



**POLICY TMP 018
RENTAL ARREARS AND DEBT MANAGEMENT
POLICY**

Version	Date Reviewed	Updated By:
1.0	16 th October 2018	Megan Ward GM Operations

AUTHORISING AUTHORITY

Board of Directors / Chief Executive Officer

PURPOSE / BACKGROUND

This policy articulates how Community Housing Canberra (CHC) will effectively manage the collection of rental and non-rent arrears.

CHC aims to:

- Take a proactive approach to debt management in a fair and consistent manner.
- Support and assist tenants when financial support services may be required
- Negotiate where possible to ensure tenants remain in their homes and sustain their tenancy.

RESPONSIBILITY

General Manager Operations

POLICY DETAIL

Identifying Arrears

- It is the tenant's responsibility as per the terms of the signed lease / occupancy agreement to pay rent/ non rent charges in full and on time.
- If a tenant is unable to meet the terms of the agreement, they should contact their tenancy officer to arrange a payment plan

Managing Arrears

If arrears are identified, tenants will be contacted to notify them of the arrears and to discuss options by:

- SMS (text message)
- Phone call
- Home visits

If a tenant's rent and/ or non-rent account remain over eight (8) days in arrears a notice to remedy will be issued.

For accounts over fifteen (15) days in arrears a notice to vacate will be issued providing the tenant with twenty one (21) days to either vacate or pay all arrears in full.

Upon expiry of the notice to vacate, if the debt remains in place an application to the ACT Civil and Administrative Tribunal (ACAT) will be lodged for a member to determine if the tenancy will continue.

Complaints and Appeals

Affordable housing applicants or tenants may lodge an appeal or make a complaint by following the CHC Complaints and Appeals Policy.