

## If you decide to leave

You must give at least 2 days' notice. You can do this by talking to the operator but, if they request, you must give them written notice. When giving written notice, you should use the 'Notice to Owner of Rooming House' form. If the rooming house becomes unsafe to live in you have the right to leave immediately but you will need to collect evidence to prove this.

You must pay rent plus any other charges until the day you told the operator you are leaving. If you leave without notice, you may have to pay for 2 extra days unless someone moves into your room immediately.

## Tenancy

You can legally be asked to leave the rooming house **immediately** if you:

- Deliberately or recklessly cause or allow serious damage
- Put people or property in danger
- Seriously disrupt residents.

## Facing eviction?

If you are facing eviction and do not know what to do, contact Consumer Affairs Victoria immediately. They can provide information, or direct you to other organisations that can help.

### Consumer Affairs Victoria

**Phone:** 1300 558 181  
**Email:** consumer@justice.vic.gov.au

### Tenants Union of Victoria

**Advice line:** 9416 2577  
**Website:** www.tuv.org.au

### Peninsula Community Legal Centre(PCLC)

**Phone:** 9783 3600  
**Email:** pclc@pclc.org.au  
**Website:** pclc.org.au

## Entry rights by the operator

Unless you grant permission, or it is an emergency, you should get 24 hours' notice in writing. This Notice must state the reason for entry, be given to you personally, or sent by registered post. The operator may only enter your room 8.00am — 6.00pm (not Public Holidays).

## Need assistance?

### Peninsula Community Legal Centre (PCLC)

PCLC offers Tenancy Assistance and Advocacy services at numerous locations in the South East, including Frankston.

PCLC also offers rooming house outreach and support services in the South East.

**Phone:** 9783 3600  
**Email:** pclc@pclc.org.au  
**Website:** pclc.org.au

## Publications:

### Consumer Affairs Victoria:

Rooming Houses — A Guide for Residents and Operators

### Department of Human Services:

Standards — Rooming Houses

### Tenants Union of Victoria:

Tenant's Handbook

Call the **Consumer Affairs Hotline** on **1300 558 181** to help identify unregistered and sub-standard rooming houses - you do not need to leave your name.

# Living in a Rooming House

March 2019

## Know your rights



- minimum standards●
- sharing your room●
- rent●
- eviction●



35 Beach Street, Frankston  
Phone: 9783 7284

A rooming or boarding house is a building where four or more people, who are not related to the landlord, have separate agreements to pay rent.

If you have a valid **Tenancy Agreement**, you are a **tenant** and not a **resident**. This affects the length of Notice you or the rooming house operator must give. You do not need a tenancy agreement to live in a rooming house.

By law, rooming houses must meet health and safety standards and be registered with the local Council. Everyone has the right to live in clean and safe accommodation.

### Sharing in a rooming house

To have a room by yourself, or with people you choose to live with, the owner must give you an '*Exclusive Occupancy Right*'. If the owner wants to change this (put more people in your room), they must give you a '*Consent to Increase in Room Capacity*' form. If you decide to agree, your rent must reduce from the date of the change.

A '*Shared Room Right*' agreement must state:

- Maximum number of people who can share
- Amount of rent you will pay
- The rent payable if it was not shared

In a Shared Room, the owner has the right to choose the other residents, and does not have to notify you of another person moving in.

### Your room

Rooms with a floor area **less than 7.5 square metres** cannot be used as a bedroom.

- Your door must be fitted with a lock opened by key from outside and unlocked from the inside without a key.
- Room has at least two working power points
- Your window(s) can be opened and closed by you and have covers for privacy.

### Your right to privacy

Shared bathrooms and toilets must be fitted with a strong privacy latch that can be secured from the inside without using a key.

### Shared kitchens

Everyone must have access to a kitchen with:

- Sink and food preparation area
- One oven and four burner cook-top in good working order for every 12 residents
- Refrigerator (minimum 400 litres capacity)
- Lockable cupboard for each resident (minimum 100 litres of storage)

### Shared laundry

- Washing trough with a drainage outlet
- Continuous and adequate supply of hot and cold water
- Hot and cold water taps that are able to be fitted to a washing machine
- Clothes line or clothes drying facility

### General standards

- Emergency exit routes on display
- Rooms must be ventilated
- All power outlets and electrical circuits must be connected to circuit breakers
- Entrance has a key operated lock from the outside, but does not need a key to exit
- Main entry door must have a window, peep-hole or intercom system to screen visitors

### Some minimum standards

- 24 hour access to a shared bathroom, toilet and kitchen
- At least one working toilet, bath or shower and wash basin for every 10 people
- Working smoke alarms
- No blocked doorways or pathways to exits
- Portable fire extinguishers

### Urgent repairs

Faults or damage that make the rooming house unsafe or insecure include:

- Dangerous electrical fault or gas leak
- Failure of the gas, electricity or water supply
- Burst water service or faulty appliance, fitting or fixture resulting in water wastage
- Blocked or broken toilet system
- Serious roof leak
- Serious storm, flooding or flood damage
- Fire damage
- Breakdown of any essential water, cooking, heating or washing appliance
- Safety issue with a lift or staircase

### Rent

- You must pay your rent when it becomes due. If it is seven or more days behind, you can be given a minimum two day 'Notice to Vacate'.
- The rooming house operator **cannot keep your goods or documents to cover any rent owed**.
- The operator can be fined if they ask for more than 14 days' rent in advance.

### Rent receipts

The person who accepts your payment must give you a receipt immediately.

### Bond payments

The person whom accepts a bond payment must deposit it to the RTBA.

### Who pays utility bills?

The operator is responsible for paying water, gas and electricity bills. If your room has a separate meter, and you have exclusive rights to that room, you can be charged, but the operator cannot give you a bill for an amount higher than the utility provider charges.