

**Policy No:** BAYSA 03

**Policy Title:** Rent Setting, Arrears Management, and Hardship

**Review Date:** April 2022

## 1. Purpose

This policy is intended to provide clarity regarding BAYSA's approach to rent setting, arrears management and tenants experiencing financial hardship.

## 2. Scope

This policy applies to all BAYSA properties and tenants.

## 3. Policy

### 3.1 Rent Setting

BAYSA sets rent in line with the [Department of Health & Human Services guidelines](#).

Rent in advance is not a requirement for access to transitional housing.

### 3.2 Arrears Management

BAYSA manages rental arrears in a manner which is sensitive to the needs of tenants and is consistent with the provisions of the Residential Tenancies Act. Should rental arrears be incurred by a tenant, BAYSA will attempt to contact both the tenant and their support worker to negotiate repayment in a manner sensitive to the tenant's needs and financial situation. Should arrears exceed 28 days, with no repayment plan in place, BAYSA may act in accordance to the RTA.

### 3.2 Financial Hardship

BAYSA has the discretion to apply full or partial rental subsidies for tenants without income or significantly reduced income, and who are ineligible for Centrelink income as they are not permanent residents of Australia. The onus is upon the tenant and their support worker to contact BAYSA to advise of financial hardship, and a resolution sensitive to the tenant's needs will be sought.

## 4. Definitions

**Tenant** – a tenant, occupant or resident legally residing in a BAYSA property

## 5. Responsibilities

**BAYSA Housing Management** is responsible for:

- The development, implementation and review of this Policy.

**Workplace Participants** are responsible for:

- Complying with this policy.

## 6. Policy Application

This policy will be applied in line with BAYSA Housing Funding and Service Agreement and program level procedures.

**7. Legislation, Acts, Standards**

[Residential Tenancies Act 1997](#)  
[Homelessness Services and Conditions of Funding \(section 4\)](#)  
QIC Health & Community Services Standards 7<sup>th</sup> Ed  
Human Services Standards (HSS)

**8. Related Documents**

NIL

**9. Appendices**

NIL

**10. Document History**

Version Number	Approval Date	Approved By	Brief Description
V1	April 2019	ED Client Services	New BAYSA Policy.
<b>Custodian</b>	Manager Youth Services		