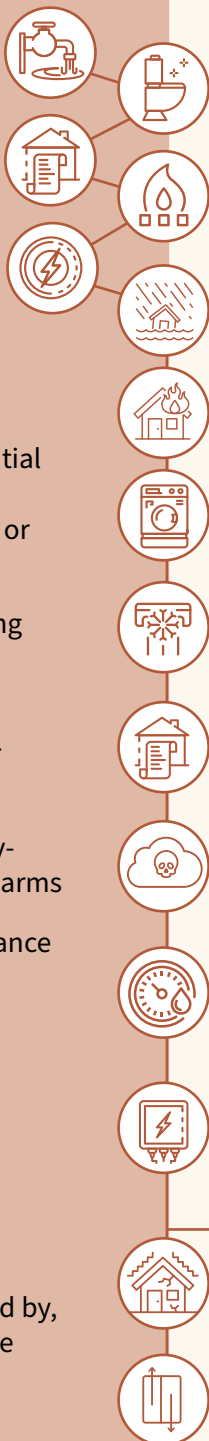


Urgent vs Non-urgent repairs

What are urgent repairs?

- Burst water service
- Blocked or broken toilet
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure or breakdown of any essential service or appliance provided for water, hot water, cooking, heating or doing laundry
- Failure or breakdown of any cooling appliance or service
- Failure to comply with any rental minimum standards – if the renter moved in after 29 March, 2021
- Failure or breakdown of any safety-related device, including smoke alarms
- Failure or breakdown in any appliance or fitting supplied by the rental provider that will result in a large amount of water being wasted
- Failure or breakdown of the gas, electricity or water supply
- Fault or damage that makes the premises unsafe or not secure, including pest infestations or the presence of mould or damp caused by, or related to, the building structure
- Serious fault in a lift or staircase



What are non-urgent repairs?

Everything not on the **urgent list (left)** may be classified as a **non-urgent** repair.

If the repair does not fit into the list of urgent repairs, but you treat it as if it does and apply to VCAT (Victorian Civil and Administrative Tribunal) to get it fixed, your application could be dismissed if VCAT does not agree the problem is urgent.

A good way of classifying a repair is that if the damage is serious or makes your home unsafe, you should treat the problem as an urgent repair.

How do I report a repair?

- 1** Contact the landlord (officially called the rental provider) or the real estate agent. Call them first, then follow up in writing - either by email or letter.
- 2** Take photos and videos of the repair and include them in your email to the landlord, agent or tradespeople.
- 3** Keep notes and copies of any communications you have with the landlord, agent or tradespeople.

How soon does it need to be fixed?

Urgent Urgent repairs should be done immediately, even if the need arises after hours, or on a weekend or a public holiday. If they are not done urgently you can apply to VCAT. It will hear your application within **2 business days**.

Non-urgent If repairs needed are not urgent the landlord has **14 days** to get them done.

How soon does it need to be fixed?

If the landlord does not fix the repair, you may have to give them a 'breach of duty' notice or apply to VCAT to get the repair done. If the repair is urgent, costs less than \$2500, you have alerted the landlord and they haven't fixed it, you could pay for it to be done and later ask for compensation.

Read more about what to do if you don't hear back on our website's [Repairs and Maintenance](#) page.

[Go to tenantsvic.org.au](https://tenantsvic.org.au) ▶