



Tharawal Housing Aboriginal Corporation

Managing Arrears Procedure

Version Number:	3
Applies to:	Tharawal Housing Aboriginal Corporation Properties
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Tharawal Housing Aboriginal Corporation THAC collects and manage rent and water charges in accordance with NSW Community Housing Rent Policy and NSW Community Housing Water Policy.

Scope

This procedure should be read in conjunction with THAC:

- Rent Policy
- Water Policy
- Tenant Charges Policy
- Financial Hardship Policy
- End of Tenancy Policy

Procedures

- Arrears – Your arrears sheets need to be given to the Housing Manager by **COB Tuesday** if you are unable to meet this deadline you are expected to send an email to the Housing Manager as to advise why.
- Request for Notice of Termination and application to re-list with tribunal are to be sent to the Senior Housing Officer by **COB Wednesday**.

Arrears Actions

- Housing Officer are to print arrears sheets on Monday mornings.
- Housing Officer are expected to review all arrears sheets by COB Tuesday.
- Housing Officer is to make phone contact with all clients who are in arrears.
- Housing Officer is to record all phone contact on the clients file with details as to what actions will be taken.
- Housing Officer are expected to send contact letters to all clients 2 weeks and over in arrears.
- Housing Officers are expected to visit clients who are greater than 2 weeks in arrears.

Notice of Termination Process

- Housing Officer is to send request to Senior Housing Officer to issue Notice of Termination to clients who are over 2 weeks in arrears.
- Senior Housing Officer is to issue Notice of Termination. A calendar appointment will also be sent to Housing Officer advising of expiry date.
- Housing Officer is required to send an office interview letter to the client or conduct a home visit. If you are aware that the client has, issues when arranging office interview or conducting home visit please send a calendar appointment Senior Housing Officer to attend office interview or home visit with you.
- At office interview or home visit, the Housing Officer is to identify if there are any issues that maybe affecting the client's ability to pay their rent. File note is to be completed detailing any issues that has been identified.
- File note is to be assigned to Senior Housing Officer for review.



- Senior Housing Officer to review file note – assessment to be undertaken by Senior Housing Officer of next steps.
- Senior Housing Office to decide if referral internal or external services is required.
- Housing Officer is to action any referrals required and continue to work with the client to reduce arrears.

NCAT Request

- Housing Officer to send request to Senior Housing Officer to request matter to be listed with tribunal for clients who have failed to adhere to payment arrangement or in case where the payment arrangement needs to be formalised.
- Housing Officer to create an arrears container for client and place all related information in file.
- Senior Housing Officer to lodged application with tribunal and send a letter to the client advising the matter has been referred to tribunal.
- Senior Housing Officer to attend tribunal.
- Senior Housing Officer is to advise Housing Officer of orders granted. Housing Officer is to continue to monitor and work with client to reduce arrears.
- Senior Housing Officer to continue to monitor account. If client fails to adhere to orders granted. Interview letter to be sent to client.

Re-list Process

- Housing Officer to refer non-compliance orders to Senior Housing Officer for matter to be re-list with tribunal.
- Senior Housing Office to call client into the office or conduct home visit to ascertain what is going on.
- Senior Housing Officer to re-list matter with tribunal if client refuses to rectify situation. Letter to be sent to client to advise matter has been re-listed for termination and possession.
- Senior Client Service Officer to attend tribunal and sought orders for termination and possession.

Section 187

When you have a client that is not 2 weeks in arrears but is constantly behind in rent. A Notice of Termination cannot be issued however, the following process can be taken;

- Housing Officer needs to conduct an office interview and inform the client of the breach. A copy of the transaction history needs to be given to the client.
- Housing Officer to send section 187 request to Senior Housing Officer with a notation stating section 187 letter to be issued.
- Senior Housing Officer to send Natural Justice letter.
- Housing Office to monitor account to see if the client has not rectified rent account. Failure to rectify Housing Officer to send request to Senior Housing Officer to list at tribunal.
- Senior Housing Officer to lodge application under section 187.

Conflict of Interest:

It is the responsibility of all THAC staff to declare any conflict of interest that may arise during the allocation process. If a staff member or board members has any personal relationship with the applicant and or tenant they must declare their conflict immediately and withdraw themselves from the process.

In accordance with THAC Conflict of Interest Policy staff must complete a Conflict of Interest Declaration Form.



Tharawal Housing Aboriginal Corporation staff must always adhere to the Confidentially Policy and Privacy Policy.