PROPERTY MANAGEMENT
454 High Street, Maitland NSW 2320
(02) 4933 5544

TENANT POLICY

Zero tolerance rent arrears policy

We understand that during your tenancy an unexpected circumstance might cause a slight hiccup with your rent. That's why we always keep our tenants informed of our policy on paying rent.

Ongoing late payments won't be accepted, and we ask that you make your rent a top priority. Here's what happens if your rent falls behind.

The arrears timeline

Days 1–3

Reminder

Friendly automatic SMS reminders are sent to you.

Day 4

Phone call

We call to understand why the rent hasn't been paid.

Day 5

Firmer reminder

A firmer SMS is sent, and the owner is notified of the arrears.

Day 6

Phone call

We call to remind you of your obligations under the residential tenancy agreement.

Day 7

Formal notice

An arrears letter, payment demand and breach notice are issued, and the arrears are noted on your tenant profile.

Day 15

Termination

The owner is contacted about terminating the residential tenancy agreement.

Having trouble paying your rent?

Talk to us as early as possible. Call our office on (02) 4933 5544 so we can discuss your situation before your rent falls behind.