Arrears Policy

It is the policy of this firm that all rent is paid through the Payment Gateway system. This allows you the convenience of being able to pay your rent in a number of different ways.

Under the Residential Tenancies Act you are required to pay your rent by the date noted on the schedule in your lease and it must always be 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 agency 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 or phone call
Category 2 arrears	4 to 10 days in arrears	Letter
Category 3 arrears	11 to 14 days in arrears	Final Letter
Category 4 arrears	15+ days in arrears	Notice to vacate rented premises

There is no deviation from this schedule and it is the strict policy of this firm that all employees adhere to it.

☐ **I/we have read and understood this policy:**

Tenants Name	**Tenants Signature**	**Date**
Tenants Name	**Tenants Signature**	**Date**

Property Address: