



NEWSLETTER



Understanding Our Zero-Tolerance Arrears Policy

At NSPM Property Services, we have a **zero-tolerance policy** for late rent. If a tenant falls behind, we act immediately and keep landlords updated. We also work with tenants to catch up on payments, whether through a **one-off payment** or a **payment plan** if needed.



What Happens at Tribunal?

If the matter reaches NCAT, the Tribunal may either:

1. Put the tenant on a **Tribunal-enforced payment plan**—if they fail, further action is taken.
2. Set a **final vacate date** for the property to be returned.

We aim for amicable solutions but act fast to protect landlords.

See our **Property Owner's Handbook** or contact us for details.

Arrears Process

Day 3 - Rent Arrears Notification

A reminder is sent as soon as rent is 3 days overdue.

Day 5 - Reminder

A follow-up reminder is sent.

Day 6 - Phone Call & SMS Reminder

We contact the tenant via phone and SMS.

Day 7 - Formal Reminder

If unpaid, a formal notice is issued, and we call and email the tenant.

Day 14 - Breach Notice

A Breach Notice is issued, giving 14 days to pay.

Day 28 - Termination Notice

If still unpaid, a Termination Notice is issued, requiring the tenant to vacate.

Tribunal Application

If they don't leave, we apply to NCAT for an eviction order.

Eviction Process

If the Tribunal grants eviction and they don't vacate, we seek a warrant of possession.