# 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.