

More Homes More Opportunity



Gabrielle Williams MP
Minister for Consumer Affairs

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MORE HOMES FOR ALL – AND A FAIRER GO FOR RENTERS

More homes mean more opportunity – that’s why the Allan Labor Government is delivering more homes and a fairer go for renters.

Minister for Consumer Affairs Gabrielle Williams joined Member for Ashwood Matt Fregon and local renters in Mount Waverley today to announce that renters will soon have an easier way to resolve landlord disputes.

Rental Dispute Resolution Victoria

If renters have a simple dispute with their landlord – such as about repairs, maintenance, damage, bond claims or rental increases – it’s not fair if it has to be dragged out in a formal hearing when it doesn’t need to. There must be alternatives.

That’s why the Labor Government will help renters resolve simple disputes through a free, public dispute resolution service.

Through RDRV, renters can easily call up, jump online or attend in person to access highly skilled dispute resolution experts who will help bring parties together to resolve rental disputes – and it will be free to access.

The Labor Government can announce that RDRV will commence its work in mid-2025, and that legislation will be introduced in November to make orders at RDRV binding and enforceable.

RDRV will sit in the Victorian Civil and Administrative Tribunal – and will also refer matters to Consumer Affairs Victoria for compliance and enforcement action.

More than 60 per cent of disputes are expected to be able to be resolved through RDRV. It’s all about guiding parties to the fastest and best result, reducing time, stress and cost, and minimising the need for lawyers.

Cracking down on dodgy landlords

The Government is cracking down on rental providers and estate agents who do the wrong thing – because renters shouldn’t have to put up with conduct that is not only unfair – but illegal.

Since March 2024, the renting taskforce has been monitoring the market and inspecting properties across the state – to make sure rentals are being advertised fairly, and properties meet the mandatory minimum standards for safety and livability.

The Government can announce that almost \$450,000 in fines have been issued for rental offences, including for:

- not advertising a rental property at a fixed price
- not lodging a bond with the Residential Tenancies Bond Authority.

The taskforce has carried out inspection blitzes in areas where a lot of renters live, like Fitzroy North and Clayton, to ensure rental properties meet the minimum standards. More blitzes are scheduled before the end of the year.

When the taskforce identifies properties which do not meet the minimum standards, it works with the property agent and rental provider to make sure repairs are made so that a renter can move in. If a property isn't fixed and a renter moves in, this is an offence – penalties will apply.

Making it easier for renters when they move

The Labor Government is also making life easier for renters when they move properties with a new portable bond scheme.

Renters will no longer be out of pocket for two bonds at once when they move – instead they'll be able to simply transfer their previous bond to the new property.

The scheme's new IT system is expected to begin its testing phase in 2025.

Leading the nation on renters' rights

Rental Dispute Resolution Victoria, the portable bonds scheme and the renting taskforce will all improve housing for renters.

They come on top of the more than 130 rental reforms already implemented in Victoria by the Labor Government, which leading the nation on renters' rights.

Over the coming days, the Government will make even more announcements about renters' rights – because all Victorians deserve fairness, dignity and security at home.

To read more about:

- the Government's plans for more homes and more opportunity, visit vic.gov.au/more-homes
- protecting renters' rights, visit vic.gov.au/protecting-renters-rights
- the minimum standards for rental properties, visit consumer.vic.gov.au/rentalstandards

Quotes attributable to Minister for Consumer Affairs Gabrielle Williams

"We've listened to renters – Rental Dispute Resolution Victoria will provide a faster, fairer and cheaper avenue for dispute resolution."

"Our portable bonds scheme is about making life easier for renters, relieving the stress of having to pay the bond on your new home before you've received the bond back for the home you're leaving."

Quote attributable to Attorney-General Jaclyn Symes

"Rental Dispute Resolution Victoria is about providing Victorians with a fair, efficient way of resolving tenancy disputes which is a critical step to ensuring everyone has access to safe and secure housing."

Quote attributable to Member for Ashwood Matt Fregon

"We're making it easier for renters and rental providers in our community to resolve disputes – and our renting taskforce is cracking down on landlords and real estate agents doing the wrong thing."

Quotes attributable to Tenants Victoria CEO Jennifer Beveridge

"Renters need to be able to resolve rental disputes quickly and fairly when they arise."

"A service like RDRV will be better able to respond to the most common types of rental disputes, avoiding long waits and unnecessary costs for people exercising their tenancy rights."