



# What you need to do

## As a renter, you must:

- take care of the property
- pay rent on time
- follow the terms of the rental agreement.



The landlord is in charge of keeping the property in a safe and liveable condition, and making sure it meets the minimum housing standards.

Contact the landlord (through the agent, if there is one) as soon as possible if emergency repairs are needed. Emergency repairs include when the property does not meet the minimum housing standards.

### Examples of emergency repairs include:

- blocked or broken toilet
- gas leak or serious roof leak
- burst pipe
- unplanned power outage
- failure or breakdown of water supply
- vermin or mould (not caused by the tenant)
- broken locks/latches on external doors and windows
- connection fault to hot water
- kitchen cook-top not functioning
- a dangerous electrical fault.

If you cannot contact the landlord, for example because it is the middle of the night, then you should check your rental agreement which should include emergency repair contacts e.g. phone numbers for plumbers and electricians.

The landlord may have to give you the money back for the costs of emergency repairs if:

- the reason for the emergency repair was not your fault
- you contacted (or attempted to contact) the landlord about the problem
- the repairs were carried out by a licensed tradesperson (if appropriate)
- the repairs cost less than 4 weeks rent.

You should give all repair receipts to the landlord or real estate agent as soon as possible. You should also contact the landlord for any routine repairs. Routine repairs are everything that is not an emergency repair. You need the landlord's permission to fix any routine repairs yourself. Even if the landlord is taking longer than you would like to do the repairs, you still need to pay rent. If you stop paying rent, the landlord could evict you. (Eviction is being required to move out).

WHERE TO GET HELP



**YFS Legal - Phone: (07) 3826 1599**

**Email: [legal@yfs.org.au](mailto:legal@yfs.org.au) Website: [www.yfs.org.au/yfs-legal](http://www.yfs.org.au/yfs-legal)**

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