# Fact Sheet 5: False, misleading or deceptive representations

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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>. |

New renting laws make it unlawful for rental providers (landlords) and agents to encourage someone to enter a rental agreement by misleading or deceptive conduct, or by false or misleading statements about certain aspects of a rental.

## The following are examples of different types of false or misleading statements that are prohibited.

### Location of the rental property

A property is in an area with limited public transport, but the rental provider falsely claims it is a ‘stone’s throw’ from the train station.

### Ownership of the rental property

The agent claims a retiree seeking a stable income owns the property. But it is actually owned by a real estate agency who may only be looking to rent it out until they can sell it.

### Lawful use of the rental property

The rental provider advertises a ‘warehouse conversion’ as a residential rental property. But the property is zoned for industrial use only.

### Characteristics of the rental property

A rental provider claims the property has excellent energy efficiency due to a five-star heating system. But the agent does not mention that the property is an old building with poor insulation.

### Rental cost

A property is listed as $600 a week all inclusive. But the rental provider did not mention extra fees for accessing the laundry, gym and communal areas.

### The facilities of the rental property

A rental provider suggests that the property has high speed internet connection due to the building’s NBN connection. But they did not disclose that the apartment itself is not connected.

## What has changed?

The Australian Consumer Law already prohibited commercial rental providers and commercial agents from doing this – the new laws ensure private rental providers and private agents are also covered.