

MWOD and MWD(U) Choice Accommodation Paying a debt

At the time of inspection, DHA will make an **estimate** of the costs required to rectify any non-fair wear-and-tear that is due or acknowledged on the Tenant Acknowledgment Form (TAF).

You will be liable for the **actual** costs incurred. Once these costs have been identified, DHA will issue you with a tax invoice.

You are required to reimburse Defence Housing Australia **within 14 days** of the invoice issue date. This should be done via Electronic Funds Transfer to the account nominated below.

Defence Housing Australia Bank Account Details for Electronic Funds Transfer

| | |
|------------------------|-----------------------------|
| Account Name: | DHA – Miscellaneous Account |
| Bank: | Westpac |
| Branch: | Manuka, ACT |
| Account Number: | 225729 |
| BSB: | 032-729 |
| Description: | 'Your Employee ID' NFWT |

When and how can I dispute the tenant charge?

If there is non-fair wear-and-tear (tenant) charge/s identified at your periodic inspection, your Pre-Vacation Inspection (PVI), or at a second/final inspection that you do not agree with, you have the option to dispute. Your Property Manager will ask you to notate the TAF and complete the Details of Dispute form, clearly outlining your reasons for non-acceptance of the charge/s. You must complete this form at the time of the inspection. Your reasons must be valid and relevant to your dispute.

The dispute will be investigated by DHA. Once the investigation is complete you will be advised of the result. If required, an invoice will be issued. If an agreement cannot be reached regarding the dispute, you may follow the MCA [complaint resolution process](#).

What if I'm unable to pay the debt by the required due date?

If you are unable to finalise the account by the due date on the invoice, contact DHA via revenue.accounting@dha.gov.au as soon as you become aware that you will be unable to pay.

DHA reserves the right to engage a debt collection agency to retrieve payments that are not made in a timely manner.

