



Student
Housing
Services



renting & sharing a property

The University of Melbourne >

CRICOS Provider Code: 00116K

Finding a property

Where and how to find rental properties

You've found a property

The 10 steps to starting a tenancy

The costs involved in renting

The initial and ongoing costs of renting

Sharing a house or apartment

Where and how to find share houses

Index

Which housing option suits you?	3
Where should you live?	3
Finances	
Consider what you can afford	4
The costs involved in renting	4
Expected weekly living costs	5
Establishment costs	5
Student Financial Aid	5
Vacant properties	6
Finding a rental property	6
Inspecting properties	7
How long does it take to find a property?	7
How many places should you look at?	8
10 steps to starting a tenancy	8
Tenancy agreements	9
Bonds (security deposit) and condition report	9
Rent receipts	9
Rent increases	10
Dealing with real estate agents and landlords	10
Share housing	11
What is share housing?	11
Finding share house notices	11
Viewing a room and meeting the household	12
Tenancy paperwork and house rules	13
Moving house	14
Utility companies	15
Your personal preference checklist	16
Tenancy law: know your rights and duties	17
Final tips	17
What if things go wrong?	18

You have decided to rent by yourself, or with others...

Which housing option best suits you?

Taking out a lease on your own for an apartment or house can offer you an independent lifestyle and privacy. If you want to be self-sufficient, this is a great option for you: *you* decide how much you spend and how your house or apartment will be established. However, it can be very expensive. You are solely responsible for the rental payments, plus the connection fees for services, and then ongoing bills.

You might decide you would prefer to live with a group of people, either moving into an existing share house, or moving into a vacant property and setting up your own household with others. Sharehousing is usually cheaper on the whole, though you need to consider whether it suits your lifestyle needs.

You can rent or lease apartments or houses either through a real estate agent or directly from the landlord/owner of the property. There are a number of steps you will need to take in order to locate a property that best suits your needs. In addition to this booklet, we have housing information on-line or you can speak to a Housing Adviser over the phone or via email.

Where should you live?

Rental prices vary according to the location of the property, its size and condition. It is a good idea to familiarise yourself with the average price of properties in the various suburbs around the University. The newspapers and web databases are helpful resources for this. Rental costs generally increase the closer the property is to the city centre and the University. You should also consider the difference that the distance from the University makes to your budget. Living closer to the University may cost you more in rent, but you may save on travel each day, and vice versa. Don't forget that increased travel time may take away your time for study or part-time work.

Visit the different suburbs close to the University and think about whether the atmosphere suits you. Consider your own lifestyle.





Consider what you can afford


If you haven't rented before, you may be surprised at the costs and how they can add up. Generally living by yourself is the more expensive option. Usually the more people you live with, the cheaper it becomes. You need to consider whether living in a large household suits your lifestyle.



Rental prices vary considerably. Before you even start looking, you need to establish how much you can afford to spend on housing. As a general rule, **your weekly rent should not be more than 30% of your weekly income**. However, the rental market in Melbourne is currently very competitive, so you may find that you need to spend more than this amount to secure appropriate housing. Avoid over-committing yourself.

 Weigh up the economic difference between living on your own (paying all the rent and household expenses) and sharing an apartment or house (sharing the rent and household expenses).

 Work out how you want to manage your money and expenses. Do you have a realistic idea about how much it will cost you to live for a year? Have you worked out your budget?

 If you are unsure about the cost of living and managing your money, contact the **Financial Aid Service** and speak to an adviser. The Financial Aid website provides a lot of useful information as well: www.services.unimelb.edu.au/finaid

The costs involved in renting

Weekly rent prices for rental properties vary according to a number of factors, such as the size of the property, its location and condition and additional features, such as whether it has a garden or garage.

