

## NOW YOU HAVE MOVED INTO YOUR RENTAL HOUSE

### Paying the Rent

Always pay your rent on time. If you do not, you can be required to move out, even if you are only 2 weeks behind in rent. If you receive a Notice to Remedy Unpaid Rent from the landlord or agent you must quickly pay the amount owed by the due date on the Notice. If you pay in person by cash make sure you get a receipt signed by the landlord/agent.

The receipt should show:

- your name as the tenant and the name of the landlord/agent.
- the address of the place you are renting.
- the amount of rent and period of time that the rent covers.
- the date when the rent was paid and that it is a receipt for the rent.

The landlord must keep a written record of the rent you have paid.

### Your Rights and Responsibilities under the Tenancy Agreement

It is important for you to keep the place that you are renting reasonably clean, including the garden. You must immediately let the landlord/agent know of any repairs that are needed or damage that has been caused.

Whilst in your rented place you have the right to peace, comfort and quiet, and you must also allow your neighbours to enjoy peace and quiet.

This includes no loud music, noisy cars, noisy visitors, or people causing a nuisance. If you do too much of any of these things, the landlord/agent or a neighbour can apply to the local court and have you moved out of the house.

### Something Is Broken and Needs Urgent Attention

For emergency repairs such as:

- a burst water service or a blocked or broken toilet.

- a serious roof leak.
- a gas leak or a dangerous electrical fault.
- flooding, serious flood damage, storm or fire damage.
- a failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering; or any fault or damage that causes the place to be unsafe.

You must tell the landlord/agent immediately, in writing, that urgent repairs are required.

Within 5 business days after you told the landlord/agent of the fault, they should have fixed the problem or told you what arrangements they have made to do the repairs.

If you are having problems getting the landlord/agent to carry out the repairs you can telephone Consumer Affairs on 1800 019 319 (free call) for advice.

**Do not stop paying the rent during this time, otherwise you could be moved out of the house.**

## Something Has Broken Down and You Need To Get It Fixed

The tenancy agreement tells you what the landlord should do about repairs.

The landlord must make sure that the place offered for rent is reasonably clean and fit to live in at the start of the tenancy. The landlord must also maintain the place in a reasonable state of repair.

You must advise the landlord/agent as soon as possible that repairs are needed.

## How to Get a Repair Organised By the Landlord/Agent

It is advised that all requests for repairs be submitted in writing. You may choose to follow this up by e-mail or a phone call. You can speak to the landlord/agent in person or by phone to report the repairs however this may be difficult to prove if repairs are not done. Keep a record of when you do this (date and time).

If the repairs haven't been fixed in a reasonable time, contact the landlord/agent again. If you still can't get the repairs done, you can telephone Consumer Affairs on 1800 019 319 (free call) for advice.

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