

Zero tolerance rental arrears policy

We care about our landlords and our tenants, and we have a Zero Tolerance Policy for rental invoice arrears.

Please see below a guide on what to expect if you fall behind on your rent.

2 days behind in rent

- 🌊 You will receive a text message from the Property Manager

4 days behind in rent

- 🌊 You will receive a phone call from the Property Manager
- 🌊 You will receive a text message from the Property Manager

6 days behind in rent

- 🌊 You will receive an email from the Property Manager

7 days behind in rent

- 🌊 You will receive a phone call from the Property Manager
- 🌊 You will receive an email from the Property Manager

9 days behind in rent

- 🌊 You will receive a phone call from the Property Manager
- 🌊 You will receive an email from the Property Manager
- 🌊 TICA letter

12 days behind in rent

- 🌊 You will receive a phone call from the Property Manager
- 🌊 You will receive an email from the Property Manager
- 🌊 The Property Manager may visit the property to discuss your rental arrears

14 days behind in rent

- 🌊 You will receive a phone call from the Property Manager
- 🌊 You will receive an email from the Property Manager
- 🌊 Blacklisting tenancy data base will be notified about your arrears

15 days behind in rent

- 🌊 Arrears Property Manager will visit the property and hand deliver your termination notice and apply for tribunal your arrears