As a starting point to help you plan your budget, the average weekly rental prices for unfurnished properties in suburbs near and around Uni are as follows:

1-bedroom apartment \$200-\$250
2-bedroom apartment \$290-\$350

2-bedroom house \$320-390
3-bedroom house \$350-\$500

The cost of a room in a share house in the inner-city area can range from \$160 to \$200 per week. Average rent for a room in a share house near the University is approximately \$180 per week.

This includes the rent for your bedroom and use of the common areas (kitchen, lounge, bathroom etc). It will not include the costs of food, bills, transport etc.

Expected weekly living costs


The following table lists the average weekly costs per person in a three-bedroom share house. This guide provides you with a rough indication of how much it costs to live in a rental property – it is not a definitive guide. These figures will vary for everyone so you will need to work out your own budget.

Weekly expenses	Living in the inner suburbs (within 6 km from uni)	Living very close to uni (within 2 km)
Rent	\$105 - \$135	\$150 - \$180
Household shopping	\$50 - \$80	\$50 - \$80
Lunches and drinks	\$30 - \$45	\$30 - \$45
Transport: concession	\$14 - \$18	\$14- \$18
Bills: gas, electricity	\$20 - \$30	\$20 - \$25
Phone (not mobile)	\$10 - \$15	\$10 - \$15
Spending money	\$40 - \$70	\$40 - \$70
Total weekly costs	\$269 - \$383	\$309 - \$438

Establishment costs

Bond and the first month's rent in advance: At the start of your tenancy you will need enough money to pay both the first month's rent and one month's rent as bond.

If it is difficult for you to arrange bond money, you can apply for an interest-free repayable **Bond Loan** from the Office of Housing. If that fails, the University's Student Financial Aid service will consider an application for a loan if you are in a difficult financial situation.

 The Student Financial Aid service has a detailed table of Cost of Living estimates and a guide to help you plan your own budget. Student Financial Aid can also help you reduce your living expenses with handy tips on cutting costs.

Student Financial Aid

Ground Floor, Baldwin Spencer Building
The University of Melbourne
T: +61 3 8344 6550
E: finaid-info@unimelb.edu.au
www.services.unimelb.edu.au/finaid



Vacant Properties

Finding a rental property

Properties are advertised in the real estate section of newspapers, through the offices of real estate agents, on the web and through the Housing Services at various universities. **Look at the property section** in both the local and state-wide newspapers each week. The major listings are in the Domain section in '*The Age*' newspaper on Saturdays and Wednesdays.

Contact real estate agencies to obtain a copy of the latest listings. Agents generally update details of available rental properties each week.

Check out the web – most real estate agents publish listings onto their own websites and on database websites. These property databases are useful sites that capture information from a range of sources. Most enable specific searches to be made by suburb, price, number of bedrooms etc.

www.cracker.com.au

www.property.com.au

www.onlymelbourne.com.au/melbourne.php?id=25

www.domain.com.au

www.realestate.com.au

www.melbourneexchange.com.au

www.realestateview.com.au

Visit Student Housing Services in the Baldwin Spencer Building. We provide a real estate agent contact list and an explanation of the abbreviations used in property advertisements. We also have local and state-wide newspapers, maps and other useful resources available for your use. Extensive housing information is also online at www.services.unimelb.edu.au/housing

Our AccomNet housing advertisement service lists share house, rooming house, homestay and vacant property advertisements. You can view these advertisements on our noticeboards in the Baldwin Spencer Building. Listings are also available online to offered and currently enrolled students. Access is obtained using your student ID at: www.services.unimelb.edu.au/housing/accomnet/index.html

Inspecting properties

If the property is being leased through an agent you should contact the real estate agent to arrange an inspection of the property. If the property is leased directly from the landlord you will need to contact the owner directly. Make a note of the contact details in the advertisement and the details of the specific property you are interested in before you call. You need to know these details as you may be calling someone who has several properties to let.

Inspection: If a house is already vacant you may pick up a key to inspect the property during business hours, or arrange to meet the landlord at the property. Although, this is becoming less common in the current competitive rental market. If tenants are still living there you may need an appointment time to inspect.

