

Repayment Agreement (other than for Rent Arrears)

TMM 1.23

Purpose & Scope:

To outline the manner in which debt repayment is managed, monitored and recovered for Wintringham Housing Residents.

Responsibility:

Tenancy Manager and/or delegate will authorise any Repayment Agreement under this policy in liaison with Site Manager as required.

The Tenancy Worker is responsible for taking steps to recover outstanding debt.

Tenancy Worker and the Housing Support Worker are to work with the resident to assist with a resolution.

Policy:

- Wintringham Housing recognises that a flexible service response is required in order that a resident may take steps to resolve their debt prior to any implementation of formal processes as provided under the RTA or other relevant legislation.
- As Landlord, Wintringham Housing's principal concern is to sustain residents' accommodation. All reasonable efforts will be made to work with a resident and relevant third parties to ensure that eviction for a debt is an option of last resort.
- Repayment Agreements under this policy will be limited to special circumstances and will be assessed on a case by case basis. Examples of when this policy might be applied include damage caused by residents or additional agreed works in the case of medical conditions which the residents will pay for over time.



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Procedure:

1. When a resident agrees to pay back a debt, a Repayment Agreement form will be completed by the resident and the Tenancy Worker.
2. If the resident agrees and has signed the Authorisation for Centrelink – Multiple Consent Form, the Tenancy Management Worker will enter the amount agreed upon into Centrelink via Electronic Verification of Rent (“EVOR”).
3. The Tenancy Worker will show the split of the fortnightly payment received on Chintaro.
4. Finance monitors daily rental movements and advises Tenancy of any variations, cancellations or new rental payments, This is done via the daily rent update spreadsheet.
5. As well as the above, Finance will provide the Tenancy Worker with a fortnightly debtors report, this ensures that the Tenancy Worker is aware of all arrears resulting from non payment of the debt.
6. The Tenancy Worker will make initial contact with the resident and find out the reason behind any variations/cancellations. If a resident has reduced or cancelled payments he or she will be requested to reinstate the correct amount.
7. If the resident does not agree to re-pay the debt, a time will be scheduled for the resident to meet with the Tenancy Worker and the Housing Support Worker to work at resolving the issue.
8. If the resident does not dispute the debt, the Tenancy Worker will ensure that the resident agrees to reinstating the Repayment Agreement.
9. If the matter is not resolved by the resident, the Tenancy Worker will refer the issue to the Housing Support Worker, who in turn will explore all other options regarding debt repayment. If to no avail then it will be referred to the Community Housing and Support Site Manager and General Manager Operations prior to taking formal compliance action.
10. In the event of hardship, the debt may be waived. This decision is made by Dep CEO.

Related Documents:

Residential Tenancies Act (1997)
"Renting a home –a Guide for Tenants" Handbook
TMM FM 1.23a Repayment Agreement
Covering Letter for Breaches
L_M Fin Fm 4n "Authorisation for Centrelink – Multiple Consent Form"

