



# RENT PAYMENTS & ARREARS

## AGENCY PROCEDURE

### PAYMENTS

Belouis Realty is a **CASH FREE** agency, direct deposit or payment using a debit visa/mastercard or credit card via telephone are the preferred methods of payment for ALL rent and invoice payments.

It is your responsibility as the Tenant to arrange and make all rent and invoice payments on-time or as required ensuring that the allocated REFERENCE number is used at all times for receipting and allocation purposes.

Belouis Realty Trust Account details and your allocated reference number can be found on Page 2 – Item 9 of your signed General Tenancy Agreement. In the event you are unable to use the allocated reference number, we recommend using the primary tenant's mobile number, we also require advice in WRITING with a copy of the receipt for this transaction.

### ARREARS

At Belouis Realty, we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the process involved.

Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

**These actions form our arrears management procedure and occur at the time specified:**

|                           |  |
|---------------------------|--|
| <b>4 days in arrears</b>  | Reminder Phone Call or SMS message or letter         |
| <b>8 days in arrears</b>  | Notice to Remedy issued with 7 days to remedy breach |
| <b>17 days in arrears</b> | Notice to Leave issued with 7 days notice to vacate  |

Tenants who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental Property by that same date.

If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie. NTD – National Tenancy Database and TICA – Tenancy Information Centre of Australia.

Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.