



ARREARS MANAGEMENT POLICY

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Arrears Management Policy

Purpose

This policy has been developed to provide a clear framework for the management and collection of rent and non-rent charges.

Scope

This Policy applies to current and former tenants of Advanced Housing Ltd. (AHL).

Policy Statement

AHL Tenants are required to pay tenancy charges which may include rent, bond, water usage, grounds maintenance and tenant costs to be re-charged to them. Tenants are legally responsible for ensuring their rent and non-rent charges are paid in full when due. AHL is committed to a process of prevention and early action to assist tenants. AHL will apply a fair and consistent approach to address rent and non-rent arrears and will seek to work with tenants to achieve a sustainable tenancy.

Policy Objectives:

- To minimise the level of rent and non-rent arrears in an effective manner.

- To use early intervention mechanisms to prevent debt from becoming unmanageable for tenants and financially damaging for AHL.
- To take appropriate action in accordance with the level of arrears and legislative requirements of the Residential Tenancies Act 1987.

Tenant Responsibilities:

The term "tenant" includes sole or any joint tenants. Tenants have a legal responsibility to:

- a. Pay rent due every fortnight in advance; and
- b. Pay non-rent charges in full by the due date.

AHL Responsibilities:

It is the responsibility of AHL to:

- a. Make every effort to ensure tenants are informed of all costs associated with their tenancy in a timely fashion,
- b. Provide payment options to assist tenants to manage their tenancy commitments.
- c. Notify tenants regarding any change to the rent payable in line with the Residential Tenancies Act 1987,
- d. Implement early intervention to assist tenants to manage their arrears

Recovery:

Arrears recovery will be based on a staged escalation process, up to and including termination of tenancy where appropriate.

The process will be based on a preventative approach that seeks to secure regular payments. Emphasis will be placed on intensive management and personal contact by the Housing Services Team whilst arrears are at a relatively low level, in order to prevent the escalation of arrears.

Tenancy transfers will not generally be approved whilst there are unpaid rental arrears or tenant liability arrears outstanding. Variations to this policy will be at the CEO's discretion.

AHL will pursue Legal action to recover rental arrears where management actions prove ineffective.

Legal:

Legal Action is the last stage in the Rent Arrears Recovery Procedure. The decision to request that an action for recovery of possession of the property and payment of arrears of rent be raised with the Court action will only be taken when all other means of recovery of rent arrears have been exhausted.

Appealing Decisions:

If a tenant disagrees with AHL's actions or decisions, they have the right to appeal in line with our Complaints Handling Policy & Procedure.

Organisational 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 Agreement
- Community Housing Rent Setting Policy
- AHL.142 Complaints Handling Policy & Procedure
- AHL Privacy & Confidentiality 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 McKeon – HSM & John Lysaught CEO	November 2025
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