Rent/Arrears of Residents / Tenants Covered by the Residential Tenancy Legislation

This policy is aimed to set clear guidelines for the rental payments including all other financial contributions particularly as it relates to arrears developing. This policy only relates to those clients residing in properties managed by the Organisation, which are covered under the Residential Tenancy Legislation.

A resident/tenant must pay two weeks rent in advance from the first day of the tenancy. For example, on the day the tenancy commences, the resident/tenant/s may pay two (2) weeks rent and other costs and thus be fourteen (14) days in advance. As each day passes the resident/tenant/s becomes one (1) day less in advance, so that when the rent next falls due (a fortnight later) the resident/tenant/s is no longer in advance with the rent. By making the next fortnightly payment the resident/tenant/s is again fourteen (14) days in advance and the cycle continues. The resident/tenant/s is seen to be in arrears from the day the resident/tenant/s is no longer in advance.

1. Notice of termination of tenancy

A notice of termination may be given at any time if the resident/tenant/s is more than fourteen (14) days in rent arrears.

2. Arrears Procedure

In relation to any arrears developing, the following procedure will apply:

a). Rent payments are to be accurately checked each week by the worker responsible.
b). When the resident/tenant/s identifies a rent or financial contribution problem they should:
- Notify the worker immediately.
- The worker and the resident/tenant/s may agree to an arrangement to catch up payments. This arrangement may only come into effect if the CEO or the CEO's nominated delegate agrees to the arrangement and it is confirmed in writing.
- All written agreements must be signed by the resident/tenant/s. A copy will be given to the resident/tenant/s and a copy will be kept on the file.

c). When the worker identifies a rent or financial contribution arrears problem:
- The resident/tenant/s will be sent a letter indicating the breach of tenancy agreement and advising the resident/tenant/s to contact the Organisation to discuss the payment. A copy of this correspondence to be held on file and a copy is to be given to the CEO or the CEO's nominated delegate.
- Staff are to ring the resident/tenant/s and seek reason/s for non-payment.
- The worker should request the money owed be paid immediately. If this is not possible, the worker should discuss the matter with the resident/tenant/s in order to negotiate an arrangement to remedy the problem.
- The arrangement must be approved by the CEO or the CEO's nominated delegate prior to implementation and should be provided to the CEO or the CEO's nominated delegate in writing for approval. On approval, a letter confirming the arrangement is to be sent to the resident/tenant/s.
- All written agreements must be signed by the resident/tenant/s. A copy will be given to

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the resident/tenant/s and a copy will be kept on the file.
- The contact, details and the arrangement are to be recorded on the file.

3. Follow-up

- If payment or written agreement is not received within one week of the date of original letter sent, a written notice of termination will be sent to the resident/tenant/s to vacate the premises within fourteen (14) days. A copy of this letter is to be held on his/her file and a copy is to be provided to the CEO or the CEO's nominated delegate.
- If the agreed arrangement is breached, a written notice of termination will be sent to the resident/tenant/s to vacate the premises within fourteen (14) days. A copy of this letter is to be held on his/her file and a copy is to be provided to the CEO or the CEO's nominated delegate.
- All phone contact, meetings and agreements with resident/tenant/s are to be recorded on the file.

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