



Centralised Gas Hot Water Service Reimbursement Scheme

APPLICATION FORM

The reimbursement scheme allows eligible head tenants or authorised household members to seek reimbursement for gas usage costs associated with their hot water usage from a centralised gas hot water system between 22 March 2014 to 22 March 2020.

This application form is for current and former tenants residing in NSW Land and Housing Corporation (LHC) owned social housing properties who paid gas bills for hot water received via a centralised gas hot water system.

For more information about the scheme please refer to https://www.facs.nsw.gov.au/housing/living/maintenance/centralised-gas-hot-water-system-reimbursement-scheme/_recache.

Applicant details

Title	<input type="text"/>	
Mr, Mrs, Ms, Miss, Mx		
Last name or family name	<input type="text"/>	
Given name (s)	<input type="text"/>	
Unit/House number	<input type="text"/>	
Street/Avenue	<input type="text"/>	
Town/Suburb	<input type="text"/>	Postcode <input type="text"/>
Phone number	<input type="text"/>	
Email address	<input type="text"/>	

Preferred method of contact

Please advise how you would prefer we contact you about your application Email Post

Claim related address

Unit/House number	<input type="text"/>	
Street/Avenue	<input type="text"/>	
Town/Suburb	<input type="text"/>	Postcode <input type="text"/>
Start date of tenancy	<input type="text"/>	End date of tenancy <input type="text"/>

Is the above address managed by a Community Housing provider? Yes No

Start date of claim End date of claim

Preferred assessment method

Please advise which assessment method you would prefer when determining your reimbursement

- Option 1:** By using my bills/accounts (you will need to provide a copy of every bill for the claim period)
- Option 2:** By using a combination of my bills and gas usage or estimated usage data (you will need to provide as many bills as you are able to for the claim period)
- Option 3:** By using data from the gas network owner or estimated usage (you are only required to provide 1 bill in the claim period to confirm you are the account holder)

Your gas meter number

Please provide your DPI (Delivery Point Identifier) number or MIRN (Meter Installation Reference Number) from your gas bill

Household details

Please provide the details of all household members that have resided in the property during the claim period. This includes the head tenant and any authorised household members (for example partner, children, friends, relatives).

FULL NAME OF PERSON	START DATE AGAINST TENANCY	END DATE AGAINST TENANCY
E.g. John Smith	01/06/2011	21/04/2021

Consent

By signing this application, I authorise:

- for my gas network distributor, Jemena / Australian Gas Networks Ltd to provide to LAHC the actual gas usage data over the reimbursement period for the claim related address. This gas usage data may be used by LAHC to determine the reimbursement amount; and
- LAHC to contact the community housing provider which is/was managing my tenancy (if applicable) for further information in relation to this application; and
- The community housing provider to release any information required by LAHC in respect of my claim for reimbursement.

Full name (please print)

Date

Signature

Steps to begin the application process:

1. Complete and sign the application form.
2. Gather the evidence:
 - Copies of gas bill(s) from your gas retailer. The number to be provided will depend on the length of the claim and the option chosen on page 1 of this form.
 - Two forms of current identification (for example: drivers license, Australian passport, Medicare Card, Centrelink card).In addition if you reside in a property whose tenancy was/is managed by a community housing provider you will need to provide:
 - a copy of your community housing provider tenancy agreement showing you are the head tenant, or
 - evidence you are an authorised household member, and
 - demonstrate the status of each household member for the entire period of the claim.
3. Submit the application via
 - a) email at gasreimbursements@facns.nsw.gov.au; or
 - b) post to NSW Land and Housing Corporation, Gas Hot Water Reimbursement Scheme, Locked Bag 5022, PARRAMATTA NSW 2124; or
 - c) through your local DCJ Housing or community housing provider office.

What happens next?

We will acknowledge receipt of your application, and advise you of any additional information required to support your claim within 10 business days.

Once all the required documentation has been received the team will endeavour to assess the application within two months.

Please be aware that the number of applications being assessed at any one time may impact on the timeframe to finalise your application, we will keep you informed as the application progresses.

Once the application has been assessed you will be made an Offer of Reimbursement in writing.

Definitions

Claims – means all proceedings, applications, actions, claims, suits, demands, losses (including, except to the extent otherwise agreed in writing, costs, damages, expenses and liability, including consequential loss, indirect loss, loss of profit, loss of revenue, damages for loss of opportunity and legal costs), which may be brought against, made upon, or incurred by the Agency, the State or their Personnel.

Centralised Gas Hot Water Service (CGHWS) – means a system that supplies hot water to all units within a building/complex and is comprised of:

- a central hot water heater or manifolded bank of multiple hot water heaters
- pump(s) to circulate hot water
- central piping loop throughout the building to circulate hot water
- short lengths of pipes from the central piping loop that supply hot water to each unit
- a master gas meter to measure gas usage of the centralised gas hot water system
- a master water meter to measure water usage of the centralised gas hot water system
- individual hot water meters to measure the amount of hot water used by each dwelling.

