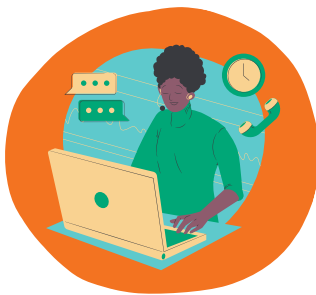


This fact sheet relates to what to do when your account is in arrears (when there is money owing on your account with Housing Plus), which could be made up of overdue rent, water charges, bond charge, gas charges or maintenance charges.

- Rent needs to be paid 2 weeks in advance from the commencement of the tenancy and to continue to be so during the tenancy. If you wish to pay rent weekly you can, but the rent still needs to be paid 2 weeks in advance.
- If you have any problems paying your rent during your tenancy, please call the Arrears & Housing Specialist staff to discuss the solutions available.
- Payment of your rent is your responsibility so please make sure if your rent payment is made by Centrelink or you pay by bank deposit/direct deposit your payment is made to Housing Plus and the amount is correct.

What can you do when your account goes into arrears:



Contact the Arrears & Housing Specialist staff immediately and enter a payment plan to minimise the distress and financial impact getting into arrears can have. The payment agreement will be required to start with your next payment to avoid the arrears increasing.

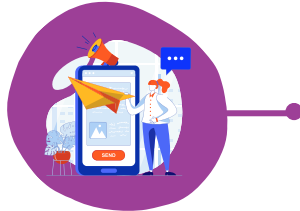


There are other ways Housing Plus can support you to get you through some difficult periods and **you can ask to be referred to a Housing Plus Support Coordinator** as they may have possible solutions or referrals to services to help with the issues which have impacted you financially.



What can happen if your account is in arrears?

The Arrears Procedure Agreement you signed at the commencement of your tenancy with Housing Plus shows that the Arrears & Housing Specialist staff will:



Contact you – phone, text or email you to discuss and enter a payment arrangement to avoid putting your tenancy further at risk.



Send a letter providing a payment arrangement to avoid further action.



If there is no response and arrears are not addressed, a termination notice will be issued.



Lodge a NSW Civil and Administrative Tribunal [NCAT] application **to decide if your tenancy should be terminated**.

The Arrears & Housing Specialist staff and all Housing Plus staff will work with you in every way possible to sustain your tenancy.

Helpful hints

- **Contact your local Tenants' Advice & Advocacy Service** for independent advice – please ensure you advise you are renting through a social housing provider.
- **Contact the Arrears & Housing Specialist staff** to discuss any situation which may impact you on making your payment to the rent, water, bond or utilities etc.
- If you have a water or gas leak **contact the Housing Plus Report A Repair Line** on 1800 603 300 immediately to reduce any excessive bills.
- **Refer to the Arrears Procedure Agreement** you signed for the process.
- **Ask to be referred or accept a referral** to a Housing Plus Support Coordinator for assistance.

