

## Rental Arrears - Information for renters

In this document "we" "us" or "our" means Uniting VicTas (Uniting)

We have zero tolerance towards Rental Arrears.

If you cannot pay your rent, call us on 9051 3000 so that we can discuss how we can help you arrange payment.

If you do not pay your rent on the due date, we will contact you by telephone or text message.

If you do not respond, we will send you a request for payment letter with details of the amount of rent you owe and a copy of your current rent statement.

We will send a copy of this letter to your Community Support Worker, if you have one.

If you can't pay the rent arrears in full, contact us to discuss repaying the rent arrears by instalments.

You will be required to sign a repayment agreement.

If you do not contact us within 14 days to arrange repaying the arrears. We will issue you with a Notice to vacate the rented premises and we will apply for a possession order for the rented premises.

I acknowledge receipt of this information:

Signed by the RENTER: \_\_\_\_\_

Date: \_\_\_\_\_

Signed by the RENTAL PROVIDER: \_\_\_\_\_

Date: \_\_\_\_\_

Document Name: <i>Uniting Housing –Rental Arrears Agreement</i>	Policy Area: <i>Quality, Risk &amp; Compliance</i>	
Document Number: <i>UF-UH-014</i>	Classification: <i>Internal/External</i>	
Version Number: <i>1.0</i>	Document Owner: <i>Senior Manager, Tenancy Services</i>	
Publication date: <i>08/08/2023</i>	Endorsed by: <i>Senior Manager, Tenancy Services</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page <b>1</b> of <b>1</b>