



Rental Management

Policy Category	1. Tenancy	Policy Number	1.30
Author	Carla McFaul (Housing Services Manager)	Board Approval Date	July 2019
Position Responsible	Housing Services Manager	Scheduled Review Date	July 2020

Purpose:

Homes Out West's role is to provide long term, secure and sustainable housing to low income families and individuals. This includes offering subsidized rent to eligible tenants.

Policy:

HOW will manage rental payments in a manner that is compliant, fair, consistent and transparent.

Relevant Service Standards:	<ul style="list-style-type: none"> National Community Housing Standards <ul style="list-style-type: none"> Standard 1.2 – Establishing and maintaining tenancies Standard 3.1 – Tenant rights Standard 3.2 – Tenant Participation Standard 3.5 – Confidentiality and privacy Standard 3.6 – Complaints and appeals Legislation <ul style="list-style-type: none"> Residential Tenancies Act 2010 (NSW) Residential Tenancies Regulation 2010 (NSW) Housing Act 2001 Community Housing Providers (Adoption of National Law) Act 2012 (NSW) National Regulatory System for Community Housing (NRSCH) Performance Outcome and Performance Requirement <ul style="list-style-type: none"> Performance Outcome 1: Tenant and Housing Services
Related HOW Policies:	<ul style="list-style-type: none"> Arrears Management Policy
Related HOW Forms & Internal Documents	<ul style="list-style-type: none"> Residential Tenancy Agreement Tenant Information Kit Tenant Handbook Checklist for Beginning Tenancy

Procedure and Guidelines:

The Client Services Officer's (CSO's) role is to assist tenants to maintain and sustain their tenancy. Part of the CSO's role is to ensure that rents are received regularly from

all tenants. Homes Out West's (HOW's) preferred rental payment method is through Centrelink's Centrepay system. (See the [Tenant Information Kit](#) for an explanation of the Centrepay system). Benefits of the tenant paying their rent through Centrepay includes allowing the rental payments to be paid directly to HOW and ensures that the tenant's rent is paid on time. This shall be explained to new tenants at the time of signing the lease.

Tenants who are on wages and are not able to pay their rent through Centrepay can make rental payments directly into HOW's account at any Bendigo Bank. Cash payments in the office cannot be refused, however we encourage tenants to pay via one of the options explained above. If a cash sum is made a receipt must be given to the tenant at the time of payment outlining the amount paid, date, what the payment is for e.g. rent or bond and signed by the receiver. All cash must be deposited into the bank on the same day of receipt, if it is not possible to be deposited on the same day then the next day is required.

All rent and non-rent payments will be receipted each day by the Accounts Receivable Officer.

Rental statements are provided to tenants every quarter and also at their request. The statement will display any rental amounts paid for the period selected as well as what date the rent is paid to and how much is owing if there are rental arrears. The rental statement will also show any payments made towards the non-rent amounts and any money owing on non-rent e.g. water, bond, maintenance. These statements are generated via Greentree.