



Rent Arrears Procedure

To our valued Customer, _____

Because we value your business, we like to keep you informed of our officer procedure in the event a tenant fails to pay rent. Please find following the procedure that is adhered to within our office for rent arrears.

- 4 days in arrears** Courtesy call, sms or reminder letter/email to our customer.
- 8 days in arrears** RTA Form 11 Notice to Remedy Breach will be served on the tenant and a copy forwarded to the lessor for their records. This notice allows the tenant 7 days notice to remedy the breach.
- Expiry of the Form 11** RTA Form 12 Notice to Leave will be served on the tenant to terminate the tenancy and a copy forwarded to the lessor for their records. The notice period for this form is 7 days.
- Expiry of the Form 12** Customer is to handover possession of the property to the Agent. Failure to do so may result in the agent lodging an urgent tribunal application for termination/warrant of possession.

We encourage open lines of communication and urge you to contact us immediately if you are unable to meet your rental payment commitments at any stage of the tenancy.

SIGNATURES

(If more than 4 tenants, attach another copy of this form)

Tenant Name: _____

Signature: _____ Date: _____

Tenant Name: _____

Signature: _____ Date: _____

Tenant Name: _____

Signature: _____ Date: _____

Tenant Name: _____

Signature: _____ Date: _____

Agent on Behalf of Lessor: _____

Signature: _____ Date: _____