

Rental Arrears and Debt Management Policy

Policy Statement

NAHV sets affordable rents in accordance with NAHV Rent Setting and Rent Subsidy Policy and will provide clear communication to renters about their rental obligations. Where rental payments are late or rental arrears accrue, NAHV will contact renters as early as possible to ensure rental arrears are addressed, that renters have access to support services if needed, and the rental income necessary to fund the supply of community housing is collected.

Purpose

The purpose of this policy is to outline NAHV's process for preventing and managing rental arrears and other non-rent debts owed to NAHV.

Scope

This policy applies to all long-term Social Housing properties owned or managed by NAHV.

Principles

NAHV requires residents to pay rent on time and in advance at the commencement of and throughout the tenancy. The following principles guide the actions taken by NAHV:

- Renters are provided with timely and accurate information about their rent and other non-rent debts.
- Issues are addressed as early as possible to minimise rent arrears and support renters to sustain their tenancy.
- Eviction is a measure of last resort.
- Consistent, fair, and accountable processes are followed, and renters are provided with information about processes that impact their tenancy.
- Providing residents with the opportunity to negotiate payment plans if they are unable to pay rental arrears and other non-rent debt in full.
- Working in collaboration with support services and legal aid organisations to engage residents and address their arrears to sustain their tenancy.
- NAHV will act on rental arrears and other non-rent debt in accordance with the Residential Tenancies Act 1997 (Vic).

Human Rights Considerations

In deciding what action to take, NAHV 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 NAHV website www.nahc.org.au/NAHV

NAHV 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 (Resident and housing services)
- Guidelines for Registered Housing Agencies published by DFFH

Related Policies and Procedures

- NAHV Allocations Policy
- NAHV Rent setting and Rental subsidy Policy
- NAHV Financial Hardship and Temporary Absence Policy
- NAHV Complaints and Appeals Policy

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Policy Approval and Review Details

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