

# *Consumer Affairs Victoria*

## *Caravan parks*

### *A guide for residents, owners and managers*

**\$500 Fine**

Caravan park owners must give a copy of this guide to residents on or before the day they move in or face a fine of up to \$500



*Caravan parks: a guide for residents, owners and managers* is the summary statement, approved by the Director for Consumer Affairs Victoria, of the rights and duties of caravan park residents under the *Residential Tenancies Act 1997* (the Act). Under section 182 of the Act, the caravan park owner must give the resident this guide on or before the day the resident occupies a site in a caravan park.

### **Additional copies**

This guide is available from Consumer Affairs Victoria at [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) or 1300 55 81 81.

To order more than five copies at a time, fax a request to (03) 8684 6333 or write to:

Consumer Affairs Victoria  
GPO Box 123A  
Melbourne Victoria 3001.

### **Disclaimer**

This guide should not be used as a substitute for the *Residential Tenancies Act 1997* or professional legal advice.

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# *Caravan parks*

*A guide for residents,  
owners and managers*”

## Who this guide is for

This guide explains what caravan park residents and caravan park owners must do to follow Victoria's residential tenancy laws. The main piece of legislation that covers caravan park residents and caravan park owners is the *Residential Tenancies Act 1997* (the Act).

Consumer Affairs Victoria produces this guide as a summary of many of the rights and duties of caravan park owners and residents under the Act. It should not be used as a substitute for the Act or professional legal advice.

For advice and information on consumer and residential tenancy matters:

**Consumer Affairs Victoria**  
Victorian Consumer & Business  
Centre

113 Exhibition Street

Melbourne Victoria 3000

**Tel** 1300 55 81 81 (local call charge)

**Fax** (03) 8684 6001

**Email** [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

**Website** [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**TIS** 131 450

Textphone (TTY) or modem users only, ring the NRS on 133 677, then quote 1300 55 81 81

Callers who use Speech to Speech Relay, dial 1300 555 727 then quote 1300 55 81 81

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## Definitions

A caravan means a movable or immovable dwelling located in a caravan park. A caravan park or park means an area of land on which movable dwellings are located for occupation on payment of rent.

The law covered by this guide applies when the person living in the caravan is classed as a resident.

**A person occupying a caravan in a caravan park is classed as a resident under the Act when they:**

- have obtained written agreement from the caravan park owner to do so, or
- have lived in the caravan park for at least 60 days without a break.

**A person is not a resident if they:**

- are on holiday
- own a caravan in a caravan park but live somewhere else
- have not entered into a written agreement with the caravan park owner or lived in the caravan park for at least 60 days without a break.

Where this guide refers to caravan park owners it is also referring to caravan park managers and agents acting for caravan park owners, and caravan owners and agents acting for caravan owners, except where specified. Where caravan owners is mentioned in particular, the guide is referring only to this party.

Rent is the money charged for a site in a caravan park. Hire charges are for a caravan. Residents are often asked to pay one fee for both the site and the caravan which is then called rent. Where this guide refers to rent it is also referring to site fees, unless specifically indicated.

## Useful contacts

### The Office of Local Government

Level 19, 80 Collins Street  
Melbourne Victoria 3000  
Tel (03) 9655 8888

The Office of Local Government is responsible for the law about the location and standards of caravan parks and the construction of movable dwellings.

### Residential Tenancies Bond Authority (RTBA)

The RTBA holds all residential tenancy bonds in a neutral capacity as a trustee for caravan park residents and owners. The RTBA can only repay bonds as agreed by the resident and caravan park owner or as directed by the Victorian Civil & Administrative Tribunal or a court.

Tel 1300 13 71 64 (local call charge)  
Fax (03) 8684 6299  
Email [rtba@justice.vic.gov.au](mailto:rtba@justice.vic.gov.au)  
Website [www.rtba.vic.gov.au](http://www.rtba.vic.gov.au)  
Postal Address Locked Bag No 3040  
GPO Melbourne Victoria 3001

### Victorian Civil & Administrative Tribunal (VCAT)

VCAT operates independently of Consumer Affairs Victoria. It is similar to a court but not as formal, and deals with issues in many areas, including disputes arising from the *Residential Tenancies Act 1997*.

VCAT 55 King Street Melbourne  
Victoria 3000

Tel (03) 9628 9800  
Freecall 1800 13 30 55  
Fax (03) 9628 9822  
Email [vcat@vcat.vic.gov.au](mailto:vcat@vcat.vic.gov.au)  
Website [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)  
Postal Address GPO Box 5408cc  
Melbourne Victoria 3001

### Equal Opportunity Commission Victoria (EOCV)

EOCV provides information and advice about equal opportunity rights and responsibilities and helps people resolve complaints of unlawful discrimination or harassment through its impartial, confidential and free conciliation service.

EOCV 3/380 Lonsdale Street  
Melbourne Victoria 3000

Advice Line (03) 9281 7100  
Fax (03) 9281 7171  
Freecall (country callers) 1800 13 41 42  
TTY (03) 9281 7110  
Email [eoc@vicnet.net.au](mailto:eoc@vicnet.net.au)  
Website [www.eoc.vic.gov.au](http://www.eoc.vic.gov.au)

## Office of Housing

The Office of Housing is a division of the Department of Human Services. The Office of Housing provides a range of housing services including the Bond Loan Scheme and public rental housing to eligible residents of Victoria.

For further information on assistance provided by the Office of Housing and application forms for the Bond Loan Scheme, contact your closest Housing Office (listed in the White Pages A-K under Human Services, Housing Services) or visit their website at: [www.dhs.vic.gov.au/housing](http://www.dhs.vic.gov.au/housing).

## Tenants Union of Victoria (TUV)

TUV can provide advice about tenancy issues generally and particularly caravan parks.

TUV 55 Johnston Street  
Fitzroy Victoria 3065

**Advice Line** (03) 9416 2577

**Fax** (03) 9416 0513

**Email** [tuvfitz@vicnet.net.au](mailto:tuvfitz@vicnet.net.au)

**Website** [www.tuv.org.au](http://www.tuv.org.au)

## Fines

Consumer Affairs Victoria can take caravan park residents and caravan park owners to the Magistrates' Court for not obeying certain obligations under the Act. In such circumstances the Magistrates' Court may then impose a fine.

Where this guide refers to the imposition of a fine, it refers to the maximum fine that can be imposed by the Magistrates' Court. If the court decides to impose a fine it is payable to the Residential Tenancies Fund.

