

# Concurrent 9: Towards better renting experiences

**Jennifer Beveridge**

Tenants Victoria





## Beyond repair? Bringing renters rights online

Presented by: Jennifer Beveridge – CEO, Tenants Victoria



" My friends and family and I have taken to calling it the "Death Trap". I feel so stuck here."

Renter in suburban Melbourne

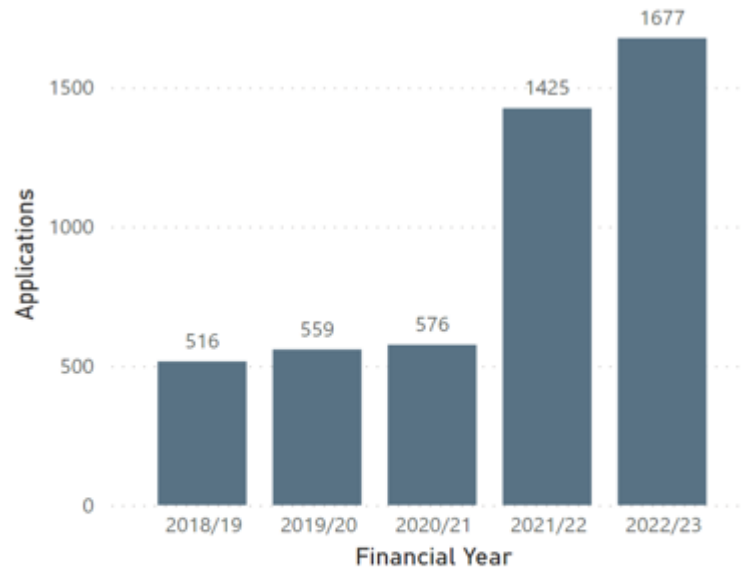


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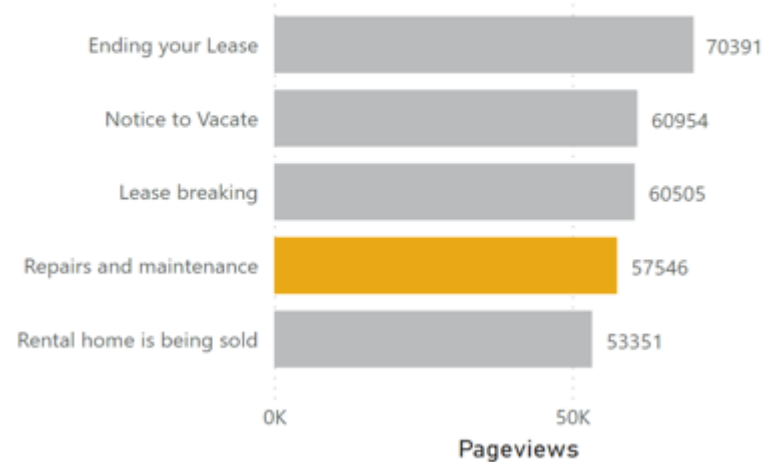
# Renter demand for support with Repair issues

Number of Urgent Repair Applications made to VCAT

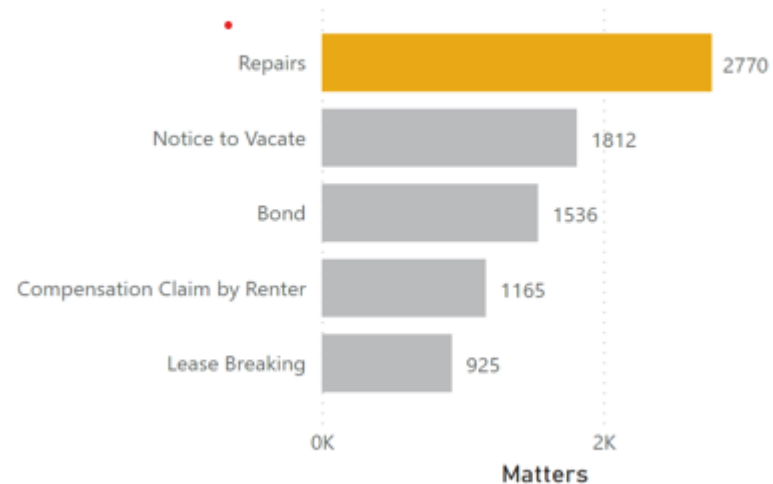


Reference: "Urgent rental repair matters before VCAT surge in the wake of Victoria's tenancy reforms", ABC News (24 September 2023). Data sourced from VCAT.

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Top 5 Reported Issues



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Renters at the centre –  
designing the unique role  
of the Tool





# Repairs Toolkit

Getting repairs done at your rental property can be hard. Our Repairs Toolkit can help you through the process. It will help you understand your rights, ask for repairs or apply to VCAT.



Understand your repair rights



Ask for repairs



Take repairs to VCAT



<https://tenantsvic.org.au/advice/common-problems/repairs/repairs-toolkit/>