

Zero Tolerance for Late Rent Payments

At Highlands Property applications are approved only when we are confident that the rent will be paid on time. However, with changes in circumstances, some tenants still get behind. As we don't know who this might be when we sign up a new Tenancy Agreement, we advise all tenants of our Zero Tolerance Policy for late rent payments.

Our follow-up procedures involve SMS, email, phone calls and even personal visits. This has caused some people upset, embarrassment and/or resentment. **We make no apology for these follow-up actions because rent must always be paid on time!** Many landlords have a mortgage and have approved your application only on the basis that your rent will be paid on time ... every time! **And in the lease you are legally committing to doing just that.**

You must therefore treat payments of rent as an absolute top priority, more important than just about anything else in your household budget.

So, if you believe you may be late with a payment you must notify us at least 3 working days before that payment is due so we can warn your landlord. We also ask that you do all that you can do to borrow the money from other sources (your family, friends, employer, bank, credit cards, etc) should you not be able to make a payment.

However, should we not be contacted, our policy is ...

- **3 Days Late** **We will send you an SMS reminder**
- **5-7 Days Late** **Further SMS or email messages**
- **7-10 Days Late** **Phone calls (or personal visit)**
- **14 Days Late** **Last chance reminder SMS**
- **15-16 Days Late** **Termination Notice issued**

EVICTION will follow if the problem is not remedied!

Sometimes tenants become continually late with payments, without becoming a full 14 days behind. In such cases:

- we will recommend that the landlord not renew the lease and the tenant will be required to vacate the property at the end of the lease
- we will issue a poor payment performance reference should a new landlord or agent require one, and
- details may be lodged on a National Tenancy Data Base. This will affect further tenancy arrangements with other Real Estate Agents Australia wide and may well cause you considerable inconvenience and financial hardship.

**Please call us should you have any queries or concerns
regarding our Zero Tolerance Policy.**