

1.0 Launch Housing Rental Arrears Policy

2.0 Identification Grid

Date first approved: 20/5/2015	Date of effect: 29 March 2021
Date last amended: 29 March 2021	Date of Next Review: 29 March 2023
Policy Owner: GM Keeping Housing	Portfolio: Keeping Housing
Content Owner (Author): GM Keeping Housing	

3.0 Purpose

The purpose of this policy is to describe Launch Housing's approach to managing a tenancy when a renter falls behind in their regular rent payments.

4.0 Definitions

DHHS	Department of Health and Human Services
Rental Arrears	Occurs when a renter falls one or more days behind in their rental payments.
RTA	Residential Tenancies Act 1997
VCAT	Victorian Civil and Administrative Tribunal

5.0 Policy Details

5.1 Scope

The policy applies to all rental properties managed by Launch Housing.

5.2 Policy Principles

5.2.1 Launch Housing will strive to assist its clients to manage their housing by providing them with information, support and access to services, with the aim of maintaining tenancies wherever possible.

5.2.2 At the commencement of all Launch Housing tenancies, renters will be provided with procedures for making rental payments and managing rental arrears.

5.2.3 If a renter does not pay all, or part of their rent by the due date, they are considered to be in 'rental arrears'. Launch Housing will work closely with renters, Support Workers and Tenancy Workers to manage rental arrears to sustain tenancies.

5.2.4 Launch Housing will maintain early contact with renters when rental arrears have been identified and negotiate achievable rental payment plans if renters are unable to pay rental arrears in full.

5.2.5 Launch Housing takes a flexible response to enable renters to take steps to resolve issues impacting on their ability to meet their rental obligations prior to the implementation of formal processes as provided under the RTA.

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5.2.6 Launch Housing recognises that there are circumstances which impact upon a renter's capacity to meet their rental payments on schedule and, in some cases, it is in the client's best interests to apply for hardship - see Hardship Policy.

6.0 Responsibilities

General Manager Keeping Housing	Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.
Group Manager and Co-ordinator	Implement this policy and monitor staff adherence to the policy.
Tenancy Manager	Responsible for the application of, and adherence to this policy.

7.0 Relevant Legislation & External Documents:

- DHHS Funded Program Guidelines
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997
- Housing Registrar Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Rent Policy
- Launch Housing End of Tenancy Policy
- Launch Housing Hardship Policy
- Launch Housing Renter / Client Complaints and Appeals Policy

9.0 Version Control

Version Control	Date Effective	Date last amended	Amendment
V1.0	20/05/2015		Version 1 CEO
V1.2	30/4/2019	30/4/2019	Updated to bring in-line with VHR & Housing Registrar requirements
V1.3	29/3/2021	29/3/2021	Updated terminology as per RTA changes