

### Fee Policy

#### Policy

Lions Emergency Accommodation Centre Inc. (LEAC) is committed to providing services that are affordable to all people and to minimising barriers to accessing the organisation. A person shall not be denied services offered by the organisation due to a lack of income.

#### Procedure

A fee is charged for accommodation based on a client's income and consistent with the Community Housing Rent Policy Guidelines.

Clients may pay the fee either direct to the Organisation or by completing a Centrepay deduction form.

Clients must, within seven (7) days of admission to the accommodation, provide their case manager with an income statement in order for the fee to be determined.

Clients will be informed that they may be eligible for Rent Assistance from Centrelink, based on the fee paid to LEAC. Clients will be given a Centrelink Rent Certificate on payment of their first fee to the organisation.

Clients will not be denied access to the service if they have limited income capacity. In this instance, case managers are to refer the matter to the Co-ordinator who will make a determination of the amount of fee to be paid.

The provision of support, including non-accommodation based services, will be provided free-of-charge to clients.

### Arrears in Fees

#### Policy

A fee is charged for accommodation based on a person's income. Whilst the service is committed to sustaining each tenancy, refusal to pay the fee will result in eviction from the service.

#### Procedure

On entry to the service, a client's income will determine the weekly/fortnightly fee to be paid and an agreement made on the day on which it will be paid.

If the fee is not paid on the agreed date and the client has not discussed with her/his case manager any issues preventing the fee being paid, a written reminder will be given to the client within three (3) working days of the due date.

If the fee is seven (7) days overdue, a contract will be negotiated with the client to bring the fee up-to-date. The case manager and client will sign the contract and a copy given to the client. Financial hardship will be sensitively and confidentially evaluated by the case manager and every effort will be made to sustain the tenancy.

If the contract is not adhered to and the fee is fourteen (14) days overdue, the Co-ordinator, in consultation with the case manager, will make a decision to negotiate a final contract or terminate the tenancy.

A client may choose not to enter into any contract for payment of fee arrears with the Organisation and if so will be given written notice of when the fee is to be paid, and the amount due. Failure to comply with the notice will result in termination of the tenancy on that date.

The Co-ordinator is at all times to be informed of any issues regarding failure to pay the fee.

### **Extension of Lease**

#### **Policy**

Tenancies in the houses are restricted to a maximum of twelve (12) weeks. In exceptional circumstances, leases may be extended but shall be time limited.

#### **Procedure**

If a request for an extension of a lease beyond the twelve (12) week period is received, the case manager must make an assessment of the client's situation to determine the benefits of an extension and the time period involved.

If the case manager and Co-ordinator agree to an extension a new lease will be given detailing the reasons for the extension and the revised period of tenancy.

For an extension to be given, the fee for accommodation must be a minimum of one (1) week in advance at the 12 week period.

A Residential Tenancies Act (RTA) compliant lease must be completed for all tenancies exceeding the twelve (12) week period. A fee charged for accommodation under an RTA compliant lease is classified as rent.

*Letterhead*

*Proforma of letter to be given to tenant if rent is not paid within 3 days of the due date and the client has not discussed rental difficulties with staff.*

*Date*

*Name*  
*Address*

**RENTAL REMINDER**

This is a friendly reminder that your rent was due *date* . We are committed to sustaining your tenancy so please talk with your support worker or me if you are having difficulties with paying the rent.

Co-ordinator.

