



Connect Victoria Park Housing

Rent Arrears Management Procedure

CVP Procedures	Rent Arrears	Effective date:	July 2022
Approved By	Finance and Governance Committee	Review date:	July 2025
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Purpose

This procedure details how Connect Victoria Park Inc manages tenant and debt arrears.

Scope

This procedure applies to all tenancies managed by Connect Victoria Park Inc.

Definitions

Arrears are rent that is unpaid and overdue.

Debt is any amount that is unpaid and may result from utilities charges, tenant charges, or rent arrears/end of tenancy charges.

Our commitment

CVP Inc will meet its legal duties.

CVP Inc will tell tenants about their legal responsibilities relating to rent, rent arrears and debt. We will encourage tenants to give early notice if they fall into difficulties paying rent.

CVP Inc will work with tenants who fall into rent arrears to manage their debt, and refer them to appropriate support services.

CVP Inc will strive to minimise terminations from rent arrears and help tenants keep their tenancy.

Managing rent arrears and debt

At the beginning of a tenancy, CVP Inc will tell the tenant about their rent and other charges, and how to pay them in a timely manner.

At CVP Inc, rent is due 14 days' in advance and is expected to be paid directly into CVP Inc's bank account.

Unless there are extenuating circumstances, CVP Inc will encourage tenants to use CentrePay, a free bill-paying service provided by Centrelink.

CentrePay arranges regular deductions from tenants' Centrelink payments.

New tenants with a history of debt and rent arrears will be required to use CentrePay from the start of their tenancy.

CVP Inc's Accounts Officer will reconcile tenants' payments every fortnight.

If a tenant goes into more than 14 days in arrears, CVP Inc's Housing Officer will contact them in person, by phone or email, to try and resolve the issue and prevent arrears from becoming unmanageable.

If a tenant goes into more than 30 days in arrears, the matter will be escalated to CVP Inc's CEO.

CVP Inc may use different strategies when dealing with rent arrears and debt. Depending on the circumstances of the tenant, they may include:

- Requesting a lump sum payment
- Negotiating an affordable repayment agreement
- Referring the tenant to external support or financial counselling services, with follow up to monitor the tenant's situation after the referral
- Terminating a tenancy where all other options have been tried and the rent or debt remains unpaid. In case of termination, CVP Inc will follow procedures in the *Residential Tenancies Act 1987 (WA)*