## Privacy

There are clear rules under the Act on when a caravan park owner is allowed to enter a resident's caravan and they are discussed on page 15 under 'Rules on entering a caravan or site'.

If you give personal information to a caravan park owner (such as your phone number or date of birth), they may be bound by privacy laws that restrict the cases in which this information can be passed on to third parties. If you think your information is being misused, contact Consumer Affairs Victoria on 1300 55 81 81 or the Federal Privacy Commissioner on 1300 36 39 92 for advice.

## Tips for caravan parks residents

It is very important that residents do not sign a blank form, official or otherwise.

### At the beginning of a residency

- Read this guide.
- Pay rent in advance as specified.
- Pay the bond (if applicable).
- Complete and sign the 'Bond Lodgement' form (if applicable) which is the interim receipt.
- Keep a copy of the 'Bond Lodgement' form.
- Ensure the RTBA receipt is received.
- Complete and sign the 'Condition Report' (if applicable) making comments in the space provided.
- Keep a copy of the 'Condition Report'.
- To rectify any situation, it is best to contact your caravan park owner/caravan owner before taking further action.

### During a residency

- Use the site as a place to live.
- Use the site, caravan park and facilities properly and ensure visitors do the same.
- Make sure the site is not used for any illegal purpose.

- Pay rent and other charges on the due date.
- Report and pay for any damage that is not normal wear and tear.
- Report any damage or breakdown in caravan park facilities to the caravan park owner.
- Make sure there are never more people living on the site than the caravan park owner has agreed to.
- Observe all caravan park rules.

### At the end of a residency

- Keep the 'Condition Report' in case any disputes arise.
- Complete and sign the 'Bond Claim' form (if applicable), stating any agreed division of the bond money.
- Ensure the completed 'Bond Claim' form is sent to the RTBA.
- Keep a copy of the 'Bond Claim' form.
- Check the money has been credited to the nominated bank account by the RTBA.
- Take all your belongings with you.
- Leave a forwarding address with the caravan park owner and the RTBA on the 'Bond Claim' form, if applicable.

## Tips for caravan parks owners

### At the beginning of a residency

- Give the resident a 'Notice to Prospective Caravan Park Residents' form.\*
- Give the resident a copy of this guide and the rules of the caravan park.\*
- Complete and sign the 'Condition Report' (if applicable) making comments in the space provided.
- Complete and sign the 'Bond Lodgement' form (if applicable) and give the resident their copy.
- Keep a copy of the 'Bond Lodgement' form.
- Forward bond money and the RTBA's copy of the 'Bond Lodgement' form to the RTBA.
- Ensure the RTBA receipt is received and filed.
- Provide contact details for paying rent and requesting repairs.\*
- Provide a statement detailing any additional charges.\*
- To rectify any situation, it is best to contact your resident before taking further action.

### During a residency

- Make sure the resident can come into the caravan park and get to the site at all times.\*
- Provide rent receipts.
- Let the resident use common toilet and bathroom facilities at all times.\*
- Set reasonable hours for use of other facilities.\*
- Respect the resident's right to privacy, peace and quiet.
- Keep the caravan park and grounds clean and safe.\*
- Arrange for the collection of the resident's garbage and other garbage from the caravan park.\*
- Keep all caravan park facilities in good repair.\*
- Make sure repairs or renovations disturb the resident as little as possible, and provide other facilities to use when repairs are underway.\*
- Maintain hired caravans in good repair.

\* Only refers to caravan park owners, not caravan owners.

## At the end of a residency

- Keep the 'Condition Report' in case any disputes arise.
- Reach agreement with the resident on any division of the bond money, if applicable.
- If a bond was lodged, complete and sign the 'Bond Claim' form.
- Keep a copy of the 'Bond Claim' form.
- Ensure the completed 'Bond Claim' form is sent to the RTBA.
- Comply with the *Residential Tenancies Act 1997* regarding the resident's belongings and personal documents.

# “ *Part one* *Beginning a residency* ”

# 1

The caravan park owner (not caravan owner) must give all caravan park residents the official ‘Notice to Prospective Caravan Park Residents’ form which explains who the law says is a resident of a caravan park. This notice states that residents can enter into a written agreement with the caravan park owner at any time and also explains who is covered by the Act.

A \$500 fine can be imposed if the ‘Notice to Prospective Caravan Park Residents’ is not given.

## Residency agreements

Residency agreements are legal contracts between a resident and a caravan park owner.

The agreement generally covers the rent of a site and the hire of a caravan. Sometimes there are separate agreements for the rent of a site and for the hire of a caravan.

The resident and the caravan park owner can include any relevant terms and conditions as long as they comply with the Act.

Terms and conditions may include the amount of rent, the length of time the resident will rent the site or hire the caravan, the amount of money required as refundable security bond, and other conditions or rules.

See page 19 for information on how agreements are handled at the end of a residency.

## Written agreements

If there is an agreement in writing, the person renting the site is considered to be a resident and is covered by the Act from the agreed starting date.

## Verbal agreements

The person renting the site or caravan will be covered by the Act once the caravan park has been their home for 60 days without a break.

## Contact details

### Contact details of caravan park owner

The caravan park owner (not caravan owner) must give the resident certain contact details in writing *on or before* the first day the resident moves in.

The contact details are:

- the caravan park owner's full name, address and telephone number
- an emergency telephone number that can also be used out of business hours.

A \$500 fine can be imposed on caravan park owners if they do not provide these details *on or before* the first day the resident moves in.

If any of the contact details change during the residency the caravan park owner must tell the resident in writing within seven days.

A \$500 fine can be imposed if this is not done.

When an agent is managing the caravan park, the agent must give certain information in writing to the resident.

The information, which must be in writing, is:

- whether the agent can authorise urgent repairs and if so the maximum amount the agent can authorise
- the telephone number to be used in an emergency.

### Contact details of resident

The resident should advise the caravan park owner immediately if their contact details, such as work or mobile telephone numbers, change during the residency.

## The bond

The bond is money the resident pays as security. If the caravan is hired separately to the site there could be two bonds, one to the caravan owner and one to the caravan park owner.

A caravan park owner cannot ask for a bond unless there is already a written agreement stating that the resident is allowed to live in the caravan park.

A caravan park owner can be fined \$1000 for breaking this law.

The caravan park owner may claim some or all of the bond when the resident leaves if the resident left without paying some of the rent, or caused damage to the caravan or to the facilities in the caravan park.

