

# Tenants' Rights and Responsibilities

## RIGHTS

### 1. Receive urgent repairs immediately from agent/landlord



Water leaks/problem



Electricity problem



Gas problem

### 2. Get general/non-urgent maintenance work done in reasonable time



### 3. Get repairs costs paid by agent/landlord when it is not your fault



### 4. Get bond returned fully when house is in good condition



5. Get free help when you have issues with landlord and real estate agent



(03) 9416 2577 – they can arrange an interpreter if needed; can be long waiting time due to high demand. Mon-Fri 9am – 4pm  
Check advice on [www.tenantsvic.gov.au](http://www.tenantsvic.gov.au) before calling

6. Get help from VIC Civil and Administrative Tribunal (VCAT) if others cannot help



1300 01 8228 or call TIS 131450 if you need an interpreter to call VCAT

**RESPONSIBILITIES**

1. Pay rent on time



2. Keep the property clean



3. Maintain the house



4. Ask permission to real estate agent/owner before making changes to the house



**5. Ask for repairs in writing**



**6. Tell real estate agent/owner 28 days before moving out (at the end of lease)**



**7. Be a good neighbour**

