



## First Nations Renting Guidance - Consumer Affairs Victoria

### Who we are and how we can help you

Consumer Affairs Victoria (CAV) provides information and advice about renting. We have specific services to help First Nations people understand their rights and how to resolve common renting problems, along with advice about a range of consumer issues.

Call Yarrka Barring, CAV's dedicated helpline for First Nations people on **1300 661 511** (9am to 5pm, Monday to Friday). Call costs are the same as a local call.

Our call takers complete Aboriginal and Torres Islander cultural awareness training to develop the knowledge and tools needed to engage respectfully with callers.

Visit our webpage - <https://www.consumer.vic.gov.au/resources-and-tools/yarrka-barring-first-nations-renting-and-consumer-rights-guidance>

This fact sheet is a summary of some of the information available from our helpline and webpage.

### Renting issues

Some of the topics we can help with include:

- Unlawful discrimination
- Repairs
- Pets and renting
- Moving in and out of a rental property
- How rental bonds work
- How Victoria's rental rules apply to caravan parks and rooming houses.

### Applying for a rental property

Rental providers (also known as landlords or property managers) cannot ask a renter to offer or pay a rent higher than the advertised price.



## Unlawful discrimination in renting

In Victoria, it is against the law to stop somebody from renting a property because of certain personal characteristics, including race.

## Pets and renting

Renters must ask their rental provider for permission to have a pet in the property.

A rental provider cannot say no to a renter's request to have a pet, without a good reason.

## Repairs in rental properties

Repairs are either 'urgent' or 'non-urgent'. Rental providers must make urgent repairs immediately and non-urgent repairs within 14 days.

Rental providers must organise and pay for repairs if damage was not the renter's fault. If the renter caused the damage, they may have to pay.

Consumer Affairs Victoria can do an inspection if a rental provider is not organising repairs.

## Rent increases

There are rules about when and how a rental provider can put up the rent. You can also ask us to review a rent increase if you think it's too high.

## Evictions

Strict rules apply to evictions. If they're not followed, an eviction may be illegal.

Rental providers cannot use force to remove a renter if they refuse to leave the property.

Only Victoria Police can forcibly evict a renter and only when they have an order from the Victorian Civil and Administrative Tribunal (VCAT).



## Yarrka Barring

'**Yarrka Barring**' means 'for guidance; to search for the road or path' in the Wadawurrung language.

This beautiful phrase came to CAV through our meaningful partnership with Wadawurrung Traditional Owners Aboriginal Corporation.

CAV has permission to use this fitting piece of Wadawurrung Language as our dedicated First Nations helpline name – 'Yarrka Barring helpline' – as well as for the name of our website resources page for First Nations people.

## More information

For **CAV's dedicated helpline for First Nations people**, call Yarrka Barring on **1300 661 551**.

For **legal questions**, call the Victorian Aboriginal Legal Service on **1800 064 865**.

For questions about **Rental Dispute Resolution Victoria (RDRV)** or the **Victorian Civil and Administrative Tribunal (VCAT)**, call or text the VCAT Koori Helpline on 0417 516 335 or email [koori.support@vcat.vic.gov.au](mailto:koori.support@vcat.vic.gov.au).