

Rent Arrears Management Policy (HCT)

Chief Operating Officer

Document Owner

1.1

Version

8/04/2027

Next Review Date

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Published Date

1 Year

Review Period

1 Purpose

The purpose of this Policy is to:

- Ensure transparency and accountability for our applicants, residents, their advocates and the general public; and
- Outline the overarching principles that will support Housing Choices Tasmania (HCT) staff to understand HCT's approach to monitoring the rental accounts of residents and managing rental arrears.

2 Scope

This policy applies to the following entities within the Housing Choices Australia Group:

Organisation	Abbreviation	ACN
Housing Choices Tasmania Limited	HCTL	147 840 202

3 Policy Statement

Managing rental arrears will be undertaken with compassion, respect and in a timely manner. All correspondence to the resident regarding their arrears account will be followed up in writing. All correspondence and records will be stored in a confidential manner.

All transactions will be transparently recorded, with all associated documentation, including an up to date rent ledger. These will be readily available to the resident or their authorised advocate.

HCT charges residents a tenant contribution towards their rent. Residents are responsible for ensuring that their rent and other charges are paid in full when due.

Rent arrears can be a serious problem as they limit HCT's ability to provide services and they place a resident's tenancy at serious risk.

Residents are required to pay rent weekly or fortnightly in advance and HCT staff will monitor the payment of rent and other charges. As soon as a payment is missed (not received by the due date) or underpaid, the account is in arrears.

HCT has an early intervention strategy for arrears management and follows our internal procedure. Residents are encouraged to speak to HCA staff before they get into difficulty with their payments.

All efforts will be made to engage with residents to rectify an arrears situation, including linking in with available supports, in order to sustain their tenancy with HCT.

3.1 Managing Rent

HCT charges rent and receives rental payments and rental contributions consistent with the Residential Tenancy Act, TAS, 1997 and in accordance with the HCT Rent Setting Policy.

HCT staff will regularly monitor rental ledgers and, in accordance with the HCT Rent Arrears Management Procedure, will alert the resident of missed or inaccurate rental payments.

It is a condition of a resident's tenancy with HCT that they provide current proof of income immediately when:

- The resident's income changes;
- The income of another member of the tenant's household changes;
- The household composition changes; and/ or
- HCT request that information.

When the resident provides HCT with information that their household income has changed, the tenant contribution will be adjusted to the date the income changed. This may result in a backdate which may result in rental arrears. When this occurs, the normal arrears management processes are followed.

3.2 Tenant engagement / Non-payment of rent

HCT acknowledges that from time to time issues arise and rent is not paid. HCT staff are committed to engaging with the resident in a timely manner to discuss these issues, negotiate rent payment plans where sustainable and assist the resident to engage with appropriate support services.

In the event that the resident is still unable to meet their lease obligations with respect to rental payments, HCT will commence legal proceedings to end the tenancy.

3.3 Disputes

Where there is disagreement in the calculation of rent or the amount owing, HCT is committed to working with the resident to resolve these matters. The HCT rent ledger and other associated documentation will be made available to the resident, support services and/or their advocate. Information regarding advocacy services, such as the Tenants Union of Tasmania will also be provided.

If a resident disagrees with a decision HCT has made in relation to their rental arrears, they are encouraged to first discuss their concerns with their nominated Housing Officer. If the matter is not resolved, residents may choose to lodge a complaint through HCT's formal complaint process.

4 References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none"><li data-bbox="261 310 764 342">• <i>Residential Tenancies Act 1997 (Tas)</i>	



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接**Housing Choices Australia**的電話**1300 312 447**。我們的工作時間是**9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National網站瞭解TIS National的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.