# Detailed Reference Guide 11: Rental provider must reimburse renter for cost of urgent repairs within 7 days

This reform starts on 29 March 2021.

**New requirements**

If a renter carries out urgent repairs, they must give the rental provider written notice of the repairs and the cost of the repairs.

The rental provider is liable to reimburse for the reasonable cost of the repairs, up to an amount to be prescribed by the Regulations.

The rental provider must reimburse the renter for the cost of the repairs within 7 days of receiving the written notice.

If the rental provider does not reimburse the renter as required, the renter may apply to VCAT for a compensation or compliance order. If VCAT is satisfied that the rental provider has not reimbursed the renter within 7 days, it may order the rental provider to compensate the renter for the cost of the urgent repairs.

These changes to urgent repairs also apply to rooming houses, caravans, caravan park sites and residential park sites.

## Previous requirements

Previously the rental provider was given 14 days to reimburse the renter for the cost of urgent repairs, not 7 days. The Act also provided that the rental provider was liable to reimburse the renter for lesser of the reasonable cost of the repairs, or $1000, or if a greater amount was prescribed, the prescribed amount.

## Requiring further specification

The amount a rental provider is liable to reimburse for urgent repairs will be prescribed in the Regulations.

## Relevant legislation in the Residential Tenancies Act

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| 72 | Urgent repairs (rented premises) |
| 129 | Urgent repairs (rooming houses) |
| 188 | Urgent repairs to caravans |
| 188A | Urgent site repairs |
| 206ZZAA | Urgent site repairs to Part 4A sites |
| 209AAB | Application for compensation or compliance order for cost of urgent repairs |
| 212(1B) | Orders of Tribunal |

Note: This was Reform 57 in the Fairer Safer Housing review.