



## **7.6 Rent Management**

### **Scope**

This policy applies to all SGCH tenancies.

### **Purpose**

SGCH manages rent in order to:

- Ensure that tenants comply with their responsibility to pay rent under the terms of their Residential Tenancy Agreement.
- Manage tenancies in a way that maintains a balance between our social and business objectives.

### **Rent arrears**

Refer to the Arrears Management and Breach of Tenancy policies.

### **Rent collection**

Tenants can pay their rent either weekly or fortnightly but at all times it should be paid on time.

### **Payment methods**

In accordance with the *Residential Tenancies Act 2010*, SGCH will provide at least one free method for tenants to make rent payments.

### **Rent receipting and Rent Statements**

The deposit slip in the tenant's bank rent deposit book is their legal rent receipt. SGCH is not required to send a receipt for every payment received.

Rent statements are sent to tenants twice a year. A tenant can request an updated rent statement at any time. If a tenant requests a rent statement, SGCH will provide the statement within 7 days of the request.