The caravan park owner may also claim compensation from the resident if the bond does not cover all their losses.

The bond must be returned to the resident at the end of the resident's stay if no damage has been done and no rent is owing.

## The 'Bond Lodgement' form

If a caravan park owner takes a bond they must give the resident a completed and signed official 'Bond Lodgement' form for them to sign. The Residential Tenancies Bond Authority (RTBA) needs the details and signatures on the form so it can pay out the bond at the end of the residency.

A \$500 fine may be imposed if the resident is not given a 'Bond Lodgement' form to fill out.

If there is a change of caravan park owner during the residency, or a new resident takes over the residency, the RTBA must be notified and must receive a formal transfer form. See page 16 for more information.

## Bonds from the Director of Housing (DoH)

Where the DoH is contributing some or all of the bond, a 'Bond Lodgement' form specifically designed for the DoH must be used. The DoH issues this form with the bond payment when a bond loan is approved.

Consumer Affairs Victoria also has copies of all the relevant forms and notices.

## Filling out the 'Bond Lodgement' form

The top sheet of the form is marked 'RTBA' and must be sent to the RTBA. The bottom copy is the 'Tenant' copy, which the resident must be given as an interim receipt. There is another copy for the caravan park owner.

The caravan park owner must send the bond and the top sheet ('RTBA' copy) of the form to the RTBA within 10 business days of receiving the bond. Payment must be made by cheque or money order payable to the 'Residential Tenancies Bond Authority'. The postal details are on page v of this guide and on the 'Bond Lodgement' form.

A \$1000 fine may be imposed if the bond is not lodged with the RTBA.

All the official forms mentioned in this guide are available from Consumer Affairs Victoria.

## Looking after the bond money

The RTBA holds the bond during the residency.

Caravan park owners can register with the RTBA as RTBA agents.

Under the *Residential Tenancies Act 1997*, the RTBA invests the bond money. Interest on the Residential Bonds Account is paid to the Residential Bonds Investment Income Account. It is applied to meet the costs of administering the central bond management system and also contributes to the Residential Tenancies Fund.

## When a payment is dishonoured

If a bond payment to the RTBA is dishonoured (for example, if the funds are not cleared by the bank because the account does not have enough money in it), the bond cannot be registered. The RTBA notifies the resident and the caravan park owner by post the day it is advised of the dishonoured payment. The caravan park owner can then organise to either collect the money and re-lodge the bond, or give the resident a 'Notice to Vacate to Resident/s of a Caravan Park' for non-payment of the bond.

## The amount of the bond

The bond for the site must not be more than 28 days rent. A separate bond for the caravan must not be more than 28 days hire charge.

A fine of \$1000 can be imposed for not following this law.

## The condition report

In cases where a bond has been paid, the caravan park owner must prepare a 'Condition Report' on the caravan.

This report notes the state of repair and general condition of the caravan, including fittings and fixtures.

Consumer Affairs Victoria has a 'Condition Report' that can be used. This form allows residents and caravan park owners to rate the condition of the caravan and items in the caravan as clean, undamaged or working.

The 'Condition Report' is an extremely important document. It may be used as evidence if there is a dispute sometime in the future about who should pay for cleaning, damage, or replacement of missing items.

The caravan park owner must give two signed copies of the 'Condition Report' to the resident before the resident occupies the caravan. A \$500 fine can be imposed if this is not done.

It is important that residents make a note on the 'Condition Report' if they disagree on any points.

Residents should check the report, put in any comments and make a note of any fixtures or fittings which they consider to be unsafe. The resident must then sign both copies and return one copy to the caravan park owner within three business days of moving into the caravan. Residents should keep their copy of the 'Condition Report' until the end of their stay in the caravan park.

The caravan park owner may claim some or all of the bond for cleaning, damage, or replacement of missing items at the end of the residency. If the 'Condition Report' stated that the work needed to be done at the start of the residency, or the items were not listed, it can help prove that the bond should be returned to the resident.

## Filling in the 'Condition Report'

Residents should take the time to check that everything that is attached to a ceiling, wall or a door (for example, hooks and handles) of the caravan are fixed securely and aren't likely to injure anyone.

Any defects which may be a safety risk to residents should be brought to the attention of the caravan park owner in writing so they can then be fixed by an expert.

Any problems should also be noted on the 'Condition Report'. If the problem is a safety risk and is not fixed, residents can take further action. See the section on 'Repairs' on page 12.

If the problem is so serious that it makes the caravan unsafe to live in, the resident should notify the caravan park owner immediately. If the problem cannot be fixed, the resident may be able to end the residency agreement. It is best to get advice on this, contact Consumer Affairs Victoria on 1300 55 81 81.

## Rent in advance

Rent is the money charged for a site in a caravan park. Hire charges are for a caravan.

Residents are often asked to pay one fee for both the site and the caravan which is then called rent.

The caravan park owner cannot charge more than 14 days rent in advance for renting the site. The caravan owner cannot charge more than 28 days in advance for the hire of the caravan.

If a caravan park owner or caravan owner does either of the above, a fine of \$1000 can be imposed for charging more than allowed.

It is the resident's obligation to pay the rent and continue to pay the rent when it is due. The person who receives the rent (usually the caravan park owner) must give the resident a receipt for the rent. See page 10 for details.

## Additional charges

In the course of living in a caravan park, there may be other charges that residents need to pay. Details of these charges must be given to the resident at the beginning of the residency.

## **Key money**

Caravan park owners (not caravan owners) can charge a reasonable one-off fee for giving a resident a key to provide vehicle access to the caravan park.

## **Visitors**

Caravan park owners (not caravan owners) can also charge a reasonable amount for a visitor who stays in the caravan, providing that on the day the resident moves in, the caravan park owner gives the resident a list of any additional rent for any visitor who stays in a caravan hired by the resident.

## **Storage or sale of caravan**

Caravan park owners must give a list of any fees they charge for storage or removal of a caravan, as well as the commission scale for the sale of a caravan prior to the resident moving in.

## **Installation of utilities**

Caravan park owners (not caravan owners) must pay the installation and initial connection costs to a site for electricity, gas, bottled gas or water.

## **Paying for utilities**

If the site has a separate meter, the resident must pay the supply and usage charges for electricity, gas, bottled gas, water, drainage and sewerage. If the caravan park owner pays the bill and then charges the resident, they cannot charge the resident more than the original bill for the metered amounts. If the services do not have separate meters, the caravan park owner must pay for the services.

