

## Information for renters and residential rental providers

Renters must use this form to ask the residential rental provider (rental provider, formerly known as the landlord) for consent to keep a pet at the rented premises. Rental providers can only refuse a pet request if the Victorian Civil and Administrative Tribunal (VCAT) orders it is reasonable to do so.

A pet means any animal except an assistance dog (a dog that is trained to perform tasks to support a person with a disability).

### Information for the renter

Complete a separate form for each pet you want to keep and give the completed form/s (including this information page) to the rental provider. Keep a copy of the form and the details of how you gave the request for your own records.

The rental provider cannot unreasonably refuse to give you consent. If they want to object to you keeping the pet, they will need to apply to VCAT within 14 days (starting the day they receive the form) for an order that they may refuse on reasonable grounds. It will be up to VCAT to decide if this type of order should be made. See 'What can VCAT order?' below.

If the rental provider does not apply to VCAT within this 14-day period, the rental provider's consent is taken to be granted. It may take several days for you to receive a copy of any VCAT application.

### Information for the rental provider

If you consent to this pet request, it is recommended that you notify the renter in writing. Tick the relevant box in section 6 and send the form back to the renter, keeping a copy for your records.

Under the law, you must not unreasonably refuse consent for a renter to keep a pet on the rented premises. If you want to refuse, you **must** apply to VCAT within 14 days (of the day you receive this form). VCAT will hold a hearing and consider your application. See 'What can VCAT order?' below.

To apply, visit the [VCAT Residential Tenancies Hub](https://www.vcat.vic.gov.au/RTHub) (vcat.vic.gov.au/RTHub) or call 1300 01 8228.

Complete section 6 of this form, to tell the resident whether you consent or whether you have applied to VCAT to refuse consent. Send the form back to the resident, and keep a copy for your records.

**If you do not apply to VCAT within the 14-day period, this will mean you have consented to the pet request, even if you have not given consent in writing. What can VCAT order?**

VCAT can order that:

- the renter may keep the pet on the premises, **or**
- it is reasonable for the rental provider to refuse consent to the pet request, and/or the pet is excluded from the premises.

When making its decision, VCAT may consider:

- the type of pet the renter wants to keep, or is keeping
- the character and nature of the premises the renter is renting
- the character and nature of the appliances, fixtures and fittings in the premises
- other relevant laws (for example, if the pet is prohibited by a local council law)
- anything else VCAT considers relevant.

If VCAT makes an order excluding the pet from the premises, the order will include a date for the renter to comply with the order. If the renter has not complied with the order within 14 days of that date, the rental provider may serve them with a notice to vacate, giving a minimum of 28 days' notice.

### If a renter keeps a pet without consent

If a rental provider reasonably believes a renter is keeping a pet on the premises without consent, they can apply to VCAT for an order to exclude the pet from the premises. See 'What can VCAT order?' above.

### Does this form apply to me?

New laws on pets in rental properties commenced on 2 March 2020. Renters do not need to request consent for pets that were already present in the rented premises before this date.

After 2 March 2020, renters who want to bring a new pet into the property must use this form to request consent. It does not matter what date the tenancy agreement started.

## Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at [consumer.vic.gov.au/renting](http://consumer.vic.gov.au/renting) or call the Consumer Affairs Victoria Helpline on **1300 55 81 81**.

## Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

### Arabic

على الرقم 131 450 (بكلفة مكالمة محلية) (TIS) إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

**Turkish** İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefonda Victoria Tüketici İşleri'ni aramalarını ve size bir Danışma Memuru ile görüştüklerini isteyiniz.

**Vietnamese** Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriiir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha Fiktooriya tel: 1300 55 81 81.

**Chinese** 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（祇花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** Ako vam je teško da razumete engleski, nazovite Službu prevodilača i tumača (Translating and Interpreting Service – TIS) na 131 450 (po cenu lokalnog poziva) i zamolite ih da vas povežu sa Službenikom za informacije (Information Officer) u Viktorijskoj Službi za potrošačka питања (Consumer Affairs Victoria) na 1300 55 81 81.

**Amharic** ባለፈው ጊዜ ይህን ድጋግ አገልግሎት (TIS) ለማግኘት 131 450 (አካባቢያዊ ገቢ) ላይ ስልክ በማድረግ 1300 55 81 81 ስልክ ቁጥር ላይ ስልክ በማድረግ ይጠይቁ ለተጨማሪ መረጃ ይጠይቁ

### Dari

به قیمت مخابره محلی تماس 131 450 به شماره (TIS) اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی ارتباط دهید 1300 55 81 81 بگيريد و بخوايد كه شما را به كارمند معلومات دفتر امور مهاجرين و بكتوريا به شماره .

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essere messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.

# Pet request form

## 1 Renter details

Renter/s name/s:

Address of rented premises:

Renter/s address for serving documents (*can be email address if renter has previously consented to electronic service*):

## 2 Rental provider details

Rental providers name/s:

Rental providers address for serving documents (*can be email address if rental provider has consented to electronic service, and can be agent's address*):

## 3 Pet details

I am asking to keep the following pet at the rented premises.

*Complete a separate form for each pet. If you do not yet have a specific pet, complete as much information as you can about the kind of pet you intend to keep at the rented premises.*

Animal type (*including breed and species if known*):

Pet name (*if known*):

Identifying details (*if known – e.g. registration number, microchip number, sex, fur colour/length, other features*):

Other information you would like to share about the suitability of the pet being kept on the premises:

*You do not have to provide other information, but it may help the rental provider to make an informed decision. This could include, for example:*

- *information about the pet's age, size, temperament, training or other characteristics*
- *whether the premises is suitable for keeping this type of pet (e.g. size of property, outdoor areas)*
- *whether the pet is permitted under the local council by-laws*
- *whether you intend to keep the pet inside and/or outside, or in an appropriate enclosure.*

Further details are attached to this form (*e.g. photo of pet, photo of enclosure, other information*):

Yes:	<input type="checkbox"/>
No:	<input type="checkbox"/>

Description of attachment/s:

#### 4 Service details

This form was sent on (date):

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The form will be given (method of delivery):

personally (for example by hand)	
by post	

Post method (e.g. ordinary, registered)

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Delivery time (in days)

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Registered post tracking number (if applicable)

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email (if the rental provider has consented to receive notices this way)	
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Rental provider's email address (can be an agent's):

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The 14-day period for the rental provider to apply to VCAT if they want to refuse consent to the pet request begins the day the rental provider receives the form.

- If you send this form by post, you must take into account the extra days it takes for the form to be delivered. Keep a clear record of the date you posted the form, and any evidence such as a registered post receipt. For information on Australia Post mail delivery options and times, visit the [Australia Post website](http://auspost.com.au) (auspost.com.au).
- If you send this form by email, the provisions of the *Electronic Transactions (Victoria) Act 2000* apply. For legal purposes, the time when a document is received is when it can be retrieved from the email address the recipient nominated.

#### 5 Signature of renter

Name/s of renter/s

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Signature/s of renter/s

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Date of signature/s

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#### 6 Rental provider consent

(To be completed by rental providers – check the appropriate box)

I consent to the pet being kept at the rented premises	
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OR

I have applied to VCAT to refuse consent to this request	
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VCAT proceeding no.

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Name of rental provider/s

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Signature/s of rental provider/s

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Date of signature/s

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