your step-by-step guide to repairs

TENANTS UNION of Victoria Ltd

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START HERE

You need repairs to your rental property.

Is it an urgent repair?

YES

An urgent repair is specifically defined as:

- > a burst water service
- > a blocked or broken toilet
- > a serious roof leak
- > a gas leak
- > a dangerous electrical fault
- > flooding or serious flood damage
- > serious storm or fire damage
- > failure or breakdown in a service or appliance provided by the landlord for water, hot water, cooking, heating or doing laundry
- > a failure or breakdown in the gas, water or electricity supply
- > a problem resulting in a substantial waste of water
- > a serious fault in a lift or staircase
- > any fault or damage making the premises unsafe or not secure

Contact the landlord to get the repairs done. Keep a record of phone calls, times, dates etc.

Were the repairs carried out straight away?

YES

NO

Can you afford to pay for urgent repairs yourself? The cost of the repairs must be less than $1800*

YES

Get the repairs done (up to $1800*) and serve the agent/landlord with a Notice to Landlord. Attach a copy of the repair bill.

Did the landlord reimburse you within 14 days?

YES

NO

Apply to the Tribunal for reimbursement.

NO

Apply to the Tribunal for an urgent hearing. The Tribunal must hear your application within **2** business days.

Did the landlord carry out the repairs in keeping with the Tribunal order?

YES

NO

Renew your application to the Tribunal. You may request that your rent be paid into the **Rent Special Account** until the repairs have been carried out.

If your rent is paid into the Rent Special Account, you keep paying your rent but your landlord does not have access to it until the repairs are carried out.

Did you suffer loss or damage to your goods?

YES

You can seek compensation by serving your landlord with a **Breach of Duty Notice** (available from the Tenants Union).

NO

NO

Serve the agent/landlord with a Notice to Landlord and a Breach of Duty Notice. Deliver in person or send by registered mail.

Keep a copy.

Have the repairs been carried out within 14 days?

YES

NO

Write to Consumer Affairs Victoria (CAV) requesting an inspection. Attach a copy of your Notice to Landlord.

A CAV inspector will inspect the property and negotiate with the landlord to carry out the repairs.

Are the repairs carried out as negotiated?

YES

NO

The CAV inspector will provide you with a written report.

Apply to the Tribunal for a hearing within 60 days of receiving the report. (If you don't receive the report within 90 days you can apply without it). Attach a copy of the Notice to Landlord and inspector's report.

Did the landlord carry out the repairs in keeping with the Tribunal order?

NO

YES

Your landlord has a duty under the *Residential Tenancies Act 1997* (RTA) to maintain your premises in good repair.

For more information call the Tenants Union Advice Line on ☎ 9416 2577.

Address your letter to:
Consumer Affairs Victoria
GPO Box 123
Melbourne 3001

The Tribunal:
The Principal Registrar
VCAT
Residential Tenancies List
GPO Box 5408CC
Melbourne 3001

*including GST