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| **Notice to resident/s of caravan park** | Consumer Affairs Victoria |

***Residential Tenancies Act 1997*** Sections 165, 183, 194, 186, and 201

# Part A – Information for the resident

**A caravan park owner may** use this form to:

* notify you they have paid utility charges that are your responsibility and request that you reimburse them.
* give you at least 7 days' notice about changes to:
  + additional rent or hiring charges for visitors; or
  + storing or removing a caravan; or
  + commission on the sale of a caravan.
* give you their/their agent’s contact details for service of documents and urgent repairs.
* notify you they are proposing to change park rules.

*Note:*

* + *A caravan park owner must not make a caravan park rule that requires a resident to undertake an upgrade or improvement work in relation to a caravan unless the upgrade or work is required to keep the caravan in a reasonable state of cleanliness, safety and good repair.*
  + *A resident may apply to the Victorian Civil and Administrative Tribunal (VCAT) for an order declaring a caravan park rule to be unreasonable. If VCAT considers that a caravan park rule is unreasonable, it may declare the rule invalid.*
* notify you they wish to enter the caravan or site for a permitted reason.

*Note:*

* + *A resident has a duty to permit a person exercising a right of entry in accordance with the Act to enter the caravan or site.*
  + *If, when a caravan park owner/caravan owner or their agent is exercising a right of entry under the Act, any person causes damage or loss to the resident’s goods in the caravan or on the site, the resident may apply to VCAT for an order for compensation.*
  + *If a caravan park owner/caravan owner or their agent has exercised a right of entry and in doing so fails to comply with the requirements under the Act, the resident may apply to VCAT for an order restraining the caravan park owner/caravan owner or the owner's agent from exercising a right of entry (in certain circumstances) for a specified period.*
  + *A person exercising a right of entry under the Act must do so in a reasonable manner and not stay in the caravan or on the site longer than is necessary to achieve the purpose of entry without the resident’s consent.*

## 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 caravan (include site no.)

|  |  |  |  |
| --- | --- | --- | --- |
| Site no. |  | Park name |  |
| Address |  |  | Postcode |

1. Resident details

|  |  |
| --- | --- |
| Full name of **resident 1** |  |

|  |  |
| --- | --- |
| Full name of **resident 2** |  |

|  |  |
| --- | --- |
| Full name of **resident 3** |  |

|  |  |
| --- | --- |
| Full name of **resident 4** |  |

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

1. Owners details

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

|  |
| --- |
|  |

Address of owner for serving documents (this can be an agent’s address)

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

Contact details

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

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

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

1. Reason for notice

* The owner must select the relevant reason and section number required under the Act and write it in the box below.
* The owner must also 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 reasons:

|  |
| --- |
|  |

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 registered post, the owner should keep evidence of the mail delivery method used to send this notice.

|  |  |
| --- | --- |
|  |  |

This notice was 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. A notice of entry given under s 201 cannot be delivered  by email) |

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

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

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

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

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

1. Signature of owner/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 caravan park owner

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

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 |
| --- |
| ****165(1) – Reimbursement****  I have paid utility charges that are your responsibility. I require you to reimburse me $ \_ within 28 days.  *The rental provider should provide detail of what the utility bill is for, and how much it is. You must attach a copy of the bill, and receipt of your payment, and any other evidence or this notice is invalid.* |
| ****183 - Notice of changes to charges, fees and commissions****  I am notifying you of the proposed change(s) to the:  *(Owner to delete not applicable items from list below)*   * additional rent or hiring charges for visitors * storing or removing a caravan * commission on the sale of a caravan   The charge/commission will change from \_\_\_\_ to\_\_\_\_\_\_ on / / /.  *Note: you must give a resident at least 7 days' written notice of the proposed change* |
| 184 - Contact details  *You can 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 telephone no. for urgent repairs is \_  My agent can authorise urgent repairs up to $ \_ / my agent cannot authorise urgent repair *(select correct option).*  *Note:*   * *you must give the resident the above information within 7 days from the day after they become a resident of the caravan park* * *you must notify a resident in writing within 7 days of any change in the above information* |
| ****185 - Park rules****  I propose to change the caravan park rules from \_ / \_ / \_ . The change is \_  *Attach a copy of the proposed rules if insufficient space.*  *Note: the date of the proposed rule change must be at least 7 days from the date of giving this notice.* |
| ****201 - Entering caravan or site****  I / my agent wish to enter the caravan or caravan site *(select correct option)* on \_\_\_ / \_\_\_ / \_\_\_ at \_\_\_ am/pm for the following reason:   * to show it to a potential resident. I have given you a notice to vacate or you have given me a notice of intention to vacate. * to show it to a prospective buyer or lender. * to carry out my legal duty as the caravan park owner/caravan owner to \_\_\_\_\_\_\_\_\_\_\_\_\_ * because I have reasonable grounds to believe you have breached your duty as a resident. * to inspect it, which I have not done for more than 6 months.   *Note:*   * *If you propose to enter the caravan or site for one of the above purposes you must give at least 24 hours’ notice to a resident.* * *Entry may be made between 8am and 6pm on any day except a public holiday, or at any other time agreed by the resident.* * *A notice for entry under s 201 can only be given by post or by delivering it personally to the resident between the hours of 8am and 6pm. It cannot be given by email.* * *Section 199 also provides a right of entry by a caravan park owner/their agent if:*   + *the resident agrees at the time entry is sought;*   + *there is an emergency and immediate entry is necessary to save life or valuable property; or*   + *VCAT has made an abandonment order.* * *Section 200 also provides for right of by a caravan owner/their agent if:*   + *the resident agrees at the time entry is sought; or*   + *VCAT has made an abandonment order.* |