



**LAE OFFICE:**

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## Annexure "B"

### ZERO TOLERANCE POLICY - for Late Rent Payment

AAA Properties applications are approved only when we are confident that the rent will be paid on time. However, with changes in circumstances, some Tenants still get behind. As we don't know who this might be when we sign up a new Lease, we advise all Tenants of our ZERO TOLERANCE POLICY for late rent payments.

Our follow-up procedures involve Text, email, phone calls and even personal visits. This has caused some people upset, embarrassment and/or resentment.

**We make no apology for these follow-up actions because rent must always be paid on time!**

In the Lease Agreement that is signed, the Tenant is legally committing to pay their rent on time.

**Our Policy is:-**

- 7 days late We send a notice requesting payment within 24 hours – please contact the office if you wish to discuss further.
- 14 days late phone call to advise pursuing termination of lease agreement. Eviction will follow if payment is not made.

Therefore we encourage everyone to ensure their rent is paid on time, and also so that our business Relationship remains beneficial for both parties.

Please call us should you have any queries or concerns regarding our Zero Tolerance Policy.

Occupant Signature:

Date: