

Arrears Policy

Lodging & Shared

Purpose

This policy explains how Foundation Housing (FHL):

- manages rental arrears, unpaid utilities charges and unpaid resident liability; and
- manages accounts that are in arrears.

Definitions

Resident refers to a resident living in a FHL managed lodging or shared housing room.

Policy Objectives

Commitment

FHL will manage arrears in a sensitive manner, including:

- implementing measures with the resident to prevent arrears;
- identifying issues, and responding to them, as early as possible;
- giving residents support and guidance to help them reduce their arrears; and
- taking action that is appropriate to the level of arrears.

FHL will only terminate a residency when other attempts to recover the arrears have failed.

Resident responsibilities

Under their Licence to Occupy, residents have a responsibility to:

- pay their rent every fortnight, in advance; and
- pay other charges (such as utilities or resident damage), when they receive an invoice for them.

FHL asks residents to inform them of any circumstances that may affect their ability to pay the rent or other charges.

Responsibilities related to rent payments are set out in a resident's Licence to Occupy and the 'House Rules'.

Foundation Housing's responsibilities

When trying to recover arrears, FHL will attempt to work with residents to address the debt before starting formal procedures.

If a resident fails to pay the arrears, or does not enter into an arrangement to pay off the arrears, FHL will take further action in line with the Arrears Procedure.

If a Resident has a support agreement in place with a support provider, FHL will work with the support provider in relation to recovering the arrears.



Preventing arrears

If FHL intends to increase rent or utility charges at any time and for any reason, residents will be given prior notice of this in accordance with their Licence to Occupy.

Early action

If a resident falls into arrears, FHL will advise them within 2 working days of the arrears being identified.

FHL will attempt to work with residents to address arrears before the debt becomes unmanageable. FHL will provide residents with support and information where assistance can be provided.

Recovering arrears

If a resident falls into arrears, FHL will make contact to discuss the debt and seek payment.

If a resident cannot pay off the debt in a single payment, FHL will seek to agree a repayment plan to reduce the arrears.

If FHL agrees a repayment plan with a resident, it will regularly monitor their rent account in accordance with the plan. If the resident does not adhere to the repayment plan, FHL will take further action in line with the Arrears Procedure.

Appeals

If a resident does not agree with FHL's decisions or actions they can appeal them in accordance with the Appeals Policy.

Relevant Legislation

None

Related Documents

Procedure: LS_Arrears_1_PRO_Ver1

Document Control

Approving Body: General Manager (Operations)
Executive Owner: General Manager (Operations)
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