

What to do in a disaster



Rental properties

Vacating a property or ending a lease in a disaster

- Rental providers (landlords or property managers) must provide a reason when they give a renter notice to vacate (except in certain circumstances).
- If a property is totally destroyed or damaged and unsafe or unfit to live in, the renter or the rental provider can issue a notice to end the rental agreement immediately.
- If the property is still intact but the renter no longer wishes to live there, they must negotiate with the rental provider to end the rental agreement.

For more information on vacating a property or ending a lease in a disaster, visit: consumer.vic.gov.au/resources-and-tools/advice-in-a-disaster/renting

Urgent repairs

If urgent repairs are needed, the renter should contact their rental provider immediately. Rental providers must respond to urgent repairs immediately. Note that there may be delays as many properties may need repairs.

Cleaning up

- Rental providers are responsible for cleaning or clearing any debris caused by a disaster.
- Rental providers should first contact the local authorities, such as the emergency services, who may already have a cleaning program in place.
- Rental providers may reduce rent if a property has been damaged.
- Renters can contact Consumer Affairs Victoria for help assessing rent or repairs if there is a dispute or delays.



Car or other vehicle damage

Contact your insurance provider before seeking repairs. Check your policy for details on what's covered and who can do the work.



Clean up, repairs or re-building your home

Contact your insurance provider first to check your policy and find out if you're covered. Before hiring a tradesperson, check their credentials, get quotes and don't pay up front.



Fake tradies

Be careful of hiring fake tradies. These are dodgy tradespeople who say they'll work for cash up front. They disappear after doing poor quality work or none at all.



Charity scams

Be careful of charity and fundraising scams targeting disasters. Don't give money to an unfamiliar charity or in response to an unexpected email.

Dealing with a disaster and need support?



Visit consumer.vic.gov.au/disasterhelp or call **1300 55 81 81**

Need help in your language?

Call TIS National interpreting service on **131 450**. Ask to be put through to Consumer Affairs Victoria.

