



# POH1805 ARREARS POLICY

## INTRODUCTION

In accordance with the Residential Tenancy Agreement, tenants are legally responsible for ensuring that their rent is paid in full when due. Arrears are a debt owed to WPI as a result of a tenant failing to make the required rent payments, constituting a breach of the Residential Tenancy Agreement.

## POLICY SCOPE

This policy applies to all tenants and former tenants of WPI.

## PURPOSE

Tenants living in properties owned or managed by Women's Property Initiatives (WPI) are required to pay tenancy charges. These charges may include rent, water usage, bonds, or removal costs. The purpose of this policy is to provide a clear framework for the management and collection of rent charges in accordance with the Residential Tenancies Act 1997 (Vic).

## POLICY STATEMENT

When a tenant's rent account goes into arrears, WPI recognises that early intervention is crucial in order to protect the tenant from further debt. To avoid rental arrears, WPI will closely monitor accounts and contact tenants if they fall into arrears, with a view to clearing the debt as soon as possible. When a tenant is in arrears, depending upon their individual circumstances, and the legislative requirements of the Residential Tenancies Act 2018 (Victoria), WPI will take a range of actions that may include:

- Negotiating a repayment plan.
- Referral to financial counselling and support.
- Assist the tenant to access any grants/financial assistance available that they are eligible for.
- Communicating with support services.
- Referral to support services.
- Sending a Notice to Vacate.
- Obtaining a Possession Order through the Victorian Civil and Administrative Tribunal (VCAT) once the rent account is more than 14 days in arrears.
- Only when alternative actions have been tried and failed or a tenant repeatedly is unable to keep to a repayment plan, WPI can proceed with eviction proceedings.

## RELEVANT DOCUMENTATION

PPH1842 Arrears Procedures

## RELEVANT LEGISLATION

Residential Tenancies Act 1997 (Vic)

Policy number	POH1805	Version	0.5
Approved by Board on	4 June 2019	Board Minute reference	12.1
Responsible Person	CEO	Person responsible for review	Operations Manager
		Schedule review date	June 2022