# A Notice from your rental provider (landlord)

## An Easy Read guide for you

## How to use this guide

Consumer Affairs Victoria (CAV) wrote this guide. When you see the word ‘we’, it means CAV.

We have written this guide in an easy to read way.

We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 8.

This Easy Read guide is a summary of a notice.

You can find the notice on our website at [www.consumer.vic.gov.au/sda](http://www.consumer.vic.gov.au/sda)

You can ask for help to read this guide.

A friend, family member or support person may be able to
help you.

## What’s in this guide?

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## What is this guide about?

This guide is about a notice from your **rental provider**.

Your **rental provider** is the person who owns the home you live in.

You need to read the notice carefully.

Your **rental provider** can use the notice for different reasons.

## Why are you getting the notice?

There are lots of reasons why a **rental provider (landlord)** might give their renter a notice.

We have a law in Victoria that talks about the reasons a **rental provider** can use for giving you the notice.

The law is called the Residential Tenancies Act 1997 (the Act).

This law protects the rights of:

* renters
* **rental providers**.

When your **rental provider** gives you their reason, they also say how much time you have to do what the notice says.

On the following pages, we explain:

* your **rental provider's** reasons for giving you the notice
* how much time your **rental provider** must give you to do what the notice says.

Each reason has a number.

This number is about the part of the law the reason comes from.

The reasons can also come from your Residential rental agreement.

### Reasons your ****rental provider**** can use

Here is a list of reasons your **rental provider** can use for giving you the notice.

Each reason needs to show the number from the law.

55 (1) – your **rental provider** paid a bill you should have paid.

Now you need to pay them back within 28 days.

66 – your **rental provider** needs to give you some new, or different,
contact details.

78 (1) – you have caused damage to the home that:

* needs to be fixed
* you must pay for.

79 (1) – you haven’t fixed damage you caused to the home.

Your **rental provider** has fixed the damage.

You need to pay the cost of fixing it.

79 (2) – your **rental provider** has fixed damage you caused to the home.

You need to pay for it.

91M – your Residential rental agreement needs to end before you move in because the home is not safe for you to live in.

## Sending the notice

Your **rental provider** can give you the notice:

* in person
* in the mail
* by email.

If your **rental provider** sends the notice by mail, it’s a good idea to use Registered Post.

This means you must sign for the notice when it comes in the mail.

Your **rental provider** can only send you the notice by email if you have said it is ok.

You might have said it is ok:

* in your Residential rental agreement
* in writing at another time.

## Word list

**Rental provider**

Your **rental provider** is the person who owns the home you live in.

A rental provider used to be called a landlord.

**Residential rental agreement**

Your Residential rental agreement is an agreement between you – the renter – and your **rental provider**.

A Residential rental agreement used to be called a Residential tenancy agreement.

**Renter**

You are the renter if you pay money to live in a home that someone else owns.

A renter used to be called a tenant.

**Victorian Civil and Administrative Tribunal (VCAT)**

VCAT helps solve legal problems for people in Victoria in a way that is quick and fair.

## Contact us

**1300 40 43 19**

The cost is the same as a local call.

If you speak a language other than English, please contact TIS – Translating and Interpreting Service.

**131 450**

Ask to talk to an Information Officer at Consumer Affairs Victoria on **1300 40 43 19**

TTY

If you use textphone or modem, call the National Relay Service.

**133 677**

Give them our number – **1300 40 43 19**

If you use Speech to Speech Relay call **1300 555 727**

Give them our number – **1300 40 43 19**

Website – [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Facebook – [/ConsumerAffairsVictoria](https://www.facebook.com/ConsumerAffairsVictoria)

Twitter – [@consumervic](https://twitter.com/consumervic)

YouTube – [www.youtube.com/user/consumervic](https://www.youtube.com/user/consumervic)

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