

1.0 Rental Arrears Policy

2.0 Identification Grid

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|---------------------------------------------------|---------------------------------------|
| Date first approved: 20/5/2015 | Date of effect: 30/04/2019 |
| Date last amended: 30/4/2019 | Date of Next Review: 30/4/2021 |
| Policy Owner: GM Keeping Housing | Portfolio: Keeping Housing |
| Content Owner (Author): GM Keeping Housing | |

3.0 Purpose

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

4.0 Definitions

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|----------------|------------------------------------------------------------------------------|
| DHHS | Department of Health and Human Services |
| RTA | Residential Tenancies Act 1997 |
| VCAT | Victorian Civil and Administrative Tribunal |
| Rental Arrears | Occurs when a tenant falls one or more days behind in their rental payments. |

5.0 Policy Details

5.1 Scope

The policy applies to all rental properties managed by Launch Housing.

5.2 Policy Principles

- 5.2.1 Launch Housing will strive to assist its clients to manage their housing by providing them with information, support and access to services, with the aim of maintaining tenancies wherever possible.
- 5.2.2 At the commencement of all Launch Housing tenancies, tenants will be provided with procedures for making rental payments and managing rental arrears.
- 5.2.3 If a tenant does not pay all, or part of their rent by the due date, they are considered to be in 'rental arrears'. Launch Housing will work closely with tenants, Support Workers and Tenancy Workers to manage rental arrears to sustain tenancies.
- 5.2.4 Launch Housing will maintain early contact with tenants when rental arrears have been identified and negotiate achievable rental payment plans if tenants are unable to pay rental arrears in full.
- 5.2.5 Launch Housing takes a flexible response to enable tenants to take steps to resolve issues impacting on their ability to meet their rental obligations prior to the implementation of formal processes as provided under the RTA.
- 5.2.6 Launch 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.

6.0 Responsibilities

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|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Manager Keeping Housing | <ul style="list-style-type: none">• Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment. |
| Group Manager and Co-ordinator | <ul style="list-style-type: none">• Implementation of this policy and monitor staff adherence to the policy. |
| Tenancy Manager | <ul style="list-style-type: none">• Responsible for the application and adherence to this policy. |

7.0 Relevant Legislation & External Documents:

- DHHS Funded Program Guidelines
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997
- Housing Registrar Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Rent Policy
- Launch Housing End of Tenancy Policy
- Launch Housing Hardship Policy
- Launch Housing Tenant / Client Complaints and Appeals Policy