

YES

START HERE

NO

Contact the landlord or agent about the repairs.

Keep a record of phone calls, emails, times, dates etc.

If repairs are not done urgently choose one option

Arrange to get the repairs done yourself. You can pay up \$1800 (including GST) on urgent repairs. Do not do this if you cannot afford it.

Get a receipt or tax invoice with details of the work done.

Write a *Notice to landlord* asking to be refunded for the repairs.

Give a copy of the Notice and receipt/tax invoice to the landlord. Keep copies for yourself.

If you don't get your money back within 14 days

Apply to VCAT. Attach all your evidence including a copy of the *Notice to landlord* and receipt/tax invoice, and include details of the repairs.

Apply to VCAT for an urgent hearing. They must hear urgent repair applications within 2 business days.

VCAT orders repairs.

Is it an urgent repair?

An urgent repair is defined in law 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
- any fault or damage making the premises unsafe or not secure
- a serious fault in a lift or staircase

If repairs are still not done
Renew your application to VCAT. You can ask to pay your rent into VCAT's Rent Special Account until the repairs have been done if this wasn't already in your original application.

Write to the landlord about the repairs needed. You can use a *Notice to landlord* or *Notice for breach of duty to landlord* form.

If the repairs are not done within 14 days

Send a *Request for repairs inspection* form to Consumer Affairs Victoria (CAV). Attach a copy of your Notice to the landlord.

After the inspection, CAV will give you and the landlord a *Non-urgent repairs report*. They might also contact your landlord to discuss what needs to be done.

If repairs are still not done

Apply to VCAT within 60 days of receiving the report. (You can apply without the report if it's been 90 days since you requested the inspection). Attach all your evidence including a copy of the Notice to the landlord and the CAV report.

VCAT orders repairs.

Compensation: You might be able to get compensation from your landlord. See 'compensation' on our website.

This information is a guide only and should not be used as a substitute for professional legal advice.