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| **Notice to renter of rented premises** | Consumer Affairs Victoria |

***Residential Tenancies Act 1997*** Sections 55, 66, 78, 79 and 91M

# Part A – Information for the renter

**A residential rental provider (rental provider, formerly known as the landlord) may** use this form to:

* notify you they have paid utility charges that are your responsibility and request that you reimburse them.
* give you their/their agent’s contact details for service of documents and notice of need for urgent repairs.
* notify you that you have damaged the rented premises and you are liable for the reasonable cost of the repairs.
* notify you they have repaired damage and you are liable for the cost of the repairs.
* notify you they are terminating the residential rental agreement (rental agreement) before you enter into possession of the premises because the premises have been destroyed or are unfit for human habitation.

*Note:*

If a rental provider gives you a written notice outlining the paid utility charge for which you are liable, the request must have copy of the account and the receipt or other evidence of payment attached. You must pay back the rental provider within 28 days after receiving the request.

If a rental provider gives you a written notice outlining the particulars of the costs of repairs for which you are liable, you must reimburse the rental provider for any reasonable costs of repairs within 14 days after the repairs are completed. If you are experiencing hardship, you may give written notice to the rental provider that you require an additional 14 days to reimburse them. If the rental provider requests proof of hardship, you must provide it to them. You may apply to the Victorian Civil and Administrative Tribunal (VCAT) if you are unable to pay back the rental provider in the time period and the rental provider does not agree to a longer period.

## Seeking advice

For further information visit the renting section of the Consumer Affairs website at [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call 1300 55 81 81.

# Part B – Notice

1. Address of rented premises

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

1. Renters details

|  |  |
| --- | --- |
| Full name of **renter 1** |  |

|  |  |
| --- | --- |
| Full name of **renter 2** |  |

|  |  |
| --- | --- |
| Full name of **renter 3** |  |

|  |  |
| --- | --- |
| Full name of **renter 4** |  |

Note**:** If there are more than four renters, include details on an extra page.

1. Rental providers details

Full name of rental provider (this cannot be an agent’s name)

|  |
| --- |
|  |

Rental provider address for serving documents (this can be an agent’s address)

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Contact details

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |

1. Reason for notice

The rental provider should refer to page 5 for the reasons to give the form, choose the relevant reason and section number required under the Act, copy it in the box below and add the required detail.

The rental provider must explain why the notice has been given. It is not enough to just quote from the Act. There must be enough information for the renter to understand why the notice has been given. Information to help explain the reasoning behind the notice has been provided on page 5.

**I am giving you this notice for the following reason:**

|  |
| --- |
|  |

1. Delivery of this notice

* The notice period begins when the resident is estimated to receive this notice.
* For information on postage times from different locations please refer to the Australia Post website <https://auspost.com.au/parcels-mail/calculate-postage-delivery-times>
* If sending by post, the rental provider must allow for the delivery time in calculating the required notice period.
* If sending by registered post, the rental provider should keep evidence of the mail delivery method used to send this notice.

This notice has been sent on:  (insert date)

This notice will be delivered:

|  |
| --- |
| personally, for example by hand |

|  |  |  |  |
| --- | --- | --- | --- |
| by registered post | Expected delivery time |  | (please see the Australia Post website) |

|  |  |
| --- | --- |
| Registered post tracking number (if applicable) |  |

|  |
| --- |
| by email (if consent has been provided by the resident. |

|  |  |
| --- | --- |
| Email/postal address of  renter 1 |  |

|  |  |
| --- | --- |
| Email/postal address of  renter 2 |  |

|  |  |
| --- | --- |
| Email/postal address of  renter 3 |  |

|  |  |
| --- | --- |
| Email/postal address of  renter 4 |  |

Note: If there are more than four renters, include details on an extra page.

1. Signature of rental provider or agent

|  |  |
| --- | --- |
| Signature |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Date |  |

# Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call the Consumer Affairs Victoria on **1300 55 81 81**.

# Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

**Arabic**

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 450 131 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 81 81 55 1300.

**Turkish** İngilize anlamakta güçlük çekiyorsanız, 131 450’den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numerali telefondan Victoria Tüketici İşleri’ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

**Vietnamese** Nếu quí vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha

Fiktooriya tel: 1300 55 81 81.

**Chinese** 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

**Amharic**  በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

**Dari**

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS)به شماره 450 131 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (ΤΙS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l’inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento “Consumer Affairs Victoria” al numero 1300 55 81 81.

# Information for the residential rental provider

This section is to be removed from the form before it is given to the renter.

The number before each reason refers to the relevant section of the *Residential Tenancies Act 1997.*Any reference to VCAT refers to the Victorian Civil and Administrative Tribunal.

Please select the reason below and add the entire text to section 4 of this notice together with supporting factual information regarding the specific reasons for giving the notice. You may wish to provide further information or documentary evidence such as photos or receipts to support your case.

| Reason |
| --- |
| ****55(1) – Reimbursement of the renter’s utilities****  I have paid utility charges that are your responsibility. I require you to reimburse me $ \_ within 28 days.  I attach a copy of the account and the receipt/other evidence of payment.  *Note: The rental provider must provide detail of what the utility bill is for, and how much it was. You must attach the bill, receipts, and any other evidence of the original account and evidence of payment.* |
| 66(2) & (3) – Updating contact details for the renter  You may give details of yourself or of an agent   * I am giving you contact details for service of documents and urgent repairs.   My full name is \_  Address for service of documents is \_  Emergency telephone no. for urgent repairs is \_  OR   * I am giving you contact details of my agent for service of documents and urgent repairs.   Agent’s full name is \_  Agent’s address for service of documents is \_  Agent’s telephone no. is \_  Agent's fax no. is \_  Agent’s telephone no. or fax no. for urgent repairs is  My agent can authorise urgent repairs up to $ \_ / my agent cannot authorise urgent repairs (select correct option).  *Note:*   * *you will have given the renter the above information on or before the agreed day on which the renter is to enter into occupation of the premises* * *you must notify a renter within 7 days of any change in the above information* |
| 78(1) – Damage caused by renter  The rented premises have been damaged because you failed to ensure that care was taken to avoid this damage. The damage is \_ (*outline the nature of the damage*)  AND  I require you to repair the damage within 14 days, in a tradesman-like manner, at your expense. If you do not, I may repair the damage at your expense.  OR  I will carry out repairs, and you will be required to pay me back for the reasonable cost of the repairs.  *Note: if the renter does not comply with the repair notice, you may apply to VCAT for a compensation order.* |
| ****79(1) – Cost of repairs****  I have previously given you a written notice under section 78 of the Act asking you to repair damage to the rented property and you have not done so in a proper and tradesman-like manner within 14 days.  I have repaired the damage and require you to pay for the reasonable cost of repairs. The cost is $ \_  *Note: Describe the repairs, attach receipts and any other evidence of repairs done. You must provide particulars in writing of the cost of the repairs - otherwise the renter will not be liable* |
| ****79(2) – Cost of repairs by rental provider****  I have previously given you a written notice under section 78 of the Act regarding damage to the premises. I have now repaired the damage and require you to pay for the reasonable cost of repairs.  The cost is $ \_  *Note: Describe the repairs, attach receipts and any other evidence of repairs done. You must provide particulars in writing of the cost of the repairs - otherwise the renter will not be liable* |
| ****91M – Termination before possession****  I am terminating the rental agreement before you enter into possession of the premises because the rented premises is unfit for human habitation or is destroyed totally or to such an extent as to be rendered unsafe.  *Note: Outline why the rented premises is unfit for human habitation or destroyed.* |