

PAYING RENT

If you are experiencing financial challenges, please contact your Housing Manager
or call us on (08) 8275 8700.

FREQUENTLY ASKED QUESTIONS

How is my rent calculated?

This depends on which Junction program covers the house you are living in. Your lease with Junction sets out all these details, including how your rent is calculated, how and when it is reviewed.

When and how is my rent reviewed?

All rents are reviewed either annually, six-monthly, or periodically as your circumstances change. This depends on the type of housing you are in. It is important to advise your Housing Manager whenever your income or the total income of your household changes.

When is my rent due?

Your rent is calculated weekly and charged to you weekly. Weekly rent due dates are based on the date your tenancy with Junction started. If you are not sure what day each week your rent is due, contact your Housing Manager.

It is important to ensure you keep your rent two weeks in advance.

Generally, tenants will pay rent in advance on a fortnightly basis via an approved payment method.

I'm having trouble paying my rent on time - What can I do?

While it is your responsibility to pay your rent on time, we understand that difficulties can sometimes arise.

If you are experiencing financial challenges which could impact your ability to pay your rent, please contact your Housing Manager as soon as possible. If you do not contact your Housing Manager and your rent falls into arrears, we may take further action which could put your tenancy at risk.

So please, when things get tough, get in touch!

How can I get a copy of my rent statement?

You can request a rent statement, showing all rent charges and payments made, by phoning your Housing Manager.

What is a Unique Reference Number and where can I find it?

Your Unique Reference Number is provided to you by your Housing Manager when you move in to a Junction property. You will need to quote it when paying your rent at the bank or via EFT.

If you do not know your Unique Reference Number, please contact your Housing Manager.

Please turn over →

HOW CAN I PAY MY RENT?



AUTOMATIC DEDUCTION FROM YOUR CENTRELINK BENEFIT (IF APPLICABLE)

You need to set this up through Centrelink. We can help you to do this. Once you complete the appropriate forms, your rent can be automatically deducted from your benefits weekly or fortnightly.



ELECTRONIC FUNDS TRANSFER (EFT)

From your bank account to ours. You need to set this up yourself, with your bank. Remember to quote your **Unique Reference Number** on each transfer.



OUR BANK DETAILS

Bank: **WESTPAC**

Account Name: **JUNCTION AND WOMEN'S HOUSING LTD.**

BSB: **035-053**

Account No: **298 277**



BY EFTPOS IN PERSON

This option is available at the following locations:

Marion Office

Lvl 1, 838 Marion Road
Marion, SA

Parkside Office

168 Greenhill Road,
Parkside, SA



BY DEBIT CARD OVER THE PHONE

Call **(08) 8275 8700** between 8:30am and 4:30pm on weekdays.



CASH DEPOSIT

At any Westpac branch in South Australia - remember to quote your **Unique Reference Number** with each deposit.

**We do not accept cash at any of our offices.*



BY CHEQUE OR MONEY ORDER

Delivered or posted to us. Remember to quote your **Unique Reference Number**.

PO Box 493

Park Holme, SA 5043