## Water meter readings

In the Melbourne metropolitan area, if the caravan has a separate meter, the caravan park owner can arrange for the resident to be billed for water usage and sewerage disposal. In this case, the caravan park owner needs to give the resident's details to the water provider. The water provider will read the meter and bill the resident from that point on.

In places outside the Melbourne metropolitan area, residents moving into a caravan that has a separate meter must let the water provider know at least two days before moving in (not counting weekends and public holidays). Otherwise, residents will have to pay for the total amount of water supplied to the caravan from the time of the previous meter reading.

It is best to confirm the details in a letter to the water provider and keep a copy.

See page 31 for information on how water meter readings are handled at the end of a residency.

# “ *Part two Living in a caravan park* ”

# 2

## Rent

The resident must pay and continue to pay the rent as agreed and on the due date.

In most cases, the rent will be payable in advance. If the first rent is not paid or is late, the resident is immediately behind with the rent.

If the rent is seven days or more behind, the caravan park owner can give the resident a 'Notice to Vacate to Resident/s of a Caravan Park'.

Caravan park owners must not take any belongings owned by the resident to cover any rent owing. If a caravan park owner stops providing a service to the resident, the rent must be reduced to an agreed amount. If agreement cannot be reached, the resident may need to apply to the Victorian Civil & Administrative Tribunal (VCAT) to resolve the problem.

## Receipts for rent

Residents are entitled to a receipt for hiring a caravan and/or renting a site.

The person who receives the rent, usually the caravan park owner must:

- if the rent is paid in person, give the resident a receipt immediately
- if the rent is not paid in person but the resident requests a receipt, give a receipt within five business days
- if the rent is paid and a receipt is not requested, keep a record of the payment for 12 months and, on request, provide the resident with a copy of the record within five business days.

A \$500 fine can be imposed if the rules on providing rent receipts are not followed.

A rent receipt must state that it is a receipt for rent and must be signed by the caravan park owner.

Rent receipts must also state:

- the resident's name
- the address of the caravan park
- the date the money was paid
- what period the payment was for
- how much was paid.

## Increases in rent

For any rent increase, the caravan park owner must give residents a 'Notice of Rent Increase to Resident/s of Caravan Parks' and at least 60 days notice. The notice must tell residents about their rights and possible actions they can take if they think the increase is too high. A notice of proposed rent increase can only provide for one rent increase. Rent can only be increased once in any six-month period.

### When a resident believes the rent is too high

Residents can write to the Director of Consumer Affairs Victoria for a rental assessment if they think the rent is too high.

This can only happen when:

- the caravan park owner has given notice of an increase that the resident thinks is excessive (after considering market rent)
- or
- the caravan park owner has reduced or withdrawn services, facilities or other items that the resident was previously getting with the residency.

A request for a rental assessment report must be made in writing within 30 days of receiving a notice regarding a rent increase.

The resident has 30 days from receiving the rent assessment report in which to apply to VCAT for a hearing. VCAT may set a maximum rent, which then stays in force for 12 months.

### **The difference between the bond and the rent**

The bond and the rent are separate payments. A resident can be fined \$1000 for treating any part of the bond as rent.

The resident should not stop paying rent because the caravan park owner refuses to do repairs, the resident is in the last month of a residency, or the resident has given notice that they intend to vacate, or has been given a 'Notice to Vacate'.

If a caravan park owner believes they have grounds to claim the bond from the Residential Tenancies Bond Authority (RTBA) they cannot do so until the end of the resident's stay.

### **Caravan park rules**

Residents must follow the caravan park rules about using the site, the caravan park, and its facilities.

The caravan park owner (not caravan owner) is permitted to change the rules, but residents must be told about the changes in writing at least seven days before the rules come into effect.

Residents who believe a caravan park rule is unreasonable, can apply to VCAT for an order declaring that the rule is invalid. A copy of the caravan park rules must be attached to the application along with information stating why the resident objects to the proposed new rule.

## Repairs

All urgent and non-urgent repairs are the caravan park owner's responsibility, but if the resident caused the damage, the caravan park owner can ask the resident to arrange and/or pay for repairs.

The Act distinguishes between urgent and non-urgent repairs and there are set procedures that residents and caravan park owners must follow when dealing with urgent or non-urgent repairs.

Residents must continue to pay rent even when waiting for repairs to be done.

However, if the matter has gone to VCAT, the resident can apply for the rent to be paid into a special account while the issue is being sorted out.

It is extremely important to communicate all information regarding repairs in writing and that all copies of letters, forms and reports are kept for future reference. It is preferable that the forms from Consumer Affairs Victoria are used.

### Urgent repairs

An urgent repair is any work that is needed to fix:

- a burst water service
- a blocked or broken toilet system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of any essential service or appliance provided by the caravan park owner for hot water, water, cooking, heating, or laundering
- a failure or breakdown of the gas, electricity, or water supply
- any fault or damage in the caravan that makes the caravan unsafe or insecure
- an appliance, fitting, or fixture which is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase in the caravan park.

## Urgent repairs scenarios

If possible, seek advice on whether your repair is urgent or non-urgent. Ideally, the resident and the caravan park owner should agree that a particular repair job is urgent.

### **Scenario 1. A resident contacts the caravan park owner and the owner agrees to do the urgent repairs.**

If a resident requests urgent repairs the caravan park owner must respond without delay.

### **Scenario 2. A resident contacts the caravan park owner and the owner does not do the urgent repairs quickly.**

If the caravan park owner does not respond quickly, the resident can arrange for the repairs to be done for a reasonable cost, up to a value of \$1000. (If it is going to cost more than \$1000, see scenario number 3.)

The resident can then give the caravan park owner 'Notice to Owner of Caravan or Caravan Park' form, requesting that they be paid back for the cost of the urgent repairs.

The caravan park owner has 14 days from receiving the notice to pay the resident for the urgent repairs.

The resident should keep all receipts and a record of their attempts to arrange the urgent repairs with the caravan park owner.

### **Scenario 3. The caravan park owner does not do the urgent repairs and the repairs are going to cost more than \$1000.**

The resident can apply to VCAT which will hear the application within two business days of receiving the application. VCAT can order the caravan park owner to do the repairs.

### **Scenario 4. The caravan park owner does not do the urgent repairs and the resident cannot afford to pay for them.**

The resident can apply to VCAT which will hear the application within two business days of receiving the application. VCAT can order the caravan park owner to do the repairs.