Properties are more often viewed at 'Open for Inspection' times. These are advertised times of half an hour where people walk through the property en masse. These are usually held on Saturdays and it is important to get the newspaper listings early to plan your day.

Key deposit: If you are dealing with a real estate agent you may need to get the key from their office to look at the property. You need to take identification and be prepared to pay the real estate agent a key deposit (usually \$50 per property). Make sure you ask for a receipt for this deposit. The money will be refunded when you return the key to the agent. Remember to ask if there is a time limit for the return of the key. The average time is one hour.

Application forms: If you decide to apply for the property, you may need to fill in an application form. You will be asked to provide details about your employment or capacity to pay the rent, previous residence, work and personal references. It can be helpful to attach copies of references and scholarship details (if applicable).

Holding deposits vs application deposits: The agent/landlord may also ask you for a holding deposit as a condition of not leasing the property to someone else. This charge is illegal. However, the agent/landlord can ask for an application deposit. If your application is unsuccessful, the deposit must be returned to you in full within fourteen days of its receipt. If your application is successful, the deposit is put towards the bond or the first month's rent. If your application is successful but then you change your mind and decide not to move in, the agent can keep the deposit.

How long does it take to find a property?

Give yourself plenty of time. It's advised that you start looking at least four weeks before Orientation to give yourself enough time to house-hunt and settle in. Note that competition for good, cheap rental accommodation can be tough, particularly at the beginning of each semester. Don't leave it to the last minute. You do not want to be stuck living somewhere that doesn't suit you because you have left it too late.

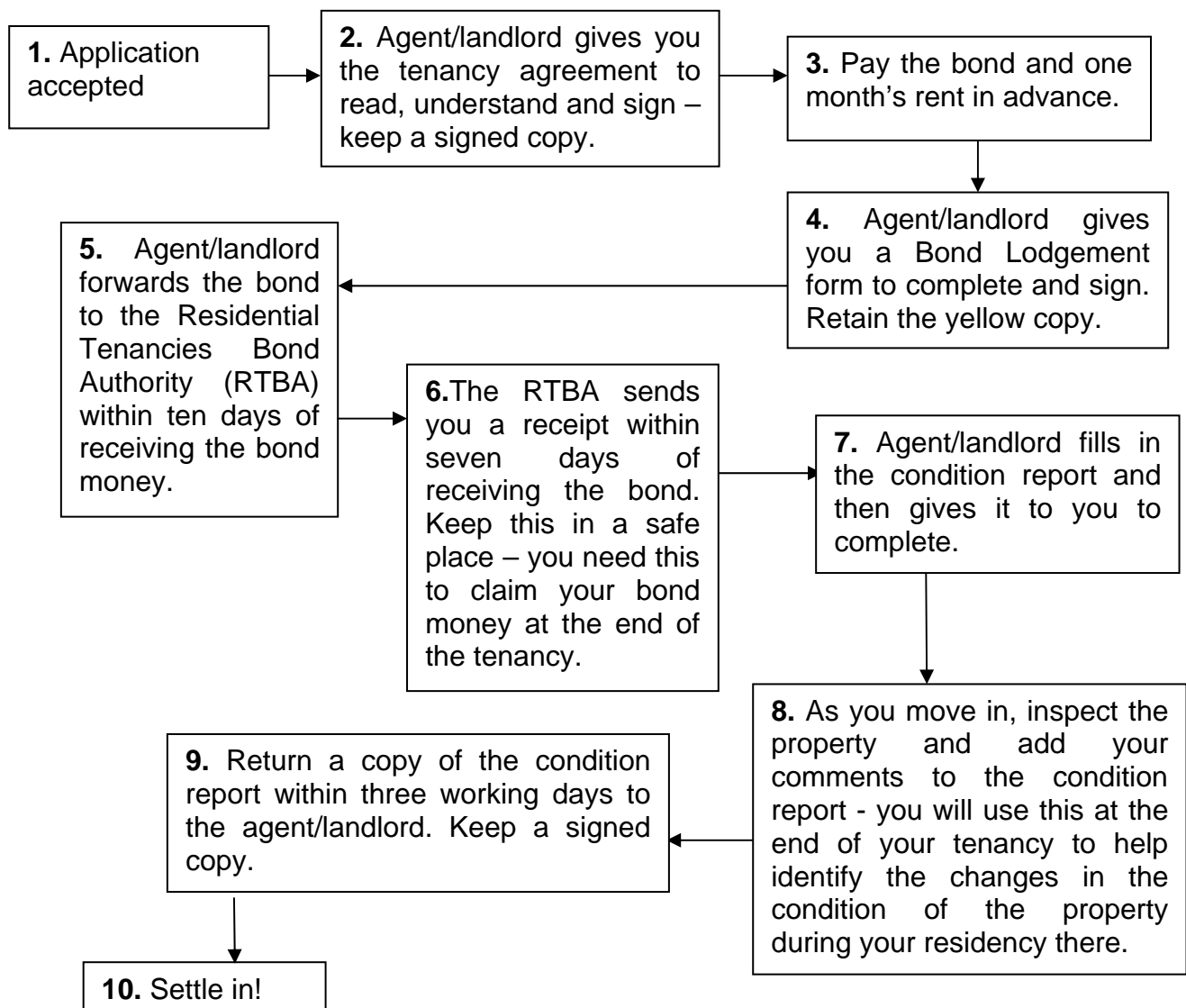
How many places should you look at?

Don't necessarily take the first option that comes along. Put some work into finding a good option. The more properties you see, the better educated you will be to assess whether a property meets your needs and is reasonably priced. Be prepared to apply for at least ten places. It is a good idea to see several properties each week.

Most people inspect properties on the weekend, so it can be advantageous to inspect places during the week or in the early mornings of the weekends. Otherwise, be prepared to wait at the real estate agency for other house-hunters to return the keys for properties you want to inspect! Don't be discouraged if you miss out on that dream property. It can be a competitive process, so be persistent.

Don't rely on just one application being successful. If a property suits you – APPLY!

You found a property: 10 steps to starting a tenancy



Tenancy agreements

If your application for a rental property is successful you will probably have to sign a written fixed-term tenancy agreement (also known as a lease). A tenancy agreement can either be in writing or verbal.

It can be fixed-term (eg. for a set period of six or twelve months) or it can be periodic (eg. month to month).

It is advisable to enter into written agreements. Regardless of whether a tenancy agreement is verbal or written, it is a legally binding contract between you and the landlord.

It can be expensive if you break your lease before the end of the fixed-term. Evaluate your preparedness to stay at the property for the full period of the lease before you enter into a fixed-term tenancy agreement. Get a copy of the lease, take it away and think about it.



Ensure you fully understand the terms and conditions before you sign.



Read all the fine print and know all the costs involved in each housing option, including the hidden and / or unexpected costs.

Bond (security deposit) and condition report

The bond is usually equivalent to one month's rent. It is payable at the beginning of the tenancy. It is designed to act as security for things like damage to the property or unpaid rent. When you pay your bond, you and the landlord must sign a completed Bond Lodgement form. The agent/landlord must pay your bond to the Residential Tenancies Bond Authority (RTBA).

The agent/landlord must also give you a Condition Report detailing the condition of the premises at the start of the tenancy. You should inspect the property thoroughly when you move in and add your comments to the Condition Report. You have three working days to do this before returning the completed Condition Report to the agent/landlord. Both you and your agent/landlord complete a Condition Report at the beginning and the end of the tenancy. Keep a copy of both completed Condition Reports to assist in your bond claim at the end of the tenancy.





Rent receipts

When you pay rent in person you must be given a copy of the receipt immediately. If the rental payment is made electronically or by sending a cheque in the mail and you request a receipt it must be issued within five working days. A rent receipt must state the name of the tenant, the address of the rented premises, the date, the amount paid, that the payment is for rent and the period covered by payment.

