

A Notice of rent increase from your landlord or SDA provider

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 use pictures to explain some ideas.



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

We explain what these words mean.

There is a list of these words on page 13.



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



You can ask for help to read this guide.

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

What is specialist disability accommodation?



Specialist disability accommodation

(SDA) is accessible housing for people with disability.



When you live in SDA, we call you an SDA resident.



In the notice, we use the word **renter**.

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



The housing is provided by an SDA provider.



In the notice, we use the word **rental provider**.

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

What is this guide about?



This guide is about a notice from your rental provider or SDA provider.



The notice is called a **Notice of rent increase**.



The notice tells you that the cost of your **rent** will go up.



Your rent is how much you must pay to live in your home or SDA and how often you must pay it.



Your agreement will tell you how much your rent will cost.



We talk about the different agreements on page 7.



You need to read the notice carefully.

Your agreement



It says how much your rent costs in your:



- **Residential rental agreement**



- **SDA residency agreement.**



Your Residential rental agreement is a written agreement between you – the renter – and your rental provider.



Your SDA residency agreement is a written agreement between you and your SDA provider.



It explains:

- how you can expect to be treated
- the things you must do.

Your rent increase

Your Notice of rent increase will tell you:



- how much rent you pay now



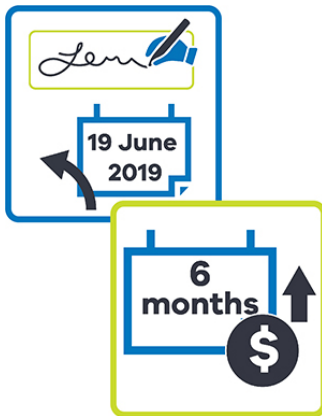
- the new cost of your rent



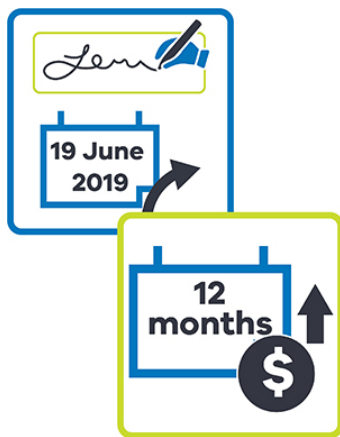
- when you must start paying the new cost.



Your rental provider or SDA provider can only give you 1 Notice of rent increase at a time.



If you signed your Residential rental agreement before 19 June 2019, your rental provider or SDA provider can only increase the cost of your rent once every 6 months.



If you signed your Residential rental agreement after 19 June 2019, your rental provider or SDA provider can only increase the cost of your rent once every 12 months.



If you signed an SDA residency agreement, your rental provider or SDA provider can only increase the cost of your rent once every 6 months.

What if you don't agree with the increase?



You can contact us if you don't agree with the increase.



We have a form you can use to contact the Director of CAV.



The form is called an **Application to Director**.



You should use this form when you need to ask for help from the Director of CAV.



If you are applying to our Director about your rent going up, you need to apply within 30 days of getting your Notice of rent increase.

Sending the notice



Your rental provider or SDA provider can give you the notice:

- in person
- in the mail
- by email.



Your rental provider or SDA provider must give you the notice in a way that you can understand.



Your rental provider or SDA 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 agreement
- in writing at another time.



Word list



Application to Director

You should use this form when you need to ask for help from the Director of CAV.



Rental provider

Your rental provider is the person who owns the home you live in. A rental provider used to be called a landlord.



Notice of rent increase

The notice tells you that the cost of your rent will go up.



Residential rental agreement

Your Residential rental agreement is a written agreement between you – the renter – and your rental provider.



Rent

Your rent is how much you must pay to live in your home or SDA and how often you must pay it.



SDA residency agreement

Your SDA residency agreement is a written agreement between you and your SDA provider.

It explains:

- how you can expect to be treated
- the things you must do.



Renter

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

Contact us



1300 55 81 81

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 55 81 81

TTY

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



133 677

Give them our number – **1300 55 81 81**



If you use Speech to Speech Relay call

1300 555 727

Give them our number – **1300 55 81 81**



www.consumer.vic.gov.au/sda



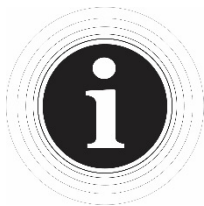
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