

WHAT IS AN URGENT REPAIR

The *Residential Tenancies Act 1997* distinguishes between urgent and non-urgent repairs. All repairs are the landlord's or owner's responsibility, but if the tenant or resident caused the damage, the landlord or owner can ask them to arrange or pay for repairs.

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase.

WHAT TO DO ABOUT AN URGENT REPAIR

- If urgent repairs are needed you must first take reasonable steps to arrange for the landlords or agent to fix the problem.
- If the repair is urgent and you are not able to get the landlord or agent to carry out urgent repairs, you can authorise the repairs up to \$1800.
- Keep all receipts to prove how much was spent and record your attempts to arrange the urgent repairs.
- You can give your landlord or agent a notice asking them to pay you back for the cost of the urgent repairs. They have 14 days from receiving notice to pay you for the urgent repairs.

For more information please refer to your Renting a Home Guide or visit the Consumer Affairs website - www.consumer.vic.gov.au