



## RENTAL ARREARS PROCEDURES

Because we value you as a client, we would like to inform you of the following policy within our office. Please find following the following procedure that is adhered to for rent arrears

1 day in arrears	Txt message courtesy of reminder
3 days in arrears	Phone call reminder
4 days in arrears	Reminder letter to client
8 days in arrears	Notice to Remedy Breach (Form11) to be served to the client and copy on file, by post – 9 days to allow for postage. Board to be notified
Expiry of Form 11	Notice to Leave (Form 12) will be served by hand to the client to terminate the tenancy. Board to be notified
Expiry of Form 12	Client to hand over possession of the property to office. Failure to do so may result in lodging an urgent small claims tribunal application for termination / warrant of possession

We encourage open lines of communication and urge clients to contact us if you become unable to meet your rental commitments during your tenancy.

Signed:

\_\_\_\_\_

Client

\_\_\_\_\_

Date

\_\_\_\_\_

Housing Manager

\_\_\_\_\_

Date

## **Understanding the Concept of 'Rent In Advance'**

**To explain rent in advance: Simply rent in advance means that you purchase your portion of time up front and then consume it (by residing in the property/remaining in possession)**

**If you go into a shop to buy items, you purchase it first then consume the items. You don't get it from the shelf, consume it first and then pay for it! Therefore rent is paid in advance before the time period is consumed. Once the time period is used, you must pay again in advance to use the new time period.**

**The 2 weeks 'rent in advance' you pay before taking possession is not held in trust like a bond payment but is used by you.**