



Tenants' Rights and Responsibilities

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



<p>You can always ask your housing worker (if you have one) if you have any housing/tenancy issues</p>	<p>Provide 28 days notice in writing if you want to move out at the end of lease</p> <ul style="list-style-type: none">• If you move out before end of lease:<ul style="list-style-type: none">○ 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
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