### **Scenario 5. The resident has paid for urgent repairs but the caravan park owner refuses to pay back the money after the resident has sent the caravan park owner a 14 day notice to pay the costs.**

The resident can apply to VCAT which will hear the application and hand down a decision. VCAT can order the caravan park owner to pay the resident for the cost of the repairs.

See page v for VCAT's contact details.

## Non-urgent repairs

For non-urgent repairs, the resident needs to write to the caravan park owner telling them what needs to be repaired. Residents should use Consumer Affairs Victoria's 'Notice to Owner of Caravan or Caravan Park' form. The caravan park owner then has 14 days in which to make sure the repairs are carried out.

Where the resident has requested that repairs be carried out and the caravan park owner has arranged the repairs within 14 days, the resident must continue to pay rent.

If the caravan park owner does not carry out the repairs within 14 days of receiving the written request, the resident can send a copy of it to Consumer Affairs Victoria with a letter asking for an inspection and a subsequent report.

If the repairs still haven't been done after the resident has received the inspection report from Consumer Affairs Victoria, the resident has 60 days from when they receive the report in which to apply to VCAT for a repair order.

If the matter has gone to VCAT, the resident can apply for the rent to be paid into a special account while the issue is being sorted out.

## Respecting the privacy and comfort of others

Caravan park residents have the right to use the caravan and the caravan park facilities and not be bothered by other residents. This means that residents are not allowed to interrupt the privacy, peace and quiet of other occupants.

Likewise, caravan park owners must not unreasonably restrict or interfere with a resident's privacy, peace and quiet or proper use and enjoyment of the site and the caravan park facilities.

## Rules on entering a caravan or site

The caravan park owner or other authorised staff can only enter a site or caravan without prior notice:

- if the resident agrees at the time
- in an emergency to save life or valuable property
- if VCAT has made an order stating that the resident has abandoned the caravan or site.

The caravan park owner can also enter for the following reasons, but they must give the resident at least 24 hours written notice stating the reason for entering. This notice can be given to the resident by post or by giving it personally to the resident between the hours of 8.00am and 6.00pm.

When they do give 24 hours notice, they can only enter between 8.00am and 6.00pm and not on public holidays.

The reasons for a 24 hour notice of entry are:

- to show the caravan to potential new residents if the resident has already given notice or has been given written notice to move out
- if the caravan is hired, to show people through who are interested in buying the caravan or lending the owner money on it
- to make a general inspection, once in any six-month period
- to carry out a duty under the Act
- to check a reasonable belief that the resident has not met their duties.

When visiting, the caravan park owner must:

- behave in a reasonable manner
- not stay any longer than necessary, unless it is with the resident's consent.

## When the caravan park resident changes

The RTBA must be told about any changes in bond arrangements.

If a resident transfers a residency right to another person, the vacating resident and the incoming resident and the caravan park owner must all complete and sign a 'Tenant Transfer' form to change ownership of the bond.

The form must be forwarded to the RTBA within five business days of the transfer taking effect.

For more details about transferring a residency right, see page 20.

Keep in mind that the RTBA can only pay out the money to the registered bond holder.

## When the caravan park owner changes

If a new owner takes over the caravan park, the incoming and outgoing parties must complete the 'Agent/Landlord Transfer' form and send it to the RTBA within five business days of the transfer taking effect.

The resident does not need to sign the 'Agent/Landlord Transfer' form but must receive a copy.

A \$1000 fine may be imposed if the relevant completed transfer forms are not sent to the RTBA.

## Violent situations

If a resident or a visitor is being violent or putting anyone in the caravan park in danger, the caravan park owner (not caravan owner) can use one of two official notices – a ‘Notice to Leave’ or a ‘Notice to Vacate’.

### ‘Notice to Leave’

If the caravan park owner wants the resident or visitor to leave immediately, they can give them the official ‘Notice to Leave to Resident/s of Managed Premises or Resident’s Visitor’ form. The notice must be given as soon as it is safe to do so.

The resident or resident’s visitor must then leave the caravan park and is suspended from coming back for two business days.

The person given the ‘Notice to Leave’ can be fined \$1000 if they do not leave the park immediately. They can also be fined \$1000 if they return to the caravan park during the suspension period.

The caravan park owner may decide during the suspension period to apply to VCAT to permanently evict the resident. This extends the suspension period until VCAT deals with the application. The caravan park owner must apply within two business days of giving the notice.

The resident can resume occupancy of the site at the end of the suspension period if the caravan park owner does not apply to VCAT during the suspension period.

If the caravan park owner applies to VCAT, it can decide whether the resident can return to the park or be evicted permanently. The resident has the right to attend the hearing and tell their side. It is important that residents keep in contact with VCAT so they can be told the date and time of the hearing.

The resident must pay rent and hire charges for the days they are suspended, unless VCAT decides otherwise.

## **'Notice to Vacate'**

The second option when a caravan park owner wants to evict a resident because of a violent situation is to give the resident a 'Notice to Vacate to Resident/s of a Caravan Park' form.

A 'Notice to Vacate' given for this reason can tell the resident to move out on the same day it is given, or on a later date.

If the resident does not leave by the date in the 'Notice to Vacate', they cannot be forced to vacate unless VCAT has made an order telling them to do so. The caravan park owner needs to apply to VCAT within 30 days of the date by which they had requested that the resident leave.

# “ *Part three* *Ending a residency* ”

# 3

Residencies can only be ended in a way that is allowed under the Act.

There are four main ways for ending a residency.

- The agreement of all parties to end the residency.
- The transfer of a residency right.
- The caravan park owner giving a 'Notice to Vacate' to the resident.
- The resident giving notice to the caravan park owner that they intend to vacate the caravan.

## Agreement of all parties to end a residency

The agreement to end a residency early should be put in writing in case of a later dispute. It should include any agreed terms and conditions and the date that the residency will end.

## Giving notices in writing

Caravan park owners must use the official 'Notice to Vacate to Resident/s of a Caravan Park' form. Residents are advised to use the official form available from Consumer Affairs Victoria.

The Act contains a number of specific reasons for which a caravan park owner or resident can give notice in writing to end a residency.

If a caravan park owner or resident wants to give a notice they should check:

- the reasons under the Act for giving notices
- the minimum period of time between giving the notice and the actual end of the tenancy.

See pages 26-27 for details on calculating minimum notice periods.

Read the following pages carefully and seek advice from Consumer Affairs Victoria on 1300 55 81 81.

## When a resident wants to leave

### Transferring the arrangement to another resident

If a resident owns a caravan on a rented site and sells it to someone else, the right to live there can be transferred to the person who bought the caravan, as long as the caravan park owner agrees.

First, the resident must give the caravan park owner notice in writing using the 'Transfer of Residency Right (Caravan)' form available from Consumer Affairs Victoria. The caravan park owner must give permission unless there is a good reason to refuse. The caravan park owner cannot charge a fee for agreeing to the transfer.

Second, the bond must be put in the new resident's name, therefore a completed 'Tenant Transfer' form must be completed and sent to the Residential Tenancies Bond Authority (RTBA).

A \$1000 fine may be imposed if this does not take place.

If the caravan park owner does not respond to a request to allow a transfer within seven days of receiving the 'Transfer of Residency Right (Caravan)' form, the transfer can proceed as though the caravan park owner has given permission.

If the caravan park owner refuses permission for the transfer and the resident thinks this refusal is unreasonable, the resident can apply to the Victorian Civil & Administrative Tribunal (VCAT) for a decision.

## How a resident gives notice

A resident must give the caravan park owner a notice stating that they wish to leave. It must be in writing and signed by the resident or their representative.

There is an official form which can be used and it is available from Consumer Affairs Victoria.

If a hired caravan is unfit to live in, totally destroyed, or partly destroyed and therefore unsafe, a resident can give immediate notice.

In all other cases, a resident must give the caravan park owner at least seven days notice that they intend to vacate the caravan.

If a resident leaves without notice, they must pay rent for seven days from the date they vacated.

A resident can be fined \$500 for not giving the correct amount of notice.

When leaving, a resident must pay the rent and any other charges right up to the last day. A resident cannot refuse to pay the final charges on the grounds that a bond has been paid for the rent of the site or hire of the caravan.

A \$1000 fine can be imposed if a resident treats the bond as rent.

## When a resident gives notice

The notice stating that the resident intends to leave the caravan park can be:

- delivered personally to the caravan park owner
- left for the caravan park owner at their residence or business with a person apparently over the age of 16 years and apparently living or employed there
- if the caravan park owner is a corporation, given to an authorised officer of the corporation, employed at its registered office
- posted to the caravan park owner at their residence or business, or if the caravan park owner is a corporation, posted to the corporation's registered Victorian address.

It's a good idea to use registered post so there is proof when and where the notice was sent.

## Giving notice but not leaving

If a resident gives notice but does not leave, the caravan park owner can apply to VCAT for an order that the resident must move out.

## When a caravan park owner gives a notice to vacate

The caravan park owner must give the resident the proper amount of time to vacate.

Except in accordance with the Act, a person can be fined \$2000 for forcing a resident to leave a site or caravan.

A 'Notice to Vacate' must:

- be written on the official 'Notice to Vacate to Resident/s of a Caravan Park' form
- be addressed to the resident
- give a reason or state that no reason is specified
- be signed by the caravan park owner
- allow the correct amount of time to give the notice
- give the date for the resident to leave
- be sent by registered post or given to the resident in person.

**Reasons and minimum notice periods when an owner gives a 'Notice to Vacate'**

Reason for giving a 'Notice to Vacate to Resident/s of a Caravan Park'

**Minimum notice period for each reason**  
 (Allow extra time whether mailing or delivering by hand. Check pages 26-27 to calculate the extra time correctly.)

Deliberately or recklessly causing or allowing serious damage to the caravan park, the caravan, or the facility.

**Immediate notice**

Putting people or property in the caravan park in danger. (Caravan owners are not permitted to give these notices.)

**Immediate notice**

Serious disruption of peace and quiet to other residents and visitors. (Caravan owners are not permitted to give these notices.)

**Immediate notice**

Seven days or more rent owing.

**Seven days**

Breach of VCAT compliance order or compensation order.

**Seven days**

Two 'Breach of Duty' notices already served and the same problem arises again.

**Seven days**

Caravan or site used for illegal purposes.  
  
 Cont.

**Seven days**

Reason for giving a 'Notice to Vacate to Resident/s of a Caravan Park'	Minimum notice period for each reason (Allow extra time whether mailing or delivering by hand. Check pages 26-27 to calculate the extra time correctly.)
The caravan is to be sold or has been sold. <sup>1</sup>	60 days
The caravan park is closing down or has been sold and the land is being used for another purpose. <sup>2</sup> (Caravan owners are not permitted to give these notices.)	Six months
No specified reason, but not because residents have been exercising their rights or saying they will do so. <sup>3</sup>	120 days
The caravan owner or a member of the caravan owner's immediate family (including parents and parents-in-law), or a dependant of the caravan owner who normally lives with the caravan owner, will be moving in. This only applies where the agreement is for a fixed term. <sup>4</sup> (This applies only to caravan owners.)	14 days

<sup>1</sup> Where a caravan has been sold, and the owner wishes to give the resident 'Notice to Vacate', the notice must be given within 14 days of entering into an unconditional contract, or within 14 days after the last condition of a conditional contract has been satisfied.

<sup>2</sup> Normally, unless the caravan park owner has permission from VCAT, they cannot re-let the property for six months after giving a resident this type of notice.

<sup>3</sup> Normally, unless the caravan park owner has permission from VCAT, they cannot re-let the property for six months after giving a resident this type of notice.

<sup>4</sup> Normally, unless the caravan owner has permission from VCAT, they cannot re-let the caravan for six months after giving a resident this type of notice.

## Reasons for challenging a notice

Generally, residents can argue against notices to vacate that were not given properly or if they dispute the reason given.

VCAT can cancel a 'no specified reason' notice if it was given because the resident was exercising their rights or saying they would do so. In this case, the resident must apply to VCAT within 60 days of receiving the notice.

If a resident has been served a 'Notice to Vacate' because the caravan has been sold, and the resident wishes to challenge the validity of the notice, the resident must contact VCAT within 30 days of receiving the 'Notice to Vacate' to request a hearing.

### Defending a 'Notice to Vacate'

Residents can also argue against a notice if it would be difficult for them to move out without an extension of time.

VCAT can make special allowances when making a decision to avoid severe hardship to residents or caravan park owners.

## Calculating minimum notice periods

When giving a notice it is important to add extra time to the minimum notice period when sending the notice by mail and when giving it in person.

The following table shows the total number of days to allow when a notice is sent by registered post.

When sending by post, more days should be added for any public holidays that fall within the postal period.

Minimum notice period	Posted on Monday	Posted on Tuesday	Posted on Wednesday	Posted on Thursday	Posted on Friday
Immediate	3	3	3	5	5
7 days	11	11	11	13	13
14 days	18	18	18	20	20
30 days	34	34	34	36	36
60 days	64	64	64	66	66
90 days	94	94	94	96	96
6 months	6 months & 4 days	6 months & 4 days	6 months & 4 days	6 months & 6 days	6 months & 6 days

The following table shows the total number of days to allow when a notice is given to the other party by hand.

Minimum notice period	Given on Monday	Given on Tuesday	Given on Wednesday	Given on Thursday	Given on Friday
Immediate	-	-	-	-	-
7 days	9	9	9	9	9
14 days	16	16	16	16	16
30 days	32	32	32	32	32
60 days	62	62	62	62	62
90 days	92	92	92	92	92
6 months	6 months & 2 days	6 months & 2 days	6 months & 2 days	6 months & 2 days	6 months & 2 days

### When a mortgagee wants a resident to leave

If the caravan park owner has put the caravan park or caravan up as security for a loan, the lender may have the right to take possession of the caravan park or caravan if the loan repayments are not kept up.

In these cases, the lender (mortgagee) is permitted to give the resident a 'Notice to Vacate'.

For a mortgage over the caravan park that was given before the residency started, the resident must be given at least 90 days notice. For a caravan park mortgage given after the residency started, at least six months notice must be given.

For a mortgage over a hired caravan that was given before the residency started, the resident must be given at least 30 days notice. For a mortgage over a hired caravan given after the residency started, at least six months notice must be given.

## Evicting a caravan park resident

The rules on evicting a caravan park resident apply to both caravan park owners and caravan owners.

VCAT deals with applications for an order to evict a resident if:

- the notice period given by the resident, a mortgagee, or the caravan park owner has run out and the resident is still there
- the caravan park owner has suspended the resident for violent or dangerous behaviour, see page 17.

The resident has the right to attend the hearing and give evidence. VCAT hears and considers both sides.

### When a resident has been given a 'Notice to Vacate'

If VCAT makes a possession (eviction) order, the caravan park owner must not use force against the resident. Only the police or other authorised persons enforce possession orders.

### When a 'Notice to Leave' has been given

If the resident has been suspended and is therefore not at the caravan park, VCAT may not know where to send information regarding the hearing. Residents should contact VCAT to find out if the caravan park owner has applied to evict them and if so, the time and date of the hearing.

VCAT may decide that the caravan park owner should not have suspended the resident. In this case, the caravan park owner must let the resident back in, and can be ordered to refund the rent paid for the days the resident was suspended. If the suspension notice is upheld, the resident must stay away from the caravan park permanently.

A resident can be fined \$2000 for returning to the caravan park once the police or an authorised person has made them leave.

# “ *Part four* *When a resident* *leaves* ”

# 4

## The bond

At the end of a residency, if a bond was paid, the resident and the caravan park owner should attempt to agree on how the bond money is to be divided up. For example, there may be some rent unpaid, or there may be some property damage which needs to be repaired. The agreed division should be set out in the ‘Bond Claim’ form, which is forwarded to the Residential Tenancies Bond Authority (RTBA).

Residents should never sign a blank ‘Bond Claim’ form.

When any part of the bond is to be paid to the caravan park owner, the form cannot be signed more than seven days before the end of the residency.

### **Reclaiming the bond**

When the RTBA receives a correctly completed ‘Bond Claim’ form, it pays the bond directly into the nominated bank account/s overnight.

Where there is a shared residency, the RTBA does not make part-payment of bonds to outgoing residents during the course of a residency. Adjustments of contributions to the bond between outgoing and incoming residents are a private matter between the residents but any changes of residents should be noted on a transfer form and sent to the RTBA.

## **Bonds provided by the Director of Housing (DoH)**

Where the DoH provided the bond money, the resident is not permitted to agree to the release of any of the bond to the caravan park owner.

Where there is no claim on the bond by the caravan park owner, the RTBA will pay out the bond to the DoH at the end of the residency, once the RTBA has received the completed 'Bond Claim' form.

If a 'Bond Claim' form is not lodged, the DoH will not know the residency has ended and the bond amount will remain registered as an outstanding debt against the resident.

If there is any claim by the caravan park owner on a bond provided by the DoH, the claim must be heard by the Victorian Civil & Administrative Tribunal (VCAT).

## **When a caravan park owner makes a claim on the bond**

In some circumstances the caravan park owner may make a claim on the bond.

A caravan park owner can make a claim on the bond for:

- damage caused by the resident or the resident's visitors
- cleaning expenses
- the resident abandoning the premises
- the resident leaving the caravan park owner to pay bills that the resident should have paid
- loss of the caravan park owner's goods
- unpaid rent.

Costs due to fair wear and tear cannot be claimed.

If there is disagreement about the division of the bond, the caravan park owner must apply to VCAT within 10 business days of the resident vacating the premises.

## Claiming compensation

Caravan park owners may also claim compensation over and above the amount of the bond. In such cases, the caravan park owner needs to make a separate application to VCAT for compensation.

## Final water meter readings

Residents who have a separate water meter should let the water provider know in advance when they will be moving out. Not doing so may result in residents continuing to be charged for water in the next billing period.

## When a resident cannot be located and rent is owing

If a resident's whereabouts are unknown and rent is owing, the caravan park owner has 10 business days in which to apply to VCAT for an order directing the RTBA to repay the bond to the caravan park owner to cover the rent.

The application must follow VCAT's procedures and must be verified by an affidavit.

VCAT can make a determination to distribute the bond money without a hearing or refer the matter for a hearing.

In the case of a determination being made, the caravan park owner then lodges the determination and a completed 'Bond Claim' form with the RTBA and the money is paid out overnight.

## Belongings left behind

Residents should take belongings with them and leave a forwarding address when they leave a residency.

If any personal documents or goods are left behind, arrangements should be made for them to be collected by the resident. If these arrangements cannot be made, there are procedures caravan park owners can follow.

Caravan park owners cannot refuse to give back any of a resident's belongings, even if the resident owes rent.

A resident who suffers a loss because the caravan park owner did not comply with the legislation can apply to VCAT to be compensated.

If, in complying with the legislation, a caravan park owner stores and auctions the goods and suffers a loss, they can also apply to VCAT to be compensated.

