

A Notice from your rental provider

An Easy Read guide for you



How to use this guide



Consumer Affairs Victoria (CAV) wrote this guide. When you see the word 'we', it means CAV.



We have written this guide in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 22.



This Easy Read guide is a summary of a notice.



You can find the notice on our website at consumer.vic.gov.au



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

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What is this guide about?



This guide is about a notice from your **rental provider**.



Your rental provider is the person who owns the home you live in.



You need to read the notice carefully.



Your rental provider can use the notice for different reasons.

The notice can be used to tell you about:



- bills you need to pay for



- new contact details your rental provider needs to give you



- any damage to the home you need to fix or pay for



- your rental provider entering your home



- problems or issues that might stop you living in the home.



Your rental provider might also use the notice to tell you that your **Residential rental agreement** needs to end before you move in.



This will only happen if the home is not safe for you to live in.



Your Residential rental agreement is a written agreement between you – the **renter** – and your rental provider.



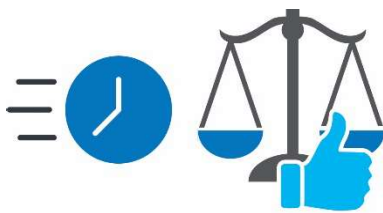
You are the renter if you pay money to live in a home that someone else owns.



It explains the rules you will follow when you live in the home.



Your rental provider might also use the notice if they want the **Victorian Civil and Administrative Tribunal (VCAT)** to ask you to move out.



VCAT helps solve legal problems for people in Victoria in a way that is quick and fair.

Why are you getting the notice?



There are lots of reasons why a rental provider might give their renter a notice.



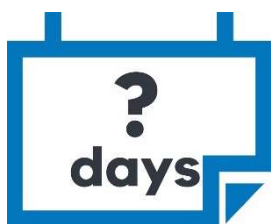
We have a law in Victoria that talks about the reasons a rental provider can use for giving you the notice.



The law is called the *Residential Tenancies Act 1997* (the Act).

This law protects the rights of:

- renters
- rental providers.



When your rental provider gives you their reason, they also say how much time you have to do what the notice says.



On the following pages, we explain:

- your rental provider's reasons for giving you the notice
- how much time your rental provider must give you to do what the notice says.



Each reason has a number.

This number is about the part of the law the reason comes from.



The reasons can also come from your Residential rental agreement.

Reasons your landlord can use

Here is a list of reasons your rental provider can use for giving you the notice.



Each reason needs to show the number from the law.



34A (2) – your Residential rental agreement is for more than 5 years and you need to pay extra money for your **bond**.



Your bond is money you pay before you can move in.



You need to pay the extra money within 120 days.



55 (1) – your rental provider paid a bill you should have paid.



Now you need to pay them back within 28 days.



66 – your rental provider needs to give you some new, or different, contact details.



78 (1) – you have caused damage to the home that:

- needs to be fixed
- you must pay for.



79 (1) – you haven't fixed damage you caused to the home.



Your rental provider has fixed the damage.

You need to pay the cost of fixing it.



79 (2) – your rental provider has fixed damage you caused to the home.

You need to pay for it.



85 (b) – your rental provider wants to enter your home on:

- a certain date
- at a certain time.

Your rental provider might want to enter your home because they:



- want to show it to a new tenant



- want to show it to:
 - someone who might buy it
 - a money lender



- need to carry out a task that the law says all rental providers need to do



- want to find out what price the home would sell for



- believe you haven't looked after the home in the right way



- need to inspect the home.



Your rental provider can only inspect your home once every 6 months.



91L or 91M – your Residential rental agreement needs to end before you move in because the home is not safe for you to live in.



322 – your rental provider has already asked you to move out, but you are still living in your home.



Your rental provider wants VCAT to ask you to move out.

Sending the notice



Your rental provider can give you the notice:

- in person
- in the mail
- by email.



If your rental provider sends the notice by mail, it's a good idea to use Registered Post.



This means you must sign for the notice when it comes in the mail.



Your rental provider can only send you the notice by email if you have said it is ok.



You might have said it is ok:

- in your Residential rental agreement
- in writing at another time.

Word list



Bond

Your bond is money you pay before you can move in.



Rental provider

Your rental provider is the person who owns the home you live in.



Residential rental agreement

Your Residential rental agreement is an agreement between you – the renter – and your rental provider.



Renter

You are the renter if you pay money to live in a home that someone else owns.



Victorian Civil and Administrative Tribunal (VCAT)

VCAT helps solve legal problems for people in Victoria in a way that is quick and fair.

Contact us



1300 40 43 19

The cost is the same as a local call.

If you speak a language other than English, please contact TIS – Translating and Interpreting Service.



131 450

Ask to talk to an Information Officer at Consumer Affairs Victoria on

1300 40 43 19

TTY

If you use textphone or modem, call the National Relay Service.



133 677

Give them our number – **1300 40 43 19**



If you use Speech to Speech Relay call

1300 555 727

Give them our number – **1300 40 43 19**



www.consumer.vic.gov.au



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