



## Moving?

## Vacating property notification form

At Yarra Valley Water we understand that moving is a hassle. Your water account can be easily overlooked in the moving process. To help you avoid this we have established a simple method to create or finalise your water account.

### **Do I need to contact Yarra Valley Water when I move to a new property?**

**YES** – if you rent a residential property with a dedicated water meter, contacting us will ensure you only pay for the water you use. As a residential tenant you are only responsible for water usage and the sewage disposal charge (SDC). Landlords are responsible for all service charges.

If you fail to contact us, we will bill your landlord, who will then pass this cost on to you. This may result in a large sum instead of regular quarterly usage accounts. Let's avoid unnecessary frustration and work together to keep it simple and get it right from the start.

**NO** – if you rent an apartment, unit, townhouse or commercial property where you share a water meter with another property. The usage component will therefore be the responsibility of your landlord. In this instance we are not required to record your details.

### **How do I contact Yarra Valley Water?**

Simply choose one of the three options below:

1. Complete the application form overleaf. Why not complete it now? Your real estate agent will then fax or email the form to us. It is important that you retain a copy of the form for your own records.
2. Visit our website [www.yvw.com.au](http://www.yvw.com.au) and complete the moving in form.
3. Call 13 1721 (24 hours) and provide us with your details.

### **Who is responsible in shared tenancies?**

Protect yourself. Let us know if you live in a shared household. We may add the other residents to the account so that you are not

solely responsible for any debt. If you move out before the other residents, call us to take your name off the account. We will also need to get confirmation from the remaining tenant(s) that they are willing to assume current and ongoing liabilities.

### **What do I do when my lease has ended?**

Contact us at least two business days prior to moving. Choose one of the three options below and we will send you a final account.

1. Visit our website [www.yvw.com.au](http://www.yvw.com.au) and complete the moving out form.
2. Call 13 1721 (24 hours). We will require a forwarding address and telephone number.
3. Email a completed tenancy form to us at [tenancy@yvw.com.au](mailto:tenancy@yvw.com.au)

### **What does Yarra Valley Water do with my personal information?**

Yarra Valley Water collects personal information for the purposes of providing water and related services and products, promoting such services and products and market research. We may disclose your information to our contractors for these purposes and other third parties including Melbourne Water and the Minister for Environment. Unless permitted under the Privacy Act, we will not disclose your personal details without your express permission. Please contact us if you wish to arrange for someone else to have access to your account details. You may also request access to any of your personal information we hold by writing to the Privacy Officer at Private Bag 1, Mitcham Vic 3132.

**For further information please contact our Customer Service Centre on 13 1721 (24 Hours)**



# Vacating property notification form

NOTE: Fields marked (\*) must be completed

## CUSTOMER DETAILS

Account number \_\_\_\_\_

Name on account \_\_\_\_\_

Property address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Moving out date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Settlement date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## COMPANY DETAILS

Company name \_\_\_\_\_

Trading as \_\_\_\_\_ ABN \_\_\_\_\_

Account number \_\_\_\_\_

Name on account \_\_\_\_\_

Property address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Moving out date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Settlement date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## FORWARDING ADDRESS

Property address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Preferred contact method\* Tel (home) \_\_\_\_\_ Tel (work) \_\_\_\_\_  
(Please select at least one)

Email \_\_\_\_\_ Mobile \_\_\_\_\_

## DECLARATION

I declare that the information contained in this form is true and correct. I understand that I must notify Yarra Valley Water of my vacation of the premises at least 2 business days in advance otherwise I may be liable for usage charges beyond my vacation date. If I am not the owner I authorise the owner his/her agent or my agent to provide Yarra Valley Water with notice of my vacation and any additional information regarding myself as may be required by Yarra Valley Water in connection with this account and recovery of any unpaid usage charges. I also understand that if this account remains unpaid for a period of 2 months, it may be listed as a default which may affect my credit rating. I authorise Yarra Valley Water to access my credit history from a credit reporting agency for the purpose of this application. We authorise any credit provider or credit reporting agency to release any credit information held by the provider or agency as requested by Yarra Valley Water to assess this application or otherwise in relation to the supply of water services to me/us.

\* \_\_\_\_\_  
 Signature

\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Date