

HOT21.3 Rental Arrears Policy

Purpose

The purpose of this policy is to describe YWCA Housing's policy to managing a tenancy when a tenant falls behind in their rent payments.

Scope

The policy applies to all rental properties owned and managed by YWCA Housing.

Policy Statement

- YWCA Housing empowers its clients to manage their housing by providing them with access to clear information, support and access to services.
- At the commencement of a YWCA Housing tenancy, tenants will be provided with procedures of how and where rent payments can be made. Tenants will also be provided with information to what they should do, if they fall behind in rent payments.
- If a tenant does not pay all, or part of their rent by the due date, they are in 'rental arrears'. YWCA Housing will work closely with tenants, support services to manage rental arrears in order to sustain tenancies.
- YWCA Housing will maintain early contact with tenants when rental arrears have been identified and negotiate achievable rental payment plans. All repayment plans will be in writing and in some cases will be ratified by VCAT.
- YWCA Housing recognises that there are circumstances which impact upon a tenant's capacity to meet their rental payments on schedule and, in some cases, it is in the client's best interests to apply for hardship - see Hardship Policy.

Responsibilities

YWCA's National Housing Operations Manager has responsibility for ensuring that:

- this policy is implemented, and its application monitored,
- the policy continues to comply with relevant legislation, and
- this policy is reviewed to evaluate its ongoing effectiveness.

Appendices

N/A

Related Information

YWCA	Policy HOT21 Rent Management
YWCA	Policy HOT23 Affordability
YWCA	Procedure HOT21.3 Rent Arrears
Legislation	Residential Tenancies Act 1997 (Vic)
Standards	Housing Registrar (Vic): Performance Standards
Standards	NRSCH: Evidence Guidelines

Document Control Data	
Policy Arrears Policy	
Responsible Officer	Director, National Housing
Accountable Officer	National Housing Operations Manager
Application	YWCA staff involved in tenancy management
Supersedes	Policy

Approval and Amendment history			
Review period – 2 years			
Approval Date	Version	Amendments	Next review
	1.0		[2 years]