

PROGRAM POLICY: RENT ARREARS

Policy number	PPOL005	Version	v1.0
Drafted by	Program Director	Approved by Board on	15 December 2021
Responsible person	Program Director	Scheduled review date	15 December 2026

1. PURPOSE

The purpose of this policy is to:

- a. ensure that rent arrears are managed in a fair and consistent manner
- b. ensure that rent arrears management sustains tenancies and protects CEHL Program viability.

2. POLICY CONTEXT

The Residential Tenancies Act provides for a residential rental provider (landlord) to give a renter (tenant) a notice to vacate a rented premises if the renter owes at least 14 days rent to the residential rental provider. This minimum threshold for action must be considered in the context of the Performance Standards for Registered Housing Agencies, which require registered agencies to treat eviction as a mechanism of last resort and to have in place policies and strategies to deal with renters in financial difficulties and with rent arrears.

3. POLICY STATEMENT AND PRINCIPLES

3.1 STATEMENT

- 3.1.1 Residential rental providers will seek to minimise rent arrears.
- 3.1.2 Renters will be assisted to address their rent arrears in a timely manner.

3.2 PRINCIPLES

- 3.2.1 Renters will be provided with timely and accurate information regarding their rental account statements.
- 3.2.2 Residential rental providers will provide a range of convenient options for renters to pay their rent.
- 3.2.3 Residential rental providers will take prompt action to address rent arrears.
- 3.2.4 The process for managing rent arrears will be documented in a rent arrears procedure.
- 3.2.5 Member co-ops will have in place documented procedures for dealing with rent arrears. In the absence of their own procedures, member co-ops will adopt the rent arrears procedure developed by CEHL.
- 3.2.6 Renters will be provided with timely and accurate information regarding rent arrears processes.

- 3.2.7 Renters will be given opportunities to address rent arrears in a reasonable timeframe.
- 3.2.8 Renters will be referred to support services to assist them to maintain their tenancy and avoid eviction, as required.
- 3.2.9 Reasonable steps to enable the renter to address rent arrears will be taken before the residential rental provider seeks an order of possession or proceeds with eviction processes.
- 3.2.10 Member co-ops will provide CEHL with a report specifying any tenancies more than 21 days in arrears and their actions to address the arrears, within 14 days.

4. SCOPE

- 4.1 This is Program Policy. It applies to all residential tenancies managed by CEHL or its member co-ops.

5. DEFINITIONS

- 5.1 For all definitions relating to this policy, please refer to the Program Glossary.

6. LEGAL REQUIREMENTS

- 6.1 This policy adheres to and incorporates guidance from:
 - a. [Residential Tenancies Act 1997](#)
 - b. [Victorian Charter of Human Rights and Responsibilities 2006](#)

7. PROGRAM REQUIREMENTS

- 7.1 This policy is consistent with:
 - 7.1.1 International Co-op Principles:
Voluntary & Open Membership
Democratic member control
Co-operation among Co-operatives
Concern for Community.
 - 7.1.2 Program Principles:
Security Affordability
Financial Sustainability.

8. RELATED PROGRAM POLICIES

- 8.1 This policy should be considered in conjunction with:
 - 8.1.1 Referral to Support Agencies Program Policy
 - 8.1.2 Terminating a Tenancy (Residential Rental Provider Initiated) Program Policy

9. AUTHORISATION

Approved by	CEHL Board	Date of approval	15 / 12 / 2026
Position	CEHL Chair	Heidi Lee	