

Spotting legal issues



When disasters such as bushfires, floods or storms strike, renters are often left dealing with tenancy problems. Free legal support is available, but renters may not recognise these problems as legal issues or think to seek legal advice.

Community workers play an important role in helping renters identify tenancy issues and connect with legal support. If you're working with a renter client affected by a disaster, ask if they have any of the following renting issues.



Repairs or cleaning

Is the rental provider refusing or delaying repairs, cleaning, or debris removal?



Compensation claims

Has the renter suffered a loss because the rental provider failed to repair the property or breached their legal obligations?



Termination or eviction

Does the renter want to end their lease? Has the rental provider or agent asked them to move out or given them a 'notice to vacate'?



Bonds

Is there a bond dispute? Does the renter need help claiming their bond or paying a new one?



Lease breaking

Does the renter want to leave early, even though the rental property is still intact?



Recovering personal belongings

Is the renter having difficulty collecting their belongings from the rental property?



Rent arrears or reductions

Is the renter behind on rent? Do they want to negotiate a rent reduction while they wait for repairs?



Third party orders or requests to leave

Have the police, the State Emergency Service (SES), local council or rental provider's insurer asked the renter to leave?

Refer a renter for legal assistance

If your client requires help with a renting problem, consider referring them to a free legal support service. For information on referral options, visit the disasters page on the Tenants Victoria website:

www.tenantsvic.org.au/disasters

Speak with a Tenants Victoria lawyer

If you're a community worker helping a renter and require support, book a free 30-minute telephone appointment with a lawyer. To make an online booking, scan the QR code or visit the Tenants Victoria website:

www.tenantsvic.org.au/for-organisations



For more renting and disaster information, visit www.tenantsvic.org.au/disasters

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