



*Water... priceless and
precious*

Water charging in rental premises

What's this mean for our Tenants?

The Local Government Authority will forward water consumption charges twice yearly in the **Water Rate Notice** and this is usually 6 months in arrears for the 6 month period prior to that. The water access component of this charge can not be passed on to tenants for payment as it is a Lessor's expense.

Costs for water consumption can be forwarded to a tenant, only if the property is separately metered. Then the cost will be calculated on whether your property is certified as water efficient or excess only.

We at Ray White Toowoomba Range & Highfields understand the financial implications of having large bills randomly received and realised a long time ago that this was not beneficial for our Tenants to budget towards.

We now have a dedicated Water Management Process which entails us reading the water meter at the property 'real time' and on charging to the tenant after each routine inspection.

This alleviates the often used, historical way of charging which is only when the Council have invoiced the owner.

We find that many of our tenants like the transparency this brings, and they can easily budget for their usage going forward.

Our Trust Account allows for Tenants to 'pre pay' towards eventual usage charges which has been readily accepted and appreciated.

An audit trail of all water readings is kept for each property to ensure that the usage aligns with the Council charging to the owners as well as any time a plumber visits the property.

Ray White Toowoomba Range & Highfields

Always looking to improve and deliver on professional service to all.