

Williamstown Rental Housing Co-operative Policy Document

Policy Number:	009
Policy Name:	Rent Arrears Policy
Version number:	001
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1. Introduction

Williamstown Rental Housing Co-operative is entirely dependant on rental income for its survival and therefore it is essential arrears and bad debt write offs, as a consequence of non collection of rent, are minimal.

WRHC recognises that there needs to be a balance between supporting tenant members in financial difficulty and the financial viability of the Co-operative.

2. Purpose

To ensure that any financial losses to WRHC from rent arrears **are** minimized.

3. Relevant Co-operative objectives

To manage properties in the Hobson's Bay area which are owned by the Ministry of Housing, or its successor, including the collection of rents and the upkeep and maintenance of its properties, and structural and upgrade repairs.

4. Policy

Tenant members must not have rent arrears at any time during their tenancy. WRHC will make every effort with individual tenants to resolve problems related to rent arrears in order to avoid further action. All WRHC tenants will be informed of the Co-operatives rent arrears policy and procedure. The following procedure applies when all attempts to resolve individual rent arrears problems have been exhausted.

5. Procedure

5.1 Occurrence: Tenant is in arrears greater than one rent period i.e. two weeks.

Action: Housing Worker sends a 14 day notice to vacate to tenant by registered mail. Tenant has 14 days to pay the rent arrears.

5.2 Occurrence: Tenant does not pay rent arrears within 14 days of date that notice to vacate is issued.

Action: Housing Worker makes application to VCAT for a consent order instructing tenant to pay rent plus arrears.

5.3 Occurrence: Tenant's payments are monitored for three rent periods. If payments are not consistent and do not comply with agreement then:

Action: Housing Worker makes application to VCAT to reactivate hearing and to request vacant possession.

5.4 Occurrence: When request for vacant possession is granted and the tenant wishes to remain in the property, then within 7 working days of the VCAT hearing the tenant must pay 75% of the rent arrears plus the normal fortnightly rent. If the tenant fails to do so then:

Action: The VCAT order is converted to a Warrant of Possession and the Police are requested to serve this upon the tenant.

5.5 All associated VCAT costs incurred by the WRHC through this action are passed on to the tenant.

6. Responsibility

The Housing Worker in consultation with the Board is responsible for monitoring individual rent payments and for carrying out the procedure in line with policy.

7. Related Documents

Residential Tenancies Act 1997

General Lease

Rules of Williamstown Rental Housing Co-operative.