## Personal documents

Personal documents include official documents, photographs, correspondence, and any other documents which a person would reasonably be expected to keep.

When personal documents are left behind the caravan park owner must:

- take reasonable care of the documents for at least 41 days
- let the resident reclaim the documents after paying back any money the caravan park owner had to spend to remove and care for them.

A \$2000 fine can be imposed for not letting a resident reclaim documents when they were willing to pay a reasonable amount to cover those costs.

If a caravan park owner complies with the requirements set out in the Act and the resident does not claim the documents, the caravan park owner can dispose of the documents.

The caravan park owner can then apply to VCAT to be compensated for the cost of looking after and removing the documents.

## Goods

### Goods that can be disposed of

The requirements under the Act do not apply to perishable foods or goods that are dangerous or of no monetary value. In such cases the goods may be disposed of, regardless of their total value.

All other goods need to be stored unless removal, notification, storage and auction costs for the goods would be more than the auction proceeds.

Caravan park owners can assess whether under the Act the goods can be disposed of or must be stored.

Alternatively they can request that Consumer Affairs Victoria inspect the goods and make a formal assessment.

To request an inspection, write to the Director of Consumer Affairs Victoria at the address on the back cover. A 'Request for Inspection of Goods Left Behind' form is available from Consumer Affairs Victoria.

An abandoned caravan owned by a resident can be treated like other goods left behind provided that VCAT has made an order declaring that the resident has abandoned the site or caravan.

## Goods that must be stored

If a resident leaves goods behind in the caravan or caravan park which are not allowed to be disposed of, the caravan park owner is required to follow set timelines and procedures including:

- storing the goods for 28 days
- notifying the resident, either by notice to the resident's forwarding address or by advertising in a daily newspaper within seven days of storage, that the goods can be collected from the caravan park owner
- letting the resident reclaim the goods after they have paid the costs to cover any reasonable expenses incurred by the caravan park owner in complying with the Act.

The Act sets out the procedure for:

- selling the goods at auction after the required storage period has ended
- claiming the costs of storage, advertisement and sale
- dealing with excess money raised by the sale of goods left behind.

A \$1000 fine can be imposed for not allowing a resident to reclaim goods when they were willing to pay a reasonable amount to cover those costs.

There are specific procedures for disposing of goods. Contact Consumer Affairs Victoria for more information.

## Providing a forwarding address

It's a good idea for residents to leave a forwarding address and phone number when leaving a caravan park.

The new address and phone number should be given to the caravan park owner, and also to VCAT (if an application has been made) and the RTBA on the 'Bond Claim' form. This will make it easier for all concerned if the resident needs to be contacted for any reason, especially if a resident needs to receive bond money.

# “ *Part five* *Solving residency* *problems* ”

# 5

Ideally, residents and caravan park owners should solve any problems by coming to an agreement. Of course, the agreement must be within the law.

To prevent future problems, any agreement should be put in writing and signed by both parties.

If a resident or a caravan park owner wants to enforce their rights under the law, they usually have to give a formal notice explaining the issue to the other person. The relevant notices are available from Consumer Affairs Victoria.

A notice always needs to state what the resident or caravan park owner wants done and when it must be done by. The amount of time to comply with the notice varies and depends on the type of problem.

Notices other than a ‘Notice to Vacate’ should be:

- delivered in person to the resident or caravan park owner, or
- if the person is a corporation, given to an authorised officer of the corporation who is employed at its registered office, or
- left for the person at their home or business address with a person apparently over 16 years of age and apparently living or employed there, or
- posted to the person at their residence or business or if the person is a corporation, to the corporation’s registered Victorian address.

It’s a good idea to use registered post so there is proof when and where the notice was sent.

Refer to pages 26-27 for information on calculating minimum notice periods.

## Using the Victorian Civil & Administrative Tribunal (VCAT)

VCAT has a Residential Tenancies List specifically for hearing disputes between residents and caravan park owners.

Application forms are available from VCAT ([www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)) and Consumer Affairs Victoria.

An application to VCAT should include:

- a completed and signed application form
- payment for lodging an application (except for bond claims)
- copies of all notices that have been given or sent
- copies of any other documents which are important for the claim such as receipts, letters, photographs, statutory declarations, and reports from the Director of Consumer Affairs Victoria. The originals of these documents must be available at the VCAT hearing.

Usually, the only cost involved in the hearing is the application fee. In exceptional circumstances this fee may be waived, depending on set criteria regarding income and social security status. Residents and caravan park owners should contact VCAT or Consumer Affairs Victoria on 1300 55 81 81 for information on the fee waiver.

## Hearing date and time

VCAT informs the resident and the caravan park owner of the date, time and place of the hearing. VCAT should be contacted for advice on seeking an adjournment or rehearing.

## How VCAT operates

VCAT hearings take place in country Victoria as well as in the city and suburbs. The hearings are open to the public.

It is important to be well prepared for any hearing. Residents should contact Consumer Affairs Victoria on 1300 55 81 81 for help in preparing for a hearing.

The VCAT Member, who is a lawyer, will hear and consider all the evidence from both sides. This includes evidence from witnesses, and looking at photographs and other documents brought to the hearing by the resident and the caravan park owner.

VCAT's decisions are made on the day of the hearing. They must be obeyed by the resident and the caravan park owner in the same way as a court order needs to be complied with.

VCAT, in exceptional circumstances, may order one side to pay the other side's costs.

## **Urgent VCAT cases**

In cases of extreme hardship, residents and caravan park owners can ask for their case to be heard quickly. A letter explaining why must be sent along with the application.

## **Interpreters at VCAT**

VCAT can provide interpreters but only for the parties involved in the dispute – not for witnesses or friends.

If an interpreter is required, VCAT needs to be told at the time of making the application. VCAT will then arrange for an interpreter free of charge.

Friends or relatives are generally not allowed to interpret for a resident or a caravan park owner at a hearing.

## Consumer Affairs Victoria

Victorian Consumer & Business Centre

113 Exhibition Street

Melbourne Victoria 3000

**Telephone** 1300 55 81 81 (local call charge)

**Facsimile** (03) 8684 6001

**Email** [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

**Website** [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

TIS 131 450

Textphone (TTY) or modem users only, ring the NRS on 133 677, then quote 1300 55 81 81.

Callers who use Speech to Speech Relay dial 1300 555 727, then quote 1300 55 81 81.



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