

Policy

Subject: Rent Arrears Policy for Current Tenants

Policy Number: 2021-22

Effective Date: November 2, 2023

Approved by: NCHC Board of Directors

Reviewed by: NCHC General Manager

Purpose

To ensure that rent owing to Northumberland County Housing Corporation (“NCHC”) is collected on a timely basis by following a procedure that is consistent for all tenants.

Overview

“Arrears” is defined as an outstanding payment owing for:

- the rent of a housing unit;
- incidental expenses such as freezer and air conditioning charges;
- an outstanding payment resulting from damage to a housing unit caused by a current household member;
- money owing because of a reimbursement request for an overpayment of a rent subsidy;
- Landlord Tenant Board orders/fees;
- parking fees; and/or
- other outstanding fees with respect to a rental unit.

Policy

NCHC is required to collect rent on the first day of each calendar month from households within its portfolio. This payment can be made by cash, cheque, debit payment, direct debit, money order or electronic transfer. Post-dated cheques will be

accepted for up to a series of twelve (12) months and this will satisfy the tenant's obligation to pay rent for the period that the cheques cover. A tenant's failure to pay rent in full by the first day of the month will deem them to be in arrears, unless it is the result of an NCHC error, in which case it will be rectified as soon as possible by NCHC.

First month's rent must be collected prior to the tenant moving in, regardless of a tenant's income source.

Northumberland County staff will utilize eviction prevention strategies to help reduce outstanding Arrears and assist the tenant with connecting to appropriate supports that may assist with other issues leading to the Arrears.

Current tenant arrears are monitored on a monthly basis by Northumberland County staff, and tenants are notified each month on the current status of their ledger, if in Arrears.

Tenants with Arrears will be supported in accordance with NCHC Policy 2021-15 Eviction Prevention for Non-Payment of Rent. NCHC will respond quickly to growing Arrears in an attempt to mitigate eviction, wherever possible. Such actions will include providing active and frequent notification to tenants of current Arrears, as well as actioning non-payment of rent procedures after accumulating two months of arrears and/or failure to enter into an acceptable payment plan through the Landlord Tenant Board.

Payment Plans

Tenants with Arrears are required to enter into a payment plan. Payment plans must adhere to the requirements established in the NCHC Policy 2021-15 Eviction Prevention for Non-Payment of Rent.

The minimum monthly payment under a payment plan must be no less than 10% of the tenant's current monthly rent charge. A temporary payment plan may be established at NCHC's discretion.

Repealed Policy

2014-13PM Rent Arrears Policy for Current Tenants

Legislative Authority

Landlord Tenant Board Notice – N4, L1.

Cross Reference

NCHC Policy 2021-15 Eviction Prevention for Non-Payment of Rent.