

# RENT ARREARS PROCEDURE



Meraki Property Management has a **ZERO Tolerance Policy** towards rent and invoice arrears and follows a strict rent arrears procedure, in accordance with the Residential Tenancies and Rooming Accommodation Act 2008. This is to ensure effective management of arrears and to protect the Lessor's investment.

**A Residential Tenancy Agreement is a legal contractual arrangement between you and the Lessor.** There are certain obligations on both parties, however your rental payments are one of your main obligations.

DAYS (IN ARREARS)	ACTION TAKEN
3+	Courtesy SMS & Email
8+	Form 11 – Notice to Remedy Breach will be issued for Rent Arrears, giving 7 days to remedy breach and pay all necessary rent arrears. The amount stated on the breach notice is the amount owing to the date the breach is issued, if rent is paid after this, the amount due will increase.
12+	Follow up Phone Call and/or SMS. <b>Do not ignore this.</b>
15+	Form 12 – Notice to Leave will be issued for Unremedied Breach for Rent Arrears, giving 7 days to vacate the premises. Please Note: This notice terminates the tenancy and vacant possession is required by the expiry of the notice.
22+	The tenant is required to hand over vacant possession to the Agent on or before the expiry of the Notice.  Where the Tenant fails to do so, the Agent will make an Urgent Application to QCAT (Queensland Civil and Administrative Tribunal) for termination and a Warrant of Possession. Once granted, a Warrant is issued by Queensland Magistrate Court to the QLD Police to physically evict you from the property. Costs incurred will be forwarded to you for payment
INVOICES	Invoices are required to be paid within 7 days of being received. Failure to do so will result in the same arrears process as detailed above.
REPEATED BREACHES	In accordance with section 299 of the Residential Tenancies and Rooming Accommodation Act 2008, the Lessor can apply to Tribunal for termination of the tenancy for repeated breaches by the tenant.  This section applies if the Lessor (or Lessors Agent) has issued <b>two (2) notices</b> to remedy breach to the tenant. Consider this a 'three strikes and you're out' rule.

If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie TICA – Tenancy Information Centre of Australia and NTD – National Tenancy Database. Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

## DECLARATION

By signing below, I declare that I have read and understand the **RENT ARREARS PROCEDURE**. I declare I will ensure my rental payments are paid on or before my current paid to date, located on my Rent Receipt, Tenant Portal and Tenant App, to ensure my rent remains paid on time. I will also ensure that any invoices issued to me by Meraki Property Management will be paid on or before the date they are due.

SIGNATURE

TENANT 1

TENANT 2