# Fact Sheet 23: Expanded definition of urgent repairs

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| This fact sheet is about changes to Victoria’s renting laws that have not happened yet. They will be in place from 29 March 2021.  For information on current laws, visit the [Renting section - Consumer Affairs Victoria website](https://www.consumer.vic.gov.au/renting) <consumer.vic.gov.au/renting>. |

Repairs or replacements to broken air conditioning, broken safety devices and faults that make the property unsafe or insecure are considered ‘urgent repairs’.

A rental provider (landlord) must respond immediately if a renter requests an urgent repair. If they don’t respond immediately, the renter can arrange the repairs themselves and seek reimbursement from the rental provider.

## What type of air conditioning repair is covered?

Any failure or breakdown of a cooling appliance or service provided by the rental provider is covered.

## What would be considered a safety device?

Smoke alarms and pool fences are examples of safety devices.

## What do unsafe or insecure faults include?

Unsafe or insecure faults include pest infestations, and mould or damp caused by or related to the rental property.