

## Rent Arrears Procedure



Tenancy legislation states that your rent must be paid in advance at all times. At Solutions Property Management, we follow strict procedures for monitoring your rent payments, and you can expect to hear from us as soon as you fall behind. The following outlines our rent arrears procedure:

### 3-5 DAYS IN ARREARS

You will receive a call or SMS from us. Please do NOT ignore these notifications as these are courtesy warnings that your rent is now late.

### 6-7 DAYS IN ARREARS

You will receive an email advising that your rent is now significantly behind. You may also receive a call from your Property Manager. Please do NOT ignore these calls as your Property Manager is trying to help you avoid the next step.

### 8 DAYS IN ARREARS – BREACH NOTICE

As per Legislation, you will be issued a Form 11 – Notice to Remedy Breach, giving you 7 days to bring your rent back up to date.

Receiving a Breach Notice is a serious infringement of your Tenancy Agreement which remains on your tenancy record. Even if you remedy the Breach, it could result in your lease not being renewed, and the chances of being able to find another rental property are drastically reduced. Also, any applications you make for finance (such as a personal loan or a home loan) may be jeopardized if you have a Breach Notice on your record.

### NOTICE TO LEAVE / EVICTION NOTICE

If you do not make the required payment to rectify the Breach Notice, you will be issued with a Form 12 – Notice to Leave, giving you just 7 days to vacate the property.

If you do not vacate the property by the required date, we proceed to QCAT (The Tribunal) for a Warrant of Possession. You will then have a limited time to vacate the property; otherwise the police will attend and forcibly evict you if necessary.

This is of course a very distressing situation for all concerned, but it's a job that we unfortunately must do. Once you have an eviction on your record, it will be almost impossible to rent through another agent for many years to come.

It is therefore imperative that you do all you can to avoid this happening and make your rent payments your NUMBER ONE PRIORITY.