

## Managing Non Rent Arrears

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**Policy context:** This policy relates to Sections 87 and 140 of the *Residential Tenancies Act 2010*.

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### POLICY STATEMENT

#### I. Purpose

The purpose of this policy is to outline the process for notification and management of Non-rent Arrears.

#### II. Definitions

- Non-rent charges include water usage, repair of damages, key cutting, other miscellaneous charges relating to a tenancy agreement and debt owing from a former social housing tenancy.
- Non-rent Arrears are non-rent charges that remain unpaid after the due date recorded on an invoice to a tenant.

#### III. Coverage

This policy applies to tenants and former tenants who are living, or have lived, in a property owned or managed by SCH.

#### IV. Principles

SCH is able to apply and recover non-rent charges in accordance with the *Residential Tenancies Act 2010* and the *Housing Act 2001*.

Tenants have a legal obligation to pay their non-rent charges as they become due. If tenants do not make payments, their accounts will fall into arrears. This will result in a breach of their tenancy agreement.

Tenants must notify SCH immediately if they are unable to make payments and SCH will work with them to agree a payment plan that tenants can manage. SCH may take action through the Tribunal to terminate a tenancy when tenants do not comply with an agreed repayment plan or there are repeated arrears.

Former tenants must pay any money owing on non-rent charges after vacating an SCH property. SCH will deduct outstanding non-rent charges from a former tenant's bond, if there is any residual bond available after deducting any outstanding rent charges. If the bond is not sufficient to recover all rent and non-rent amounts owing, SCH may apply to the NSW Civil and Administrative Tribunal for an order. Any unpaid debt may be recorded against an ex tenant record and may impact their ability to obtain future social housing.

SCH will refund any credit amounts owing after a tenant has vacated an SCH property, within 28 days.

V. Responsibilities

The Assets team are responsible for applying tenant damage and key cutting costs to tenant accounts.

Regional Managers are responsible for applying water and bond to tenant accounts and recovering non-rent debts.

**DOCUMENTATION**

Documents related to this policy	
Related policies	T11 Managing Rent Arrears
Other related documents	Repayment Plan Agreement Non-rent arrears letter Non-rent letter of demand Centrepay deduction authority Notice of Termination