



A great place to live.

South Chatham Village

*Operated by the Christian Senior
Citizen Home of Chatham*

RENTAL ARREARS POLICY

Approved by Board of Directors June 22 2006

1. If by the tenth working day of the month, a tenant has not paid rent, a reminder letter is issued advising the tenant that if rent is not paid by that month's end, a "Notice to terminate Tenancy" (N4) will be issued. N4 requires tenant to pay within fourteen (14) days.
2. If arrears not paid by the specified date on the N4, an "application to Terminate Tenancy" (L1) is filed with the Ontario Rental Housing Tribunal. The filing fee will be added to the tenant's rental account
3. Ontario Rental Housing Tribunal will set a hearing date and will notify the Landlord who then must notify the tenant and provide them with a dispute form. Tenant will have five (5) days to file a dispute. If no dispute is filed (or the Landlord proves its claim), an order will be issued. The order informs the tenant when they must leave their unit and how much money must be paid to stop the process.
4. If the tenant does not pay all arrears owing (plus the filing fee) or does not leave the unit by the date specified in the Tribunal order, the Sheriff's Office is contacted to enforce the order by evicting the tenant. The Sheriff's fee + the mileage will be added to the tenant's rental account.
5. If a tenant's rent is continually paid late, a Notice to Terminate a Tenancy at the End of Term (N8) shall be issued. There is no remedy to correct this. If a tenant leaves the unit on or before the date specified on the Notice, no further charges will be applied to the rental account. If the tenant has not left the unit by the specified date, an "Application to Terminate the Tenancy" (L1) will be filed with the Ontario Rental Housing Tribunal (see steps 4 and 5).
6. Overhoused households who are issued an N4 for arrears are not eligible for a transfer unless all arrears and any applicable fees have been paid in full.

Former Tenant Collection Procedures

- Identify new former tenants on the month end former tenant arrears report
- Within 5 working days from date of printed report, send out 1st collection letter to the address on file.
- If no payment is received, send out 2nd collection letter to address on file with 5-10 working days of the following month
- If no payment received, send all accounts to collection agency. Exceptions would be 1) if forwarding address and/or place of employment is known, use small claims court procedure and 2) if amount owed is greater than \$1000, consider using lawyer or small claims court. Action to be taken within 5-10 working days of the next month.
- Internal collection process should not exceed 2 months before being submitted to collection agency.