Rent increases

Your landlord can increase your rent by giving you 60 days written notice of the proposed increase. A rental increase notice must state the increased rent payable and the date the increase will come into effect. If you have a fixed-term tenancy agreement, and there is not provision in your lease allowing for a rental increase, your rent cannot be increased for the term of your lease.

Dealing with real estate agents and landlords

-  Be prepared. Know your rights and duties as a tenant.
-  Aim for all communication with agent/landlord to be in writing, signed, dated.
-  Keep all receipts and a copy of all relevant documents.
-  Find out the procedure regarding urgent and non-urgent repairs. Ask which tradespeople should be contacted during business hours and which after hours. Landlords/agents are required to give you emergency contact details at the commencement of the tenancy.

Share housing

What is share housing?

Shared households are popular with students because they can provide an opportunity for an independent lifestyle in an atmosphere of mutual support. People in a share household usually lease their property from a real estate agent or landlord. Share households vary in size and are organised around the rules set by the household.

If you decide to move into an already established share house, you could potentially be moving in with strangers. This may seem a bit daunting at first, but it can also be a great way to meet new people.



Living in a share house may help to keep your costs down.

Generally, share households share the cost of rent and bills. The purchase of food and cooking arrangements vary from household to household. Some operate communally by everyone contributing to the purchase of food and groceries. Other households operate on an individual basis with an additional shared fund (often called a 'kitty') for items such as toilet paper and washing detergent.

Each person has their own bedroom to furnish and care for, whilst the bathroom, kitchen and living room are for everyone to use and look after. Each person is both jointly and individually responsible for paying rent and bond and for any damage to the house.



It is much **cheaper to move into an established household**. In an established house you don't have to organise reconnection of services and there will usually be furniture and crockery already there. All you may need to provide is your bedroom furniture and some food. However, the household might greatly appreciate it if you do have some furniture. Find out what household goods are needed before you bring your own or rush out and spend!

Finding share house notices

Share houses are usually advertised in the real estate section of newspapers, in cafes and bookshops, on the web and through the Housing Services at various universities.

Look at the property section in both the local and state-wide newspapers each week. For example, *'The Age'* newspaper has specific share house columns in its Domain section on Saturdays and Wednesdays.

Go to cafes and bookshops that advertise rooms for rent. To get you started you may want to look at the notices on the street window of **Readings Bookstore**: 309 Lygon St, Carlton. Ads are changed every Friday.

Check out the web: You can browse websites that advertise for housemates. On many of these websites you can place a wanted ad to try and match your needs to what others may have available.

www.flatmatefinders.com.au

www.flatmates.com.au

www.melbourneexchange.com.au

www.realestate.com.au

www.2share.com.au/

www.shareaccommodation.com

www.melbourne.gumtree.com.au

www.sharehouses.com.au

www.share-accommodation.net

www.bcl.com.au/melbourne/realestate/innercityshare.htm

Visit Student Housing Services on campus or online. We have share house advertisements on our noticeboards in the Baldwin Spencer Building. Listings are also available online to offered and currently enrolled students. Access is obtained using your student ID at: www.services.unimelb.edu.au/housing/accomnet

We also have local and state-wide newspapers for you to check while you are in the Baldwin Spencer Building.

There are more notices in Student Union building. Notices are displayed on the ground floor along a wall near the stairwell.

Viewing a room and meeting the household

Finding a house or apartment and housemates that suit you and your lifestyle can require a lot of work and good judgement. Once you have located a share house noticeboard, you will need to make a list of all the places you think might be suitable. Then give them all a call, firstly to see if the room is still available and then to arrange a time to view the property and meet the household.

Use the phone effectively to minimise your run-around time. The initial phone call is a good opportunity to see if it is going to be worth visiting the household for an interview. Ask about the room, the location and how many people live at the house. Find out if it is a quiet studios house or a more social atmosphere. Discuss what sort of arrangements are in place for shopping, cleaning and cooking. Also ask about pets and smoking.

