do?

This button at the bottom of the My accounts screen gives you the option to view additional transactions. Each time you click the button, 25 more transactions will be displayed.

If you have fewer than 25 transactions in your account, the button will not be displayed.

**Are the account transactions listed in Housing Online different from my quarterly statement?**

The transactions in Housing Online are listed in order from the most recent to the oldest, whereas the transactions in your quarterly statements are listed in the reverse order, from oldest to most recent.

Although the order is different, the transaction amounts and dates are the same.

**What is the 'Download Account Statement' button for?**

This button will allow you to download a printable PDF version of your Housing account statements.