



Are you behind in your rent payments?

Has your landlord or agent¹ contacted you to tell you that you are behind in your rent? This fact sheet looks at some of the reasons why you may get a late payment notice and includes links to services that can help.

I always pay my rent on time, why did I get a late payment notice?

You may be sent a letter or SMS message from your landlord or agent if they have not received your rent on time.

If you have been sent a reminder or late payment notice and have set up regular payments, check with your bank. Sometimes there may be a delay with the bank making the payment, such as on a public holiday.

If the amount of rent you pay has increased, you will need to increase your regular payments with the bank or Centrepay.

I have not been able to pay my rent, what should I do?

There may be times when you are not able to pay your rent on time. You may have lost your job, be unwell or have unexpected costs.

¹ Agents include real estate property managers, public housing managers and community housing managers. Another name for a 'landlord' is a 'lessor'.

If your rent payment is going to be late, you must talk to your landlord or agent. If you would like to talk to an independent person first to find out about your rights and options, there are services that can help.

Who can help?

Our Tenant Advocates help people who rent their homes to resolve tenancy problems. They may do this by helping you to understand your rights, and by giving advice and guidance.

If you would like to speak to a Tenant Advocate, you can call Circle Green on **(08) 6148 3636** or visit www.circlegreen.org.au.

Financial Counsellors can assist with your payments and provide information, support and advocacy at no cost. To find your nearest Financial Counsellor, phone the National Debt Helpline on 1800 007 007 or visit <https://ndh.org.au/financial-counselling/>.

Further information

Please contact us if you would like this fact sheet in a different format such as large print or braille.

If you are Deaf, hard of hearing or have a speech impairment, you can contact us through the National Relay Service www.relayservice.gov.au.

If you are a non-English speaker and require a language interpreter, please contact TIS National on **131 450**.

For more information visit www.circlegreen.org.au or phone us on **(08) 6148 3636**.



Co-designed by the Building Tenancy Skills Project

