

EFFECTIVE TECHNIQUES FOR REDUCING ARREARS (and hopefully eliminating those arrears)

- **Call the tenant(s)**
- **Be Consistent**
(If you call a tenant to make an arrears call when they are 1 Day late and get them to pay, then next time they are 1 Day late you don't call, all the work you had done the first time when you called has been undone. Be consistent!)
- **Call the tenant(s) with a solution.**
Explain the arrears to them (Dates, Amounts etc)
Ask them if they have paid, and if not when do they intend on paying and how much
Explain the when the next payment is due and how much etc
Make a note what they tenant(s) said was going to happen, then when its due or next time you speak with them mention "that on this date when I called you, you said you would be paying...."
- **Remind the tenant(s)**
Send them out their Rental Ledger and a copy of their Payment Schedule
- **Send the tenant(s) a 'Continuous Rental Arrears Letter'**
<S:\Reach\StaffOnly\Procedures\Arrears Continuous.doc>
- **Send the tenant(s) a copy of your Console notes**
Remember to check that the notes do not contain anything you or prorentals might be held liable for (i.e. discrimination etc)
- **Keep calling the tenant(s)**
For each day the tenants(s) are in arrears = At least 1 x Call/Action
- **TICA Warning letters**
Explain to the tenant(s) what TICA is and why they do not want their name on that list.
- **Alienate the tenant(s)**
"I personally manage 230 properties, and out of all my tenants, you are at the very top of my arrears list!"
- **Explain the procedure to the tenant(s)**
At 8 Days you will issued with a Notice to Remedy Breach
You have 7 Days to remedy the breach (Arrears)
If you fail to do so you will be issued with a Notice to Leave
You could also mention that in the event of another company asking us for a Rental Reference we are obligated to provide information on any breach notices, arrears behaviour etc for the tenancy.
- **Sticky tape the Form 11 to their front door**
You should also include a copy of their tenant ledger etc.
Please ensure you do not breach the tenants privacy (other people reading), entry requirements (to get to front door), or damage the paintwork (when sticky tape peeled off)
- **If all else fails get the tenant(s) into the office**
Find out why they are in arrears. Can they afford the property? Could you possibly help them find something cheaper etc. Some tenants will react better to a face to face meeting as opposed to a phone call/email.