

144 Arrears Management

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy provides a clear framework for Link Wentworth's management of rent and non-rent arrears.

3. Scope

This policy applies to all tenants of Link Wentworth including affordable, social, and transitional housing, and housing for people with a disability.

4. Policy

Link Wentworth is committed to supporting successful, sustainable tenancies through effective tenancy management strategies, including proactively monitoring and managing rent and non-rent accounts.

We recognise the role of arrears management in sustaining tenancies and so work with tenants to manage arrears. Arrears management also ensures that our rental income is maximised, enabling us to maintain our properties to a good standard and provide housing services to people in need.

This policy is underpinned by three principles:

- early intervention is important to prevent tenancies from failing and to ensure arrears do not become overwhelming for the tenant.
- we will work positively and compassionately with tenants to reach an agreement to support them to resolve the arrears.
- all tenants have a responsibility to pay their rent in advance.

Rent payment requirements

All tenants are required to pay their rent in advance. This means that each tenant must pay their rent on or before the day set out in the Residential Tenancy Agreement. Link Wentworth will not require a tenant to pay more than two (2) weeks in advance.

If you are in arrears, we request that you contact us as soon as possible to seek assistance and to discuss a repayment plan. We will contact you as soon as possible to discuss your arrears and options for repayment.

We may offer you a repayment plan if you are unable to pay the arrears in full. We negotiate the amounts and timing of your repayments with you.

We ask you to respond to our phone calls, home visits or letters about your arrears. If you do not, we act under the *Residential Tenancies Act 2010*. Action can include issuing a Notice to Remedy (NTR) or a Notice

of Termination (NOT) for non-payment of rent or applying for a Specific Performance Order (SPO) or for Termination and Possession of the property at the NSW Civil and Administrative Tribunal (NCAT). Referral to Supports

Where appropriate, Link Wentworth will refer tenants to internal or external supports or financial counselling services and continue to work with tenants during and after the referral.

Former Tenant Debt

Link Wentworth will make every reasonable effort to collect former tenant debt as per the *Managing Former Tenant Debt Policy*.

5. Definitions

Notice to Remedy (NTR) is a written notice from the landlord to the tenant setting out the facts surrounding a breach of the tenancy agreement.

Notice of Termination (NOT) is a legal document which tells a tenant when and why they are required to move out of a property.

Specific Performance Order (SPO) is an order made by NCAT which requires a tenant to correct a tenancy breach within a specified time frame. We may relist this matter at NCAT if this order is broken.

6. Legislative or other applicable framework

- *Residential Tenancies Act, 2010*

7. Complaints and Appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 13 14 21.

8. References

- Managing Former Tenant Debt Policy

9. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy please refer to the policy for further information.

10. Approval, Policy Owner and Review Frequency

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every three years or more frequently if circumstances warrant.

Approved by – **Chief Customer Officer**

Reference: **144**
Approved by: **CCuO**

Arrears Management Policy

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14 Dec 2022

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1.0

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30/11/2025

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