

Managing Rental Arrears

May 2019



Document Information

Title: Managing Rental Arrears
Owner: Lindy Parker
Version: 2
Endorsed by: Judy Line
Issue date: 13 May 2019
Review date: 13 May 2021

Revision History

Issue date	Version	Revision description
23/04/2019	2	This policy has been developed as an external facing document

Contents

Document Information	1
1. Purpose	3
2. Statement of Commitment	3
3. Scope	3
4. Policy	3
5. Monitoring of Rental Accounts	3
6. Tenant Communication	3
7. Rental Arrears Agreement	3
8. Victorian Civil and Administrative Tribunal	4
9. Resources	4
10. Relevant Legislation.....	4

1. Purpose

The purpose of this policy is to provide guidance to tenants about the way Women's Housing Ltd (WHL) manages rental accounts, in particular the management of tenant's rental arrears. The aim of WHL's rental policy is to minimise the occurrence of arrears by prevention and early intervention. Early actions and clear communication with tenants will reduce the possibility of large arrears and loss of tenure.

2. Statement of Commitment

WHL is committed to:

- Setting rents that balance affordability for tenants and financial viability for WHL.
- Fairness and transparency in rent management and collection.
- Provision of clear and accessible information to tenants about rental accounts.
- Assisting and supporting tenants experiencing financial or other hardship.

3. Scope

This policy applies to all WHL tenants.

4. Policy

Tenants are required to pay rent at regular scheduled times (as described in the Residential Tenancies Act) and make payments so that they are paying two weeks in advance. Tenants can pay their rental via Centrepay or direct debit. WHL does not accept cash payments, however, can supply tenants with a payment book that can be used at the Commonwealth Bank.

5. Monitoring of Rental Accounts

WHL monitors rental accounts weekly.

6. Tenant Communication

Tenants may be contacted via SMS, telephone and/or mail to communicate rental arrears owing. Tenants having trouble in paying their rent are asked to contact WHL immediately so that a payment plan can be arranged.

Should a tenant be more than 14 days in arrears and not subject to a rental agreement, WHL will make an application to the Victorian Civil and Administrative Tribunal. WHL will attempt to contact the tenant to advise them of the arrears. A letter with a copy of the rental ledger will be mailed to the tenant so that the tenant is clear about rental owing and what is required of the tenant to remedy this situation.

7. Rental Arrears Agreement

Tenants are advised that they can either pay the rental arrears in full or enter into a rental agreement to pay off the rental arrears owing.

8. Victorian Civil and Administrative Tribunal

Should a tenant not address the rental arrears, WHL will take the matter to the Victorian Civil and Administrative Tribunal. WHL are committed to tenants sustaining their tenancy and will always attempt to seek a resolution in the payment of rental arrears. However, failure to pay rent, may result in an eviction.

9. Resources

- Chintaro tenant notes
Chintaro Rental accounts
- WHL accounts
- WHL letters
- VCAT application forms

10. Relevant Legislation

- The Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- Information Privacy Act 2000 (Vic)
- Privacy Act 1988 (Cth)