Eligible Tenant – means a Head Tenant or Authorised Household Member.

Head Tenant – means the person whose name was on the Residential Tenancy Agreement for the social housing premises where the CGHWS was used.

Identification – allows us to confirm who we are making payments to. The acceptable forms of identification include:

- a copy of your driver's licence
- a copy of your passport
- a copy of your Medicare card
- a copy of your Centrelink pensions and benefits card

Offer – the dollar amount of reimbursement you will receive will be made in writing and will include:

- the amount of reimbursement is inclusive of GST
- the property you lived in during the reimbursement period
- the period for which you are being reimbursed
- the method of calculation of the amount of reimbursement

Excluded Items – means supply charges (if other appliances are included), charges for late payments, rebates and payments made by vouchers provided by any Government or charitable body which were used for payment of the gas accounts during the claim period from 22 March 2014 to 22 March 2020.

Terms and Conditions

1. You are only entitled to reimbursement of gas usage in connection with a centralised gas hot water service and will be reimbursed for what you paid for your gas usage. If you have a separate meter which measures your gas usage in connection with a gas stove top or other appliance, you will not be reimbursed for that usage. LAHC will not pay supply charges if you had other appliances that used gas at the premises during the reimbursement period.
2. Reimbursement for gas usage is limited to 22 March 2014 – 22 March 2020 (Usage Period).
Lodgment of claims for tenancies managed by the Department of Communities and Justice opened on 1 February 2022. Lodgment of claims for tenancies managed by community housing providers will open on 03 October 2023.
The claim entitlement only relates to gas hot water usage used during the period from 22 March 2014 to 22 March 2020 (extended claims period). You are not eligible for reimbursement for gas usage from 23 March 2020 onwards – see clause 36 of the *Residential Tenancies Regulation 2019*.
LAHC will afford applicants a 3 month grace period from the date their applications were opened. However, with respect to applications lodged after that date, LAHC's offered voluntary extension of its statute of limitations obligations (**see notes below) will be reduced by one month for each month that the claim lodgment is delayed.
3. In making this application, you agree that:
 - a. You understand if you accept any subsequent offer for reimbursement, you will confirm that you forfeit any rights to make further claims in any court or tribunal within NSW for gas usage in connection with a Centralised Gas Hot Water Service at your property from the commencement of your tenancy, whatever that date may be.
 - b. The information you have provided is true and accurate to the best of your knowledge.
 - c. The provision of any false documentation may result in action being taken against you.
 - d. You consent to an officer of either the Department of Planning and Environment (DPE) or the Department of Communities and Justice (DCJ) contacting you for further information.
 - e. You consent to an officer of DPE contacting the community housing provider which is/was managing your tenancy (if applicable) for further information. You further consent to the community housing provider releasing such information to DPE.
 - f. You are not guaranteed to be reimbursed for the amount which you claim, as an officer of DPE will review the information you have provided in order to determine your reimbursement amount in accordance with the Reimbursement Scheme's policy.
 - g. DCJ and DPE is subject to the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*. Your personal information is being collected to process your application for reimbursement of gas usage. DCJ or DPE may use your personal information for the purposes of processing your application. DCJ or DPE will not disclose your personal information without your consent unless authorised by law. Your personal information will be held by DCJ and DPE.
4. If you do not consider the offer reasonable, a review can be requested in writing but should a final offer not be accepted, claimants may wish to apply to the NSW Civil and Administrative Tribunal for a determination.
5. Any applications made 3 months after their opening date will be subject to a shorter claims period, which is reduced by one month for each month the claim lodgment is delayed. For a 6 year claim period:
 - If your tenancy is managed by a community housing provider and your application is made on 25 January 2024, the Extended Claims Period is reduced by one month, meaning your claim period is 22 April 2014 to 22 March 2020.
 - If your tenancy is managed by the Department of Communities and Justice and your application is made on 1 June 2022, the Extended Claims Period is reduced by two months, meaning your claim period is 22 May 2014 to 22 March 2020.

Each periodic amount you claim (eg if you are billed by your gas provider on a monthly or quarterly basis) will be treated as a separate claim amount for the purpose of calculating the claims period.

Note: This Extended Claims Period is longer than the claims period under NSW law, which may only require LAHC to pay your claim if it relates to any gas hot water usage used during the period of six years before your claim is made and not from 23 March 2020 onwards.

If you have difficulties understanding English, please contact the All Graduates Interpreting and Translating Service on 1300 652 488. If you have difficulty speaking or hearing, please contact the TTY Service on 133 677 for voice calls or 1300 555 727 for speak and listen calls. These free services will help you to communicate with us.