



National Affordable Housing Consortium Victoria

Rent Arrears and Debt Recovery Policy

Policy Statement

Approach to rent arrears and debt recovery – guiding principles

Failure to recover rent and other charges impacts on the ability of NAHCV to maintain a service to tenants and restricts the ability of the organisation to develop and maintain social and affordable housing for people on low to moderate incomes.

Purpose

This policy establishes the approach NAHCV takes to manage rent arrears and other non-rent debts owed to NAHCV.

Scope

This policy applies to all long-term Targeted and Non-Targeted Social Housing properties owned or managed by NAHCV.

Principles

NAHCV requires tenants to pay rent on time and in advance at the commencement of and throughout the tenancy. The following principles guide the actions taken by NAHCV to assist tenants to sustain their tenancy, and prevent, reduce and recover rent arrears and other debts by:

- Early intervention by making prompt and regular contact when payments are missed and rent arrears first appear on an account
- Maximising verbal contact and communication with tenants and keeping them fully informed
- Providing tenants with the opportunity to negotiate payment plans if they are unable to pay arrears in full
- Working in collaboration with support services to engage tenants and address their arrears to sustain their tenancy
- Taking reasonable steps to enable the tenant to address rent arrears and debts before seeking an order of possession
- Working constructively with advocacy and legal aid organisations such as Tenant Union of Victoria (TUV) to resolve arrears through legal orders
- NAHCV will give due consideration to a tenants human right at all stages of the arrears recovery process and will consider the impact on the tenant when deciding whether to proceed with the eviction process.

NAHCV will act on rent arrears in accordance with the Residential Tenancies Act 1997 (Vic).

Human Rights Considerations

In deciding what action to take, NAHCV employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

Transparency and Accessibility

This procedure will be available on the NAHCV website www.nahc.org.au/NAHCV

NAHCV may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change.

Relevant Legislation

- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- Guidelines for Registered Housing Agencies published by DHHS



Related Policies and Procedures

- NAHCV Rent setting and Rental subsidy procedure
- NAHCV Allocations Policy
- NAHCV Rent setting and Rental subsidy Policy
- NAHCV Financial Hardship and Temporary Absence Policy
- NAHCV Rental Bonds Policy
- NAHCV Complaints and Appeals Policy

FOR INTERNAL USE ONLY

Policy Approval and Review Details	
Policy Creation Date & Version	6/01/2020 Version: 2.0
Policy Owner	Position: COO Business Unit: Operations
Policy Approved by	Chief Operating Officer
Date Approved	13 October 2021
Policy Reference Number	VIC-NAHCV014 Policy Review Date: Oct 2023