If you like what you hear, then a house interview is the time to find out if it's the 'dream home' you've been looking for. It is crucial to know what kind of living arrangements suit you best and be sure of the kind of people you want to live with. Remember, they will be trying to work out if you will fit in as well, so the decision-making process works both ways.

Tenancy paperwork & house rules

Joining the house

If a new tenant moves into an existing share house, the landlord or agent should be notified in writing. The new tenant's name should be placed on the lease, and on the bills.

Where a new tenant is replacing a tenant who is leaving, a Tenant Transfer form should be completed and submitted to the Residential Tenancies Bond Authority (RTBA). This form transfers the bond held by the RTBA into the name of the new tenant. The transfer of the money for the bond is a matter for the incoming and outgoing tenants to arrange between themselves. Before giving any money to the outgoing tenant, the new tenant should check the latest condition report, to ensure that there is no damage to the property not accounted for. Tenant Transfer forms are available from the RTBA, real estate agents or the Tenants Union.

Co-tenancy vs sub-tenancy

Share houses are most commonly co-tenancies where two or more tenants enter into a single tenancy agreement with the landlord. However, a share house may be organised as a sub-tenancy in which the head tenant has a tenancy agreement with the landlord, transfers part of their interest in that agreement to the subtenants, and acts as landlord in relation to the sub-tenants. You should make sure you know what kind of tenancy agreement you are entering into.

House rules

It is important to establish a set of house rules or dynamics: remember that verbal agreements are only good when relations are good, so putting things in writing can be helpful. Matters which might be covered include:

- Communal cooking/shopping
- Noise
- Visitors
- Rent/bills



Leaving the house

Housemates should reach an agreement about how much notice is required if someone is leaving the house, or being asked to leave. You might also agree in advance on who will look for a new tenant, and who will inform the landlord/agent. This is an area in which disputes often arise, so it is important to have a clear agreement in place.

Moving house

For more detailed information on your legal rights and duties in relation to moving out of a rented property, please also see the Student Housing Services *Moving Out* publication, available at: www.services.unimelb.edu.au/housing/publications

Hiring a trailer can be the cheapest way to move house if you have a lot of possessions. Trailers can be hired in a variety of sizes. Costs vary from about \$50-\$75 per day according to the size. Remember that you'll need a reliable vehicle and an adequate towbar. Hiring locations can be found in the Yellow Pages (www.yellowpages.com.au).

A removalist's trolley is also a big help. They usually cost about \$20 to hire, but ask if you can have the trolley included with the trailer at no extra charge. Ropes and old blankets make the job easier, safer and kinder on your furniture.

Hiring a van or truck is more expensive and the cost increases with the size of the vehicle and in particular if you hire removalists. Make sure you accurately estimate just how much stuff you have. For trucks/vans alone, prices range from about \$75-\$160 per day. Truck rental companies can be found in the Yellow Pages.

Storage: Space prices begin at about \$60 per month and increase with the area you need and how long you need to store your possessions. Usually you'll have to place your goods in the storage site yourself, and then move them out at the end of the storage period. Storage companies can be found in the Yellow Pages. Make sure you use your own padlocks and keys. Insurance prices vary, but it is usually for a minimum of three months. Check the storage site first rather than booking it over the phone. Look out for security, pests, weatherproofing and asbestos.

Redirection of mail: Relying on the next tenants to forward your mail to your new address is not a good idea – you may be waiting for weeks for something important to arrive. For around \$12.00 per month Australia Post will redirect your mail to your new address (www.movepost.com.au).

Notification of change of address: Make sure you let people know you have moved. Notify Student Administration, your bank, the Road Traffic Authority, the Electoral office, your work and superannuation fund, newspaper deliveries, magazine subscriptions and so on.

