

# RENT ARREARS MANAGEMENT PROCEDURE

**NAHC North side Office**

First Floor - Suite 6, Mango Hill Marketplace  
1-21 Halpine Drive, Mango Hill QLD 4509  
Ph: 07 3106 5680 Fax: 07 3169 2508  
Email: rentals@nahc.org.au

**NAHC South side Office**

Shop 12, 48 Browns Plains Rd, Browns Plains QLD 4118  
Ph: 07 3128 2080  
Fax: 07 3169 2508  
Email: propertyadmin@nahc.org.au

**NAHC Townsville Office**

7/ 40 Thuringowa Drive, Kirwan QLD 4817  
Ph: 07 3106 5740  
Fax: 07 3169 2508  
Email: kazia@nahc.org.au

**National Affordable Housing Consortium Ltd** ABN: 30 132 604 552

<b>AGENCY DETAILS</b>																							
<b>PROPERTY ADDRESS</b>																							
<b>TENANT NAME</b>																							
<b>PROCEDURE</b>	<p>At <b>NAHC</b>, we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the process involved.</p> <p>Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.</p> <p>If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.</p> <p><b>These actions form our arrears management procedure and occur at the time specified:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="padding: 5px;"><b>4 days in arrears</b></td> <td style="padding: 5px;">Reminder Phone Call or SMS message or letter</td> </tr> <tr> <td style="padding: 5px;"><b>8 days in arrears</b></td> <td style="padding: 5px;">Notice to Remedy issued with 7 days to remedy breach</td> </tr> <tr> <td style="padding: 5px;"><b>17 days in arrears</b></td> <td style="padding: 5px;">Notice to Leave issued with 7 days' notice to vacate</td> </tr> </table> <p>Tenants who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental Property by that same date.</p> <p>Failure to leave the property will result in an application being sent to the Queensland Civil &amp; Administrative Tribunal (QCAT) for a warrant of possession.</p>		<b>4 days in arrears</b>	Reminder Phone Call or SMS message or letter	<b>8 days in arrears</b>	Notice to Remedy issued with 7 days to remedy breach	<b>17 days in arrears</b>	Notice to Leave issued with 7 days' notice to vacate															
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<b>ACKNOWLEDGEMENTS</b>	<p>Tenant Confirmation: By completing this confirmation the Tenant/s acknowledge having received the documents and items detailed above on or before the commencement of the Tenancy Agreement.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Tenant Name</th> <th style="width: 30%;">Signature</th> <th style="width: 30%;">Date</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr> <th>Agent</th> <th>Signature</th> <th>Date</th> </tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>		Tenant Name	Signature	Date													Agent	Signature	Date			
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