

## ARREARS POLICY

It is the policy of this office that all rent is paid through the DEFT system

([www.deft.com.au](http://www.deft.com.au)). This allows you the convenience of being able to pay your rent in a number of different ways; you will have already received your unique reference number.

Under the Residential Tenancies Act 1997 you are required to pay your rent by the date noted on the schedule in your lease and it must always be paid in advance.

Should you have any difficulties in paying your rent please notify us as soon as possible so that we can be of assistance to you in resolving the problem.

However, this office does have a strict policy on the payment and collection of rent and you will receive a number and variety of reminders, which you should not ignore.

The reminder notices and frequency are listed below:

Category	Time elapsed	Reminder notice
Category 1 arrears	1 to 3 days in arrears	Text message, email ,phone call and letter
Category 2 arrears	4 to 7 days in arrears	Phone call or SMS/Email reminder and letter
Category 3 arrears	Day 10 days in arrears	Notice to Remedy (or Notice to Vacate if 2 Notice to Remedy on file)
Category 4 arrears	Day 14 days or over in arrears	Possible Notice to vacate issued failing compliance with category 3

There is no deviation from this schedule and it is the strict policy of this office that all Property Managers adhere to it.

I have read and understood this policy:

Property address:		
Tenant name	Tenant signature	Date