

Arrears Fact Sheet

When you signed up to WPI you agreed to pay your rent two weeks in advance. If you owe WPI rent that's called being in arrears. Being in arrears is a serious issue that can end up with you being evicted.

Steps WPI takes when a tenant is in arrears:

1. Call or text to discuss
2. Send a warning letter
3. Send a notice to vacate
4. Apply to VCAT for a possession order
5. Eviction

If you need extra help

If you're having a difficult time with money or other things in your life you might need extra help for arrears. You can:

- Call your support worker
- Call Tenancy Plus (ask WPI for the number in your area)
- Ask WPI about applying for a Queen's Fund emergency grant
- Call the National Debt Helpline: 1800 007 007

How to avoid eviction

1. Call WPI to talk about what's going on for you.
2. Pay back the arrears all at once OR make a payment plan

Payment plans

If you're having a difficult time with money you can make a payment plan with WPI. Usually tenants agree to pay an extra \$10-\$40 every week with their rent.

How to pay rent

You can pay rent via internet or phone banking, by going into the bank, by changing your Centrepay or asking WPI to change your Centrepay.