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| --- | --- |
| **Request for repairs inspection or rent assessment** | Consumer Affairs Victoria |

# What is the inspection for?

(Mark which applies with an X)

|  |  |
| --- | --- |
| Repairs: |  |
| Consumer Affairs Victoria is unable to act on your behalf until you have given the residential rental provider (rental provider, formerly known as landlord) or their agent written notice about the repairs, and they have not arranged for the repairs to be fixed within 14 days. You can give the rental provider written notice by completing a **Notice to rental provider of rented premises** which includes details of the repairs and specifies 14 days’ notice.  The notice is available free from Consumer Affairs Victoria at [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au/) or telephone 1300 55 81 81. If you have already given written notice the rental provider/agent, **attach a copy to this request** and go to question 2. | |
| Rent increase: |  |
| Consumer Affairs Victoria is **unable** to act on your behalf unless the rental provider/agent has told you in writing about the rent increase. If the notice of rent increase is not in writing it is not valid. The rental provider can give you notice by completing a **Notice of Rent Increaseform**.  If you have received a Notice of Rent Increase form from the rental provider/agent**, attach a copy to this request** and go to question 2. | |

# Your details

|  |  |
| --- | --- |
| Title (Mr, Mrs, etc): |  |
| Family name (surname): |  |
| Given names: |  |
| Street address: |  |
| Suburb: |  |
| Postcode: |  |
| Daytime telephone number: |  |
| Mobile telephone number: |  |
| Email address (if applicable): |  |

Is this property a: (mark which applies with an X)

|  |  |
| --- | --- |
| House/flat etc.: |  |
| Caravan: |  |
| Rooming house: |  |

# Details of rental provider/agent

### **Rental provider**

|  |  |
| --- | --- |
| Name of rental provider: |  |
| Street address: |  |
| Suburb: |  |
| Postcode: |  |
| Daytime telephone number: |  |
| Mobile telephone number: |  |

### **Estate agent (if applicable)**

|  |  |
| --- | --- |
| Name of agency: |  |
| Street address: |  |
| Suburb: |  |
| Postcode: |  |
| Daytime telephone number: |  |
| Mobile telephone number: |  |

# Signature

I agree that the information in this form and any attachments may be used or disclosed by Consumer Affairs Victoria to process this inspection request.

|  |  |
| --- | --- |
|  | |
| Date: | / / |

# How to lodge this request

Remember to attach a copy of all documents you have given to the rental provider, or the rental provider has given to you.

**Email** this form and attachments to: [renting@justice.vic.gov.au](mailto:renting@justice.vic.gov.au)

**Post** this form and attachments to: Consumer Affairs Victoria GPO Box 123 Melbourne VIC 3001

# Process after lodgement

A tenancy inspector from Consumer Affairs Victoria will contact you to arrange an appointment time for the inspection.

**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 on 1300 55 81 81, the Information and Privacy Unit on 8684 0178 or the Freedom of Information Unit on 8684 0063.

Office use only

|  |  |
| --- | --- |
| File no.: |  |
| Officer: |  |

**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 the Consumer Affairs Victoria Helpline 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 Affair