



## Tenants' Rights and Responsibilities

Rights	Responsibilities
<b>Receive urgent repairs immediately from agent/landlord</b> <ul style="list-style-type: none"><li>• Water leaks</li><li>• Toilet blocks</li><li>• Electricity/gas/water not working</li></ul>	<b>Pay rent on time</b> <ul style="list-style-type: none"><li>• You may be charged a late payment fee if you do not pay on time.</li><li>• You may get an eviction notice from the agent/ landlord if you are 14 days late from the due date.</li><li>• You will get a bad reference from the agent/landlord for your housing application in the future.</li></ul>
<b>Get general maintenance work done in reasonable time</b>	<b>Keep the property clean</b> (inside and outside) <ul style="list-style-type: none"><li>• You will be asked to pay for cleaning fee <b>or</b></li><li>• Cleaning fee will be deducted from your bond</li><li>• You will also get a bad reference from the agent/landlord</li></ul>
<b>Get repairs/damage costs paid by agent/landlord when not at fault</b>	<b>Maintain house in good condition</b> <ul style="list-style-type: none"><li>- Mow the lawn (if the property has one)</li></ul>
<b>Get your bond return fully at the end of lease</b> <ul style="list-style-type: none"><li>- When you have done your all of responsibilities</li></ul>	<b>Get permission to make any changes to the house</b> <ul style="list-style-type: none"><li>• Your agent/landlord may not want to put nails on the wall</li></ul>
<b>If you have problems with your real estate agent, you can get free advice from:</b> <ul style="list-style-type: none"><li>- Tenants Victoria on (03) 9416 2577</li><li>- Business hours: Mon-Fri 9am – 4pm</li></ul>	<b>Be a considerate neighbour</b> <ul style="list-style-type: none"><li>• Keep noise down at night</li></ul>
If Qstarts cannot resolve the issue, you can contact <b>VIC Civil and Administrative Tribunal (VCAT) 1300 01 8228</b> <ul style="list-style-type: none"><li>- You can access VCAT through TIS (Translating and Interpreting Services) 131450</li><li>- Fees apply (you may be eligible for concession or have fees waived if you are in financial hardship)</li></ul>	<b>Report/request repairs in writing</b> Pay for repairs/damage <b>caused</b> by you



**You can always ask your housing worker** (if you have one) if you have any housing/tenancy issues

**Provide 28 days notice in writing if you want to move out at the end of lease**

- If you move out before end of lease:
  - you have to pay for the rent until the agent can find a new tenant
  - you may get an expensive fine
  - the agent may give a bad reference