Furniture: Student Housing Services has a publication *2nd Hand & Cheap Stuff* listing of second hand and cheap furniture outlets available. Pick up your copy from the Baldwin Spencer Building or online at: www.services.unimelb.edu.au/housing/publications

Water: Tenants are only liable for water consumption charges if the premises are separately metered. Tenants are not liable for water service charges or local council rates. The landlord is responsible for carrying out repairs to appliances, fixtures or fittings that supply water to the property.

Utilities (telephone, electricity and gas): Tenants are responsible for connection and usage of water, electricity and gas where they are separately metered. You will also be responsible for connection and payment of the telephone. You should contact the utilities companies to request the connection of services to your property. The previous tenants should have already disconnected the services. Be sure to contact companies three days before you move in to ensure that services are connected upon your arrival.

Be prepared to pay a connection fee in your first bill for the connection of services like telephone and electricity. At the end of your tenancy, ensure that a final reading is taken when you vacate the property (give at least 48 hours notice for any reading). Failure to do this may result in you paying for services accrued since the last meter reading (after you have left the property). With deregulation of the utility markets you can shop around to find the provider that best meets your needs and budget.

Utility companies

Gas & electricity

AGL: Tel 133 000 (gas), 131 245 (electricity), www.agl.com.au
Energy Australia: Tel 13 88 08, www.energy.com.au
Origin: Tel 132 461, www.originenergy.com.au
TRU Energy: Tel 133 466, www.truenergy.com.au

Electricity

Powerdirect: Tel 8805 6600, www.powerdirect.com.au
RedEnergy: Tel 131 806, www.redenergy.com.au

Telephone, Mobile & Internet

AAPT: Tel 138 888, www.aapt.com.au
Bdigital: Tel 133 344, www.bdigital.com.au
Digiplus: Tel 1300 361 441, www.digiplus.com.au
Optus: Tel 133 066, www.optus.com.au
Telstra: Tel 132 200, www.telstra.com

Telephone & Internet

Primus: Tel 1300 854 485, www.primus.com.au
ii-net: Tel 13 19 17, www.iinet.net.au

Mobile & Internet

Dodo: Tel 131 602, www.dodo.com.au

Internet

Unwired: Tel 1300 761 881, www.unwired.com.au

Mobile

3 Mobile: Tel 131 683, www.three.com.au
Vodafone: Tel 1300 650 410, www.vodafone.com.au
Virgin Mobile: Tel 133 323, www.virginmobile.com.au
Austar: Tel 132 592, www.austarmobile.com.au

Your personal preference checklist

How do I know if I've found the right property or share house? Make a written or mental checklist of housing preferences before shopping around for your new place. This helps you to look beyond the immediate impression (of that lovely looking house or of those cheerful housemates) into the nuts and bolts of what suits your housing needs.

If you are a diligent house hunter, it might be difficult to remember what each place was like at the end of the week. Making a checklist will help you to remember and make for an easier comparison between properties.

Think about all the questions you have to ask and the information you require from the agent/landlord or share house tenants. You will probably be surprised at the things you think of when you write the list of things you want to know. Here is an example of things you can include in your own checklist:

Questions to ask

Property # 1 _____ Property # 2 _____ Property # 3 _____

- | | |
|-----------------------------------|---|
| ✓ Address | ✓ Communal or independent living? |
| ✓ Real estate agent/landlord name | ✓ Is your bedroom noisy? |
| ✓ Contact telephone number | ✓ Type of lease – fixed or periodic? |
| ✓ Length of lease? | ✓ Workers or students there? |
| ✓ Monthly bond and rent amount? | ✓ Does the property have good storage? |
| ✓ Furnished or unfurnished? | ✓ Place to park your bike? |
| ✓ Close to public transport? | ✓ Are utilities mainly gas or electric? |
| ✓ Size and placing of room | ✓ Good light in the house? |
| ✓ What date is it available? | ✓ Are there appliances already there? |
| ✓ Good security? | ✓ Pets allowed? |

The Tenants Union of Victoria produces a useful *Property Inspection Checklist*, which is listed under the *Student Housing Information* heading on their website at: www.tuv.org.au/advice/resources.aspx

Or pick up your copy from Student Housing Services in the Baldwin Spencer Building.

