

## **Policy for Late Rent Payments**

At Victoria Real Estate Agency (VREA) we pride ourselves on our careful tenant qualification and screening processes. Applications are approved on the grounds that we are confident that the rent will be paid on time. However, a minority of tenants still get behind in their rent, despite all our tenant screening procedures.

When a Tenant signs the Residential Tenancy Agreement, they acknowledge that rent must be paid promptly, in advance, as one complete payment and received by the Agent on or before the due date. **Arrears and part payments are strictly not permitted.**

We need to advise each tenant of our policy for late rental payments and the consequences of late or non-payment of rent as it is a requirement of your Lease Agreement to be paid on time, every time, all the time!

If you believe you may be late with a payment, you must notify us at least three working days before that payment is due, so we can advise the landlord.

However, should we not be contacted, our policy is:

- 1 DAY LATE - You will receive an SMS text
- 3 DAYS LATE - You will receive an email via Property Tree portal
- 7 DAYS LATE - You will receive an email via Property Tree portal
- 7-10 DAYS LATE – You will receive a phone call, email &/or personal visit
- 15 DAYS LATE – Termination Notice issued

### **We must advise that non-payment of rent will result in eviction.**

It is in your best interest to maintain an excellent rental payment record, as failure to do so can result in details of the tenancy being lodged on a **National Tenancy Default Data Base**. This can affect further tenancy arrangements with other real estate agents, not only in your local area, but Australia wide.

We encourage everyone to ensure their rent is paid on time, so that business relationships remain beneficial for all parties.

Please contact us immediately if your financial circumstances change that may affect paying rent on time. For example: losing your job, change of jobs etc. If we know, we can discuss possible options to assist with future rental payments and avoid rent arrears.

If you have any concerns or queries regarding our Policy for Late Payments, please use the contacts below:

**E - [rentals@victoriare.com.au](mailto:rentals@victoriare.com.au)**  
**M – 0448 962 870**