



# ZERO TOLERANCE

## Policy for Late Rent Payments

At **Rubix Realty** we pride ourselves in our careful tenant qualification and screening processes. Applications are approved **ONLY** on the grounds that we are confident that the rent will be paid on time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures.

As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our **Zero Tolerance policy** for late rent payments.

Part of keeping people on track with their tenancy rental payment commitment involves phone calls and personal follow up. This has caused some people upset, embarrassment and also resentment. However we do not apologise for such action as we believe that rent must be paid on time...all the time! We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application **ONLY** on the grounds your rent will be paid on time...every time!

Therefore if you believe you may be late with a payment we insist that you notify us at least 3 working days before that payment is due- so we can warn the landlord so that they can prepare to make other arrangements to ensure their financial commitments are kept. In some cases we ask you do all that you can do to borrow the money from other sources (family, friends etc) should you not be able to make a payment. However, should we not be contacted, our policy is...

- **3 Days Late- We will call or send an SMS**
- **5-7 Days Late- We will call, send an SMS or write to you**
- **7-12 Days Late- We will call, send an SMS or write to you**
- **15-16 Days Late- a Termination Notice is issued**

### **EVICTION will follow if the problem is not remedied!**

Sometimes some tenants are continually late with payments, without becoming a full 14 days behind. If we have a tenant that is consistently behind despite all of our efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will be required to vacate the property at the end of their lease, and also be furnished with poor performance track record should a new landlord or agent require one.

In extreme cases, details of the tenancy are lodged on a **Tenant Check Internet Data Base**. This will **affect** further tenancy arrangements with other real estate agents not only in your local area, but Australia wide. **This will cause you inconvenience and hardship.**

Therefore we encourage everyone to ensure their rent is paid on time, and also so that our business relationship remains beneficial for both parties.

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