Tenancy law: know your rights and duties

The **Residential Tenancies Act** (RTA) regulates the rental and rooming house (hostel) arrangements. Your rights and duties as a tenant vary slightly with each of these options. The RTA applies equally to anyone holding a tenancy agreement – it does not distinguish between Australian and international students. Make sure you read ALL the fine print in tenancy documents and remember: never sign blank documents.

Share houses are typically co-tenancies. As co-tenants, you and your housemates are party to a single tenancy agreement with your landlord. Co-tenants are jointly and severally liable under the agreement. This means that you can be held responsible for the wrongdoings of your housemates, even if you have done the right thing.

While this can sound worrying, it just means that you should try to make wise choices about the people you live with. Wise choices are made by having good, clear discussions with potential housemates before moving in together.

For more information, the Tenants Union of Victoria produces a *Shared Households* fact sheet, available at: www.tuv.org.au/advice/resources.aspx
The Tenants Union of Victoria produces many other fact sheets, which can be helpful throughout your tenancy agreement and when you want to leave.

Consumer Affairs Victoria produces the *Renting a Home: A Guide for Tenants and Landlords* publication. This is a basic guide to the rights and duties of tenants and landlords throughout the tenancy. Pick up your free copy from Student Housing Services.

Final Tips

- Decide **where** you want to live.
- Decide what you can **afford**. Aim for less than 30% of your income.
- Do your **research**. Do not rely on one option and look at as many properties as possible.
- Act** without delay. There is plenty of competition for housing.
- Inspect** each property thoroughly. Don't just breeze through.
- Be **honest**. Don't be creative on your application or at your interviews.
- Read and understand** everything before you sign. If you are unsure, get advice. Tenancy agreements are **legally binding** contracts so don't assume everything will be OK.

What if things go wrong?

To minimise the risk of things going wrong, you should try to do as much research as possible about your rights and duties before you sign lease agreements and related documents.

However if things are going wrong, the first step is communication!

Student Housing Services is able to offer housing and tenancy advice to University of Melbourne students. If you require assistance please call and make an appointment or come to the Baldwin Spencer Building and ask to speak with a Student Housing Adviser.

If you would prefer to speak with somebody outside of the University, contact:

The Tenants Union of Victoria

55 Johnson Street
Fitzroy 3056
Tel: 03 9416 2577
www.tuv.org.au

Consumer Affairs Victoria

2nd Floor, 452 Flinders Street Melbourne 3000
Tel: 03 9627 6222
www.consumer.vic.gov.au

Note that the RTA does not prescribe remedies to settle disputes between housemates. Unfortunately, neither the Tenants Union nor the Victorian Civil and Administrative Tribunal can assist with cotenancy disputes. If you need assistance to settle a dispute in your share house, you can contact:

Dispute Settlement Centre

Level 4, 456 Lonsdale Street
Melbourne 3000
Tel: 1800 658 528 (toll free)
www.justice.vic.gov.au

Counselling Service

Level 2
138 Cardigan Street
Carlton 3053
Tel: 8344 6927 / 8344 6928
www.services.unimelb.edu.au/counsel



Student Housing Services

Department of Wellbeing Services

Ground Floor, Baldwin Spencer Building
The University of Melbourne 3010

Tel: 03 8344 6550

housing-info@unimelb.edu.au

www.services.unimelb.edu.au/housing

Disclaimer: Please note that the onus of responsibility is with each student to assess the suitability of each rental/share house property. Any arrangements, financial or otherwise, are strictly between the student and the agent/landlord/co-tenants.

The information provided in this brochure was correct at the time of printing. The University reserves the right to make changes as appropriate (V8/May08/ec).

The University of Melbourne CRICOS Provider Code: 00116K