

# VCCH TENANCY MANAGEMENT - RENT MONITORING AND ARREARS PROCEDURE

<b>Name of Procedure:</b>	VCCH Tenancy Management – Rent Monitoring and Arrears Procedure
<b>Approval Authority:</b>	CEO
<b>Date effective:</b>	14 May 2026
<b>Due to be reviewed:</b>	14 May 2029
<b>Accountable Officer:</b>	EGM Housing and Property Strategy
<b>Responsible Officer:</b>	Head of Housing & Partnerships
<b>Procedure applies to:</b>	VincentCare Community Housing

## 1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing’s and VincentCare Victorai (VCCH) approach to rental payment monitoring and arrears management.

## 2. Scope

- 2.1 This Procedure applies to VCCH.

## 3. Policy

- 3.1 Tenancy Management Policy

## 4. Procedures

- 4.1 VCCH will apply a consistent and proactive process to achieve the best possible outcomes for both renters and the organisation:
- Expectation of a rent-paying culture is established at sign-up.
  - Tenancy and Property Workers (TPWs) recognise that rent arrears can be a sign of broader tenancy issues.
  - Rent arrears are identified and addressed early to give the renter the best chance to sustain their rental agreement.
  - TPWs will endeavour to refer renters to culturally safe and appropriate support agencies in order to assist in addressing arrears.
  - Eviction for rent arrears through VCAT will only occur when all avenues to address the arrears have been explored.

### ROLES AND RESPONSIBILITIES

- 4.2 TPWs will:
- Monitor rents at least weekly;

- b) Employ different strategies with a renter/s to address rent arrears; and
- c) Ensure that renter's human rights are considered in line with the Charter of Human Rights and Responsibilities Act 2006.

4.3 VCCH's expectation is that renters will:

- a) Comply with their rental agreements in accordance with the Residential Tenancies Act 1997 (RTA) in relation to rent payment
- b) Communicate with their VCCH TPW during times of financial hardship.
- c) Enter into a Rent Arrears Agreement where required.
- d) Be open to working with support agencies to address difficulties around rent payment

**Table 1 – Summary of Roles and Responsibilities**

Role	Responsibility
Tenancy and Property Workers	<ul style="list-style-type: none"> <li>• Monitor rents at least weekly;</li> <li>• Employ different strategies with a renter/s to address rent arrears ; and</li> <li>• Ensure that renter's human rights are considered in line with the Charter of Human Rights and Responsibilities Act 2006.</li> </ul>
Renters	<ul style="list-style-type: none"> <li>• Comply with their rental agreements in accordance with the Residential Tenancies Act 1997 (RTA) in relation to rent payment</li> <li>• Communicate with their VCCH TPW during times of financial hardship.</li> <li>• Enter into a Rent Arrears Agreement where required.</li> <li>• Be open to working with support agencies to address difficulties around rent payment</li> </ul>

## 5. Definitions

**Table 2 – Definitions**

(Only include definitions that are not part of everyday language. Acronyms should be spelt out in body of document.)

Word/ term	Definition
Financial Difficulty	means a decrease in household income, significant rise in living expenses, unexpected expenses such as high utility bills or car repairs, and similar circumstances that reduce the renter's ability to make their rental payments by the due date. These circumstances may affect renters differently, due to diversity in money management skills.

## 6. Legislative and Regulatory Obligations and Quality Alignment

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6.1 This Procedure supports VCCH's alignment with the following legislation or quality standards:

- a) [Housing Act 1983](#)
- b) [Residential Tenancies Act 1997](#)
- c) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
- d) [Performance standards for registered housing agencies](#)
- e) [Privacy Act 1988 - Federal Register of Legislation](#)
- f) [Privacy and Data Protection Act 2014 \(Vic\)](#)
- g) [Charter of Human Rights and Responsibilities Act 2006](#)
- h) [Rainbow Tick Standards - 3rd edition](#)