

**Policy Title:** Arrears Management  
**Policy Number:** 3.8  
**Version Number:** 3.8.1  
**Supersedes Number:** 3.7.2 (2009)

**Approved by:** Wentworth Board of Directors  
**Approval Date:** April 2014  
**Effective Date:** April 2014  
**Review Date:** April 2016

---

## **1. Purpose**

- 1.1.** The purpose of this policy is to provide a clear framework for the management of rent and non-rent arrears.
- 

## **2. Policy**

- 2.1.** Wentworth aims to sustain tenancies and will endeavour to ensure that tenants are encouraged to stay up to date with their rent and water charges
- 2.2.** Rent is required to be paid in advance, and bills to be paid on time in accordance with the Residential Tenancy Agreement. Appropriate rent and non-rent payments enable Wentworth to maintain financial viability to continue to deliver quality housing services.
- 2.3.** Wentworth will ensure that the rental arrears management strategy and procedure is in accordance with the Residential Tenancies Act 2010.
- 2.4.** If a tenant is facing financial difficulty Wentworth will seek to negotiate a repayment arrangement. Wentworth can also assist the tenant seek financial counselling if required.
- 2.5.** Wentworth will be pro-active in monitoring and managing both rent and non-rent arrears. Early action is crucial in keeping arrears under control, otherwise tenants may accrue arrears they cannot repay and which may ultimately lead to the loss of their housing.
- 2.6.** Wentworth will always be respectful, honest and helpful in responding to the tenant about rent arrears. Wentworth will be sensitive to a tenant's circumstances but will enforce our responsibilities within the legal framework of the Residential Tenancies Act 2010.
- 2.7.** Wentworth will take care to maintain confidentiality and protect the privacy of tenants when handling arrears.
- 2.8.** Wentworth may implement a Tenant Incentive Program (TIP) to encourage tenants to stay up to date with their rent, their rent and water charges or their arrears repayment.

---

### 3. Responsibility

Client Service Officers	Effectively manage arrears within policy and procedures.
Client Service Manager	Monitor effective arrears management and report to Chief Executive Officer
Manager Housing Services	Monitor arrears performance and report to the Chief Executive Officer

---

### 4. Definitions and References

#### References

- Residential Tenancies Act 2010
- Housing Act, 2001
- Anti-Discrimination Act, 1977
- Disability Discrimination Act, 1992
- Occupational Health and Safety Act, 2000

#### Definitions

- RTA: Residential Tenancy Agreement
- NCAT: NSW Civil and Administrative Tribunal
- SPO: Specific Performance Order