

<b>Accommodation Fee and Rental Charges Arrears Policy</b>
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## Accommodation Fee and Rental Charges Arrears Policy

### Statement

This policy works in conjunction with Able Australia’s Rental Charges Policy and the Accommodation Fee Policy, which governs amounts payable by clients to Able Australia.

A client will be considered in arrears if they do not pay their rent or accommodation fees, due to Able Australia, in line with the agreed billing cycle.

### Scope

This policy applies to all clients living in Able Australia supported, rented and owned residential accommodation.

### Purpose

This policy outlines Able’s approach when a resident falls behind paying their rental and/or accommodation charges.

### Policy details

- At the commencement of all tenancies:
  - Able Australia will provide clients with information regarding the level of rent and/or accommodation charges and expectations on how and when clients are to make payments.
- A client will be in arrears after missing one or more required rent or accommodation charges payments. If any arrears are identified, Able Australia will:
  - make early contact with the client to remedy the breach as soon as possible.
  - have regular contact with the client until the arrears have been resolved; and
  - take a flexible and reasonable approach to enable the client to resolve issues impacting on their ability to meet their obligations.

### Able Australia may:

- issue a Notice to Vacate if a client remains in arrears for an extended period or be persistently in arrears;
- seek recovery of arrears using a reputable debt collection agency; or
- consider reducing rental and/or accommodation charges for a set period in circumstances where undue financial hardship is demonstrated.

### Undue Financial Hardship

- Able Australia recognises that there are circumstances which may impact upon a client’s capacity to meet their rent payments on schedule and, where appropriate the

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resident may apply to Able Australia for a temporary reduction or suspension of rental and/or accommodation charges.

- In circumstances where undue financial hardship is claimed, Able may request relevant evidence to demonstrate hardship, for example income statements and may, at its discretion, consider reducing rental and/or accommodation charges for a set period.

**Responsibilities**

- These positions are responsible for implementation and compliance monitoring of the policy in their work areas:
  - *National Manager, Property & Assets* is responsible for the application of this policy.
  - *The National Manager, Finance* will monitor the level and duration of arrears under this policy.
  - *Chief Financial Officer* will monitor and deliver continuous improvement.
  - *Employees* are responsible for ensuring that the principles and components within this policy are applied in their daily work and that employees attend and participate in training and development in this area
  - *Clients, families and other stakeholders* are encouraged to provide feedback to Able regarding its processes and practices to learn and improve on how it applies rent and accommodation charges.

**Employee Training and Development**

- There is no applicable employee training required for this policy.

**Related policies and procedures**

- Accommodation Fees Policy
- Rental Charges Policy

**Standards and Conventions**

- [NDIS Practice Standards and Quality Indicators](#)
  - Specialist Disability Accommodation Module
    - Rights and Responsibilities
    - Conflict of Interest
    - Service Agreements with clients
    - Enrolment of SDA Properties
    - Tenancy Management

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[NDIS Code of Conduct](#)

Victorian Disability Worker Commission – Code of Conduct

**Legislation**

- Relevant State and Territory Tenancy legislation

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