



TENANT CREDIT MANAGEMENT POLICY

Document Details	
Document ID	AHL-215
Version	3.0
Status	Approved / Under Review / Superseded / Cancelled
Status Date	November 2025
Next Review Date	November 2027

Tenant Credit Management Policy

Purpose

This Policy provides a clear framework for the management of tenant credit to ensure an acceptable limit of unearned revenue.

Scope

Applies to all current tenants of Advance Housing Ltd. (AHL).

Policy Statement

AHL will allow a tenant to pay up to an additional two weeks rent beyond their required two weeks rent in advance.

Responsibilities

It is the responsibility of:

Employees to ensure they comply with this policy.

Employees to identify and report potential issues to Management.

Employees with related tasks to ensure they have a comprehensive understanding of this Policy, related Legislation and Documents as it relates to their roles.

Team Leaders and Management to oversee compliance, monitoring and review of this Policy.

Related Legislation and Documents

- Privacy Act 1988
- Residential Tenancies Act 1987
- Community Housing Rent Setting Policy

Approval and Review Details

Approval and Review	Details
Approval Authority	CEO
Administrator(s) – overall responsibility for compliance, monitoring & review	Housing Services Manager
Next Review Date	November 2027

Policy History

Review Date	Doc. Version	Details	Reviewed by	Date Approved
Dec. 2014	1.0	Review and Update	Ellen Proski FO A Temperton FAA Karen Marwick FM	10/3/2015
Sept. 2018	1.1	Review and Update	Karen Marwick FM	16/10/2018
May 2019	1.2	Reviewed	Ellen Proski FO Dearne Cowen FO	NR
Sept 2022	2.0	Reviewed and Updated. Replaces AHL-035 Tenant Account Management Policies	Karen Marwick CSM	19/09/2022
November 2025	3.0	Reviewed and Updated.	John Mc Keon – HSM & John Lysaught CEO	November 2025