

Water Subsidy Initiative Fact Sheet

What is the Water Subsidy Initiative?

The Water Subsidy Initiative is available to renters who relocated as part of Tranche 1 of the High-Rise Redevelopment Program. It is for renters that relocated to specific community housing homes from 33 Alfred Street, North Melbourne, 12 Holland Court and 120 Racecourse Road, Flemington.

The subsidy will support renters with the cost of water over the first 24 months of their new tenancy.

Who is eligible?

Renters are eligible if they relocated from 33 Alfred Street, North Melbourne, 12 Holland Court and 120 Racecourse Road, Flemington to a home at Victoria Street, Flemington or Abbotsford Street, North Melbourne.

How do I apply for the water subsidy?

Renters eligible to apply will be contacted by the Homes Victoria relocation team in writing, and by phone where that is preferred, to explain how to apply for a water subsidy.

Renters are encouraged to have a support person involved in any discussions if they wish, or to request that we arrange for an interpreter. An interpreter we make available is at no cost to the renter.

How is the water subsidy calculated?

The subsidy amount is different for each eligible household. It is calculated by:

1. Estimating the average expected water usage over a 24-month period based on household size at commencement of the new tenancy.
2. Deducted the water the renter would have been charged at their previous high-rise home over a 24-month period.

This approach will reduce the cost of water for eligible renters for the first 24 months of their new tenancy to be similar to the water charges they would have received at their previous home in high rise public housing.

How will I receive the water subsidy if I am eligible?

For eligible renters, the water subsidy will be made as a lump sum payment into your nominated bank account.

To receive the payment, please complete the enclosed Water Subsidy Claim Form. This form must be signed by hand or with a digitally scanned version of your handwritten signature.

Please return the form by:

- Emailing: RelocationsTeam@homes.vic.gov.au or
- Mailing: Relocations Team, Homes Victoria, 50 Lonsdale Street, Melbourne VIC 3000

This approach means renters will not have to wait to receive water bills before having the subsidy available to them.

What if I pay more for water than the subsidy I received?

Renters should contact the Homes Victoria relocation team if they feel they have paid more for water over their first 24 months in their new home than they would have in their previous home.

We can talk with renters about how to apply for a reimbursement payment from Homes Victoria. This would require renters to provide copies of the water bills they have received during the first 24 months of their new community housing tenancy.

Questions or Concerns?

For more information, please contact the Homes Victoria Relocation Engagement Team on 0448 795 411 or send an email to RelocationsTeam@homes.vic.gov.au



Translations



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