

Rent and other charges

Rental payments

Under the standard terms of our Residential Tenancy Agreements, all tenants agree to pay their rent two weeks in advance.

Sometimes there may be circumstances which may result in late or non-payment of your rent. If you are having difficulty paying your rent, we strongly encourage you to contact our office and speak with your Tenancy Manager immediately. Under most circumstances, we can assist with a payment arrangement. Doing this can assist your payment record with us and reduce the stress for you.

Tenants must keep their rent in advance at all times.

If a tenant is 14 days behind in rent, they can be sent a Termination Notice. If the tenant does not move out by the end of the Termination Notice period (and the tenant has not paid the amount owing) the landlord can seek a termination order from the NSW Civil and Administrative Tribunal (NCAT).

What our operations policy and procedures say:

Our policy says that all of the following actions are required to be taken by our staff if you fall into rent arrears:

- Direct contact with you via telephone, email, letter, or text
- A request that you attend the office to discuss your rental payments
- In some cases, we may make an appointment with you to visit you and discuss your rent
- Provide you with letters or a Tenant Statement providing information about the state of your rental account
- Issue you with letters of demand requiring you to pay your rent by a specified date.

Termination and NCAT

If you are behind in your rent more than 14 days, we have the right to issue a Notice of Termination. If you are more than 21 days behind in your non-rent payments, we have a right to issue a Notice of Termination.

If you do not make any contact with us (or you have not made a satisfactory agreement to repay your debt) after we have sent you the Notice of Termination, we will apply to NCAT for an order. This order will be either:

- A Specific Performance Order, an order from NCAT that states you must repay your debt to NCCH or;
- In some cases, an order from NCAT to terminate your tenancy with NCCH because you have not repaid your debt.

You will be invited to attend the NCAT hearing where you will have an opportunity to present your case against either of these actions.

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If you breach a Specific Performance Order from NCAT, we will apply for another hearing with the NCAT – this is called a relist. At the Relisted hearing, we would seek a Termination Order from the NCAT for vacant possession. If this happens, you will be required to vacate your home.

If you do not vacate your home when the Termination Order expires NCCH would seek a warrant of possession from NCAT.

How to avoid arrears

We recommend that all of our tenants receiving a Centrelink payment set up Centrepay to pay their rent. Centrepay is a free direct payment service offered to customers who receive payments from Centrelink.

Another strategy is to build up a buffer of around 4-7 days rent so that your rent account remains in advance at all times.