|  |  |
| --- | --- |
| **Notice of proposed rent/hiring charge increase to resident(s) of caravan park**  Residential Tenancies Act 1997 Section 152(1) and (2)  *Residential Tenancies Regulations 2021* Regulation 60 | Consumer Affairs Victoria |

The caravan park owner or caravan owner must use this form to notify the resident of a proposed rent or hiring charge increase.

# Information for the resident

The caravan park owner or caravan owner, as the case requires, must give you at least 60 days’ notice of any rent or hiring charge increase.

This notice may provide for one rent and one hiring charge increase only.

If a caravan park owner who is also the caravan owner intends to increase the rent and the hiring charge at the same time, both increases must be listed.

Caravan park owners and caravan owners must not increase the rent or hiring charge more than once every 12 months.

## Challenging a rent or hiring charge increase

* You may apply to the Director of Consumer Affairs Victoria to review the proposed increase if you consider it to be excessive. This is free. You may apply by filling in the section ‘Rent increase/hiring charge increase investigation’, below..

An application must be made in writing within 30 days after the notice is given. The Director will then investigate the increase and provide a report.

You may also apply to the Victorian Civil and Administrative Tribunal (VCAT) for an order declaring the proposed rent or hiring charge to be excessive. This application must be made within 30 days after receiving the Director’s report.

You will need to pay the increased rent or hiring charge amount from the date provided on this notice or 110% of the rent or hiring charge immediately before the rent increase (whichever is lower) until VCAT decides otherwise. When VCAT makes its decision, it may order some of that money be refunded.

For further information visit the renting section of the Consumer Affairs Victoria website at www.consumer.vic.gov.au/renting or call Consumer Affairs Victoria on 1300 55 81 81.

1 Address of caravan

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

2 Resident(s) details

This notice is given to:

|  |  |
| --- | --- |
| Full name of **resident 1** |  |

|  |  |
| --- | --- |
| Full name of **resident 2** |  |

|  |  |
| --- | --- |
| Full name of **resident 3** |  |

|  |  |
| --- | --- |
| Full name of **resident 4** |  |

**Note:** If there are more than four residents, include details on an extra page.

Resident’s address (if different to address of caravan above)

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Contact details

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |

3 Caravan park owner/caravan owner details

Full name of caravan park owner/caravan owner (this cannot be an agent’s name)

|  |
| --- |
|  |

Address for serving documents (this can be an agent’s address)

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Contact details

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |

4 Proposed rent increase

I intend to increase the rent as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Current rent amount ($) |  | per | week | fortnightly | calendar month |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Amount of rent increase ($) |  | per | week | fortnightly | calendar month |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New rent amount ($) |  | per | week | fortnightly | calendar month |

|  |  |
| --- | --- |
| Start date of increased rent |  |

5 Proposed hiring charge increase

I intend to increase the hiring change as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Current hiring charge amount ($) |  | per | week | fortnightly | calendar month |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Amount of hiring charge increase ($) |  | per | week | fortnightly | calendar month |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New hiring charge amount ($) |  | per | week | fortnightly | calendar month |

|  |  |
| --- | --- |
| Start date of increased hiring charge |  |

6 Delivery of this notice

* + - The notice period begins when the renter is estimated to receive this notice.
    - For information on postage times from different locations please refer to the Australia Post website (<https://auspost.com.au/parcels-mail/calculate-postage-delivery-times>)
    - If sending by post, the caravan park owner/caravan owner must allow for the delivery time in calculating the increase date.
    - If sending by registered post, the caravan park owner/caravan owner should keep evidence of the mail delivery method used to send this notice.

|  |  |
| --- | --- |
|  |  |

This notice was sent on: (insert date)

This notice will be delivered:

|  |
| --- |
| personally, for example by hand |

|  |  |  |  |
| --- | --- | --- | --- |
| by registered post | Expected delivery time |  | (please see the Australia Post website) |

|  |
| --- |
| email (if consent has been provided by the resident) |

|  |  |
| --- | --- |
| Email address resident **1** |  |

|  |  |
| --- | --- |
| Email address resident **2** |  |

|  |  |
| --- | --- |
| Email address resident 3 |  |

|  |  |
| --- | --- |
| Email address resident 4 |  |

**Note:** If there are more than four residents, include details on an extra page.

7 Signature of caravan park owner or caravan owner or agent

|  |  |
| --- | --- |
| Signature |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Date |  |

# For the resident

## Rent increase/hiring charge increase investigation

A request for an investigation by the Director of Consumer Affairs Victoria must be in writing.

You may apply for an investigation by ticking the box below, writing your daytime telephone number, and

* + - posting a copy of this form to:  
        
      Director of Consumer Affairs Victoria,   
      GPO Box 123   
      Melbourne VIC 3001,

or

* + - emailing it to [renting@dgs.vic.gov.au](mailto:renting@dgs.vic.gov.au)

After your request has been received, a Residential Tenancies Inspector will contact you.

|  |
| --- |
| Yes, I/we the **caravan park resident(s)** wish to apply for a rent increase/hiring charge increase investigation |

|  |  |
| --- | --- |
| Resident(s) daytime phone number |  |

**Privacy notification** – Consumer Affairs Victoria collects and handles your personal information consistent with the requirements of the *Privacy and Data Protection Act 2014*. Without this information we may be unable to process this transaction. You are able to request access to the personal information that we hold about you, and to request that it be corrected by contacting Consumer Affairs Victoria on 1300 55 81 81, the Information and Privacy Unit on 8684 0178 or the Freedom of Information Unit on 8684 0063.

**Help or further information**

For further information, visit the renting section – Consumer Affairs Victoria website at [consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call Consumer Affairs Victoria on **1300 55 81 81**.

**Telephone interpreter service**

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

**Arabic**

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 450 131 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 81 81 55 1300.

**Turkish** İngilize anlamakta güçlük çekiyorsanız, 131 450’den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numerali telefondan Victoria Tüketici İşleri’ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

**Vietnamese** Nếu quí vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha

Fiktooriya tel: 1300 55 81 81.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

**Amharic**  በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

**Dari**

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS)به شماره 450 131 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (ΤΙS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l’inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento “Consumer Affairs Victoria” al numero 1300 55 81 81