

Property

Tenant/s

ANNEXURE TO RESIDENTIAL TENANCY AGREEMENT – ANNEXURE A
RENTAL ARREARS POLICY

Our rental arrears policy references the following clause of the Residential Tenancy Agreement:

CLAUSE 3.1 The tenant agrees to pay rent on time.

Rent is payable in advance. Your account must be maintained in advance at all times. If for some reason your account falls into arrears, we are left with no alternative but to take action, which will be unpleasant for everyone involved. We trust that we are never placed in this position.

If you are having difficulty in paying your rent ALWAYS CONTACT US to discuss your problem.

Our follow up procedure for late rent payments is:

- **1-3 or days in arrears** - you will receive an SMS notifying you of the amount due and requesting payment be made ASAP.
- **4-7 days in arrears** - you will receive a phone call, SMS and/or email from us notifying you that you are in significant arrears.
- **8-14 days in arrears** - further correspondence will be issued advising you that arrears have been permanently noted on your tenant ledger and you may receive a personal visit.
- **14+ days in arrears** - a **Termination Notice** will automatically be sent to you. If payment is not made immediately upon receipt of this Notice and confirmation of payment forwarded to us, we will then proceed to obtaining an eviction order via the Consumer, Trader and Tenancy Tribunal and then through the Sherriff's office.
- **If arrears are paid before the Termination Date** – the termination will be cancelled, however if our office has needed to apply to the CTTT for an eviction, you may be held for responsible for any costs incurred. The termination will also be marked permanently on your tenant history.
- **14+ days in arrears (2ND OFFENCE)** - a Termination Notice will immediately be issued with vacant possession required within **14 days**. We will apply for an eviction order to have you deemed a 'frequent arrears offender' and enforce the eviction. In the event of this occurring, we will also list your name with Trading Reference Australia, Australia's largest tenancy database, which is very likely to result in any future rental applications (either with our office or any others) being rejected.

Please note that the key to maintaining your rent on time is always to set up scheduled payments by BPAY or DEFT. We are happy to assist you with organising this, or you can also contact your bank. When sharing with flatmates, have ONE person responsible for collecting the rent and paying to us.

I/we hereby agree to the terms of this policy:

Tenant/s signature

Date: / /

ANNEXURE A - RENTAL ARREARS POLICY

Property

Tenant/s

ANNEXURE TO RESIDENTIAL TENANCY AGREEMENT – ANNEXURE D

WATER USAGE POLICY

Our water usage charges policy references the following clause of the Residential Tenancy Agreement:

CLAUSE 10.5 The tenant agrees to pay water usage charges subject to conditions 10.5.1 and 10.5.2

If your property has an individual water meter, you will be emailed a water usage invoice once every 3 months. Payment is due within 30 days of the invoice being issued.

<p>LJ HOOKER NEWTOWN ABN: 17 002 689 036 144 KING STREET NEWTOWN NSW 2042 PH: 8595 1888 FAX 8595 1811</p>				
<p>TENANT NAME 123 FAKE STREET NEWTOWN NSW 2042</p>		<p>Tenant Invoice</p>		
Regarding:	TENANT NAME 123 FAKE STREET NEWTOWN NSW 2042	Date:	11/12/15	
Manager:	Property Manager	Ref:	TENANT	
		Page:	1	
Description	Due Date	Amount	Credit	Owing
WATER USAGE/ 13 August 2015 - 13 November 2015	18/12/15	118.35	0.00	118.35
Meter Reading: 1384 Units Used: 52 Allowance: 0				
Usage Charge		118.35		
Amount Pending Includes 0.00 GST				118.35
Total Owing				\$118.35
<p>Kindly pay this invoice to LJ HOOKER NEWTOWN.</p> <p>To pay by DEFT/BPAY, use your existing Customer Reference Number and pay as a SEPARATE DEPOSIT from your rent. If you experience any difficulties, please contact our office.</p> <p>Thankyou LJ HOOKER NEWTOWN</p>				

Example of Water Usage Invoice

HOW TO PAY A WATER USAGE INVOICE

To pay a water usage by BPAY/DEFT, you should use the same Biller Code and Customer Reference Number as you would to pay your rent. You will be given a Customer Reference Number at the signing of your lease agreement, however you can contact our office at any time to find out your reference number.

You need to pay water usage charges as a **separate deposit from your rent**. If your rent is \$500 and you have a water usage charge of \$50, you need to make 2 separate transactions of \$500 and \$50, not one transaction of \$550.

You can also pay either your rent or invoices in person at our office.

NOTIFICATION OF A CURRENT INVOICE

When we receive the Sydney Water account statement, we will invoice the usage portion to your account. You will receive an email notification that an invoice has been added. This invoice will contain details of the meter reading for your records. Once the invoice has been entered, you will have 30 days to make payment.

LATE PAYMENT OF WATER USAGE INVOICES

We treat late payment of water usage invoices in the same way that we treat rental arrears (see Annexure A). Late payments will be marked on your tenant ledger and you will receive notification of the arrears by phone call, text or email.

If you have any questions regarding water usage invoices, please contact your property manager,

I/we hereby agree to the terms of this policy:

Tenant/s signature

Date: / /