

ZERO TOLERANCE TO RENT ARREARS POLICY

DAY 1

**ACTION - TEXT SUMMARY OF ARREARS
SENT THROUGH REST**

**PRINT OFF STATUS REPORT AND
LEDGER, HIGHLIGHT ARREARS AND
EMAIL A COPY TO TENANT WITH AN
EASY TO UNDERSTAND EXPLANATION.**

DAY 2

**ACTION - IF NO PAYMENTS HAVE BEEN MADE BY MID
MORNING BY THOSE CONTACTED ON DAY 1 REPEAT TEXT
THROUGH SYSTEM**

FOLLOW UP PREVIOUS DAYS EMAIL

PHONE CALL TO TENANT



DAY 3

ACTION - PHONE CALL TO TENANT

**EMAIL 14 DAY BREACH NOTICE LETTER WITH STATUS
REPORT, CORRESPONDING LEDGER AND EXPLANATION OF
WHAT PAYMENTS THEY MUST MAKE TO BRING THEIR RENT
UP TO DATE 14 DAY BREACH NOTICE. POST HARD COPY TO
TENANT**



14 DAYS PASS WITH NO REMEDY TO THE BREACH

**ACTION - APPLICATION TO THE TENANCY TRIBUNAL FOR A
TERMINATION OF THE TENANCY. FILE THE APPLICATION
ONLINE USING A PRESSIE CARD FOR \$20.44 PAYMENT.**