

---

**Policy context:** This policy relates to Sections 87-89 of the NSW *Residential Tenancies Act 2010*.

---

## **POLICY STATEMENT**

### **I. Purpose**

The purpose of this policy is to outline the process for managing rental arrears.

### **II. Definitions**

- Rent Arrears refers to rent that is more than 1 day late.

### **III. Coverage**

This policy applies to all SCH managed properties.

### **IV. Principles**

If a tenant is having difficulty paying rent by the due date, they should contact SCH to make suitable arrangements, preferably before their rent falls into arrears. SCH is committed to working with tenants to help them maintain their tenancy.

It is a condition of the Residential Tenancy Agreement that tenants pay their rent by the due date. Consistent late payment of rent, or failure to pay rent, may result in a tenant not having access to SCH services such as a tenancy transfer or tenancy reinstatement. Tenants may also have their Residential Tenancy Agreement terminated.

SCH tenants may be referred to financial counselling services, which can be useful in establishing a budget and managing financial commitments. If a tenant wishes to access this service, they should contact their local SCH office.

Tenants also have the option of paying rent by Centrepay if they are in receipt of a Government pension or benefits, or by automatic direct debit from their bank account if they earn wages.

Ex-tenants will not be eligible for a new tenancy agreement if they have an existing debt with a social housing provider, until they enter into and comply with a repayment plan for a minimum of 6 months. The restriction will need to be removed by the social housing provider to whom the debt is owed. This applies for a period of 12 years from the date of an order or judgement relating to the debt.

### **V. Responsibilities**

Housing Officers are responsible for managing rental arrears.

---

**DOCUMENTATION**

<b>Documents related to this policy</b>	
<b>Related policies</b>	T14 Managing Non-Rent Arrears T34 Financial Hardship Policy
<b>Other related documents</b>	Rent Arrears Letters 1, 2 and 3 Arrears Management Work Instruction