



## ZERO TOLERANCE Rent Arrears Policy

At **ONE AGENCY** Kingsway Realty we pride ourselves in our careful tenant qualification and screening process. 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.

If we do not receive your rent by the due date, the following standard office policy applies:

- **1 day late**    **SMS from our system**
- **2 days late**    **Phone call**
- **3 days late**    **7 day Lease Termination Notice issued**

**REPEAT LATE PAYERS** please note: If you find yourself in this category please be aware our office policy is to issue a **Breach or Termination Notice *immediately*** upon rent becoming in arrears.

In extreme cases, details of the tenancy are lodged on a Tenant Check Internet Data Base. This can affect further tenancy arrangements with other real estate agents, Australia wide.

**To ensure you don't fall behind in your rent, and to maintain a good agent-tenant relationship we urge all tenants to ensure their rent is paid on time.**

Please call us if you have any queries regarding our Zero Tolerance policy.