

FACT SHEET: Arrears Management

Paying your rent on time

- Under the *Residential Tenancies Act 2010*, you must pay your rent on time.
- If you do not pay your rent on time then you are in **rent arrears**.
- If you are in rent arrears, you put your tenancy with HFHA at risk.
- HFHA is committed to working with you to help you resolve rental arrears issues and keep your tenancy on track.
- If you are in rent arrears, contact your Housing Manager straight away and agree to a payment plan.
- **It is never too late to call us!**

Call the Housing Team on **02 9919 7000**

What you can do about arrears:

- Call us to arrange a payment plan. The earlier you contact HFHA to discuss your arrears the better.
- Arrange a direct debit for your rent to go out of your wages or Centrelink payments so you never miss your rent again.
- Meet with an independent Financial Counsellor at HFHA. A Financial Counsellor will help to negotiate a realistic payment plan with HFHA based on your current finances and any other debts you might have.
- You can also see an Aboriginal Financial Counsellor if you would prefer.
- Ask your Housing Manager if you want some support to deal with whatever is making your life difficult. We partner with organisations that focus on working with Aboriginal people and their communities.