
ARREARS POLICY

Stairway Real Estate — Property Management

When the full rent or invoice amount is not received in our account on or by the due date, the tenancy is in arrears from the following day. At that point, the office will follow the processes described in Landlord Charts 1, 2 & 3 on the Department of Local Government, Industry Regulation and Safety (Consumer Protection) website. **These involve issuing a Notice of Breach or Notice of Termination as soon as the first day in arrears.**

The Property Manager may be able to send a reminder first to avoid the tenant having a breach on their record. However, this is not guaranteed and is not possible for repeated late payments which will lead to Notice of Breach or a Notice of Termination, and possibly termination of the tenancy.

If the tenant falls into arrears or knows in advance that they will be unable to make an upcoming payment on the due date, they should contact the office and speak with their Property Manager as soon as possible. The Property Manager may refer the matter to the owner for a decision.

HOW TO AVOID ARREARS

Arrears can happen for many reasons — financial hardship, banking delays, job changes, forgetfulness, or confusion about the due date.

The most common cause is leaving too little time for bank transfers to clear into the trust account. Even if you pay on the due date, it may take 24–48 hours to arrive. For example, if rent is due on a Friday, you may need to pay 1–2 business days earlier to ensure it clears on time. If it arrives late, it will show as late on your Tenancy Ledger — which other property managers may check if you apply for a rental in future.

Each payment you make generates a receipt showing the date received, the period it covers (the "paid-to" date), and the amount. Note that receipts may not be issued immediately.

You can use these receipts to check your rent position and see whether payments arrived on time.

NOTICE OF TERMINATION

If the rent arrears have not been paid in full by the expiry of a notice of termination, tenants are required to vacate the property by that date.

If, after vacating the property and after the tenant has been given the required notice and opportunity to dispute the debt, money is still owed that exceeds the bond available to cover the debt, the tenants named on the Residential Tenancy Agreement may be listed on a tenancy database, such as TICA (Tenancy Information Centre of Australia) or the National Tenancy Database (NTD).