



**What to do when you  
face difficulties paying  
rent due to COVID-19**



# New laws mean that you can't be evicted for being unable to pay your rent because you have lost your job or your income has significantly decreased because of COVID-19

You **can't be evicted for any reason** without an order from the tribunal (VCAT). You will be given the right to go to court argue your case if the landlord or the agent tries to get an order. There are people who can help you.

If your landlord has sent you a "**notice to vacate**" since 29 March 2020 – you can ignore it.





# **Write a letter to your landlord or agent as soon as possible and ask for a rent reduction**

Propose a new agreement based on your new financial situation. Justice Connect recommends offering to pay no more than 30% of your current income towards the rent. For a letter template or more information, contact the Migrant Workers Centre, Tenants Victoria, Justice Connect or check: [tenantsvic.org.au/advice/coronavirus-covid-19/#rent](https://tenantsvic.org.au/advice/coronavirus-covid-19/#rent)






# Register with Consumer Affairs Victoria (CAV)

When you make a new  
agreement, register it with CAV.

**This may be used as  
evidence to access the  
DHHS Rent Relief Grant.**







# **If you can't come to a new agreement with your landlord**

If you can't come to a new agreement with your landlord or agent, you can ask CAV to help mediate and ensure fair agreements are reached. You can register for mediation by filling out this form: [online.justice.vic.gov.au/cav-forms/covidcomplaint.doj](https://online.justice.vic.gov.au/cav-forms/covidcomplaint.doj)

It is your right to access mediation even if the landlord doesn't want to. CAV can make a binding ruling that forces your landlord to reduce your rent if you are suffering hardship because of COVID-19.



# Check your eligibility for DHHS rent relief grant

## Eligibility criteria:

- Have less than \$5,000 in savings (excluding superannuation)
- The combined income of all the people in your house must be less than \$1,903 per week before tax
- Be paying more than 30% of your income in rent

There is no requirement for you to be a citizen or have PR. Your financial circumstances will also need to have been significantly affected by COVID-19 through loss of employment, working hours and/or pay reduced by 20% or more.

For more information or to apply for the grant go to:  
[rentrelief.covid19.dhhs.vic.gov.au/](https://rentrelief.covid19.dhhs.vic.gov.au/)





# For more Questions and Answers

[justiceconnect.org.au/  
resources/how-does-covid-1  
9-affect-victorian-renters/](https://justiceconnect.org.au/resources/how-does-covid-19-affect-victorian-renters/)

