

Housing

Can my landlord or agent come to my house without telling me?

There are rules about when an agent or landlord can come to your house.

The landlord or agent must tell you BEFORE they come to the house, the reason why they want to come and what date and time. It must be a time that is good for you.

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Something is broken in my house. Who should fix it?

Who pays to fix something depends on who broke it and how.

When something in the house is broken or stops working tell the landlord in writing.

There are rules about how long a landlord or agent can take to fix broken things.

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My landlord or agent won't give back my bond. What do I do?

Your landlord must give you back your bond by 7 business days after your lease ends.

If they want to keep some or all of your bond they must tell you by 7 business days after your lease ends.

If you don't agree about how much bond you should get back, get legal advice from a lawyer.

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When can my landlord evict me (get me to move out)?

If you are a tenant and you pay rent to a landlord or agent, they have to follow rules to end the lease or agreement. The landlord or the agent cannot make you leave anytime. They must follow the law.

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I want to end my lease. How can I do that?

If you leave your house before the lease is finished or before the end date, you may have to pay extra money to your landlord or agent. Tell the landlord before you leave.

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Can the Department of Housing make me change houses?

If you are not happy with a decision of the Department of Housing, you can lodge an appeal with the Department of Housing.

Ask a lawyer to help you with the appeal.

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I have a problem with the service delivery of the Department of Housing - what can I do?

If you are not happy with the service provided by the Department of Housing, you may make a complaint about the service to the Department of Housing.

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I do not agree with a decision of Department of Housing - what can I do?

If you are not happy with a decision of the Department of Housing, you can lodge an appeal with the Department of Housing.

Ask a lawyer to help you with the appeal.

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I have to leave my house because of violence. What can I do?

First you need to go to a safe place.

If you rent a house and it is not safe for you to go back, you may be able to end your lease early.

Free services can help you find a place to stay and end your lease.

Ask a lawyer to help you.

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I share a house with a person being violent. What can I do?

If you need help, call the Police on 131 444. In an emergency, call 000.

A judge can make a DVO rule to tell a violent person to leave the house.

This is called a vacate order. Call the Legal Aid helpline for more information.

When there is domestic violence, a judge can end a lease, change a lease or make a new lease.

[More information »](#)

I rent a place and it got damaged because of DV. What can I do?

When there is damage to a place you rent because of domestic violence, you may not need to pay to fix it.

Report the damage to your landlord or agent as soon as possible.

If someone tries to make you pay for the damage see a lawyer.

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