

**TRACKERS ONLY**

# VICTORIAN TENANCY ADVOCACY SYSTEM

Evidence Trackers Only — 13 Bundles, No Guides or Templates  
Victoria, Australia

## HOW TO RUN YOUR EVIDENCE TRACKERS

*This is a trackers-only pack — your Evidence Tracker is the whole system. Five habits turn it into evidence a tribunal takes seriously.*

**1**

### **Open one tracker per issue**

Open the relevant bundle's Evidence Tracker the moment you send your first notice. Log that send as entry 1.

**2**

### **Let the Status column drive your follow-up**

Use the colour-coded status dropdown: Outstanding → In Progress → Escalated → Resolved. Anything Outstanding for more than 14 days needs escalation.

**3**

### **Name your Evidence References consistently**

Name every photo, screenshot, and email consistently: e.g., Photo\_Bathroom\_01\_15Mar25.jpg. Log the filename in the tracker.

**4**

### **Set a Follow-Up Required By date — every time**

Set this the moment you send anything. If no response by that date, escalate.

**5**

### **Print your tracker before you file**

Your Evidence Log becomes your Chronological Evidence Index — the first document you present at VCAT.

This toolkit gives Victorian renters plain-English guidance on their rights, grounded in the Residential Tenancies Act 1997 (Vic) as amended by the 2021 reforms. It is information only — not legal advice. For complex disputes, contact Tenants Victoria or a community legal centre.

## WHAT'S IN YOUR SYSTEM — 13 BUNDLES, IN TENANCY ORDER

#	BUNDLE	USE WHEN	KEY LAW
01	Condition Report Dispute	Move-in discrepancies between the report and the actual property	ss.35, 35A
02	Noise and Quiet Enjoyment	Persistent noise from landlord-controlled sources — diary-based evidence	s.67
03	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural damage	s.68
04	Urgent Repair Notice	Health/safety emergency — burst pipes, gas leak, heating failure	ss.72–73
05	Notice of Breach of Duty	Escalation when prior requests ignored — VCAT mandatory prerequisite	ss.208–209
06	Entry & Inspection Notice Response	Deficient entry notice — inadequate notice, wrong hours, no purpose	ss.85–91, 67
07	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	s.91ZM
08	Rental Increase Contest	Rent increase that is excessive or inconsistent with the market	s.46(1)
09	Pet Consent Request	Pet request with the 14-day deemed-consent clock on the provider	s.71A
10	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	RTA 1997
11	Termination Notice Challenge	Notice to Vacate received — test its validity before doing anything	Pt 6, s.91ZZI
12	Pre-Vacate Cleaning Dispute	Agent demands professional cleaning beyond your legal obligations	s.63
13	Bond Return Request	End of tenancy — formal demand for bond release via RTBA	ss.63, 419A

Each bundle contains two files: a Bundle Guide PDF explaining your rights, the law, and what steps to take; and a Structured Evidence Tracker XLSX to document your interactions, dates, and costs.

## KEY VICTORIAN CONTACTS

ORGANISATION	ROLE	CONTACT
Consumer Affairs Victoria	Free conciliation, rent assessment reports, official guidance	1300 55 81 81 — <a href="http://consumer.vic.gov.au">consumer.vic.gov.au</a>
VCAT Residential Tenancies	Tenancy dispute hearings, bond orders, compliance orders	1300 01 8228 — <a href="http://vcat.vic.gov.au">vcat.vic.gov.au</a>
RTBA Online	Bond lodgement, bond return claims	<a href="http://rtba.vic.gov.au">rtba.vic.gov.au</a>
Tenants Victoria	Free advice, factsheets, advocacy support	<a href="http://tenantsvic.org.au">tenantsvic.org.au</a>
RDRV	Free dispute resolution before VCAT	<a href="http://rdv.com.au">rdv.com.au</a>
Victorian Legal Aid	Free legal advice for eligible renters	1300 792 387 — <a href="http://legalaid.vic.gov.au">legalaid.vic.gov.au</a>
Community Legal Centres Vic	Free legal help across Victoria	<a href="http://fclc.org.au">fclc.org.au</a>
Safe Steps (Family Violence)	24/7 family violence safety planning support	1800 015 188 — <a href="http://safesteps.org.au">safesteps.org.au</a>

## THE FIVE GOLDEN RULES OF TENANCY ADVOCACY

01

**If it isn't in writing, it didn't happen.**

Every request, every response, every phone call — put it in writing and keep a copy. A verbal promise to fix something is worthless. An email confirming that promise is evidence.

02

**Never, under any circumstances, withhold rent.**

Withholding rent — even during an unresolved urgent repair — gives the rental provider grounds for a Notice to Vacate and destroys your VCAT position. Pay rent in full, always.

03

**Update your Evidence Tracker in real time.**

Log every interaction the moment it happens — not from memory two weeks later. VCAT requires specifics: exact dates, exact times, exact words. Your tracker is your witness.

04

**Always follow a phone call with an email.**

After any verbal conversation with your agent, send an email: 'Further to our phone conversation today, you confirmed [X]. Please reply to confirm.' This converts a verbal agreement into written evidence.

05

**Cite section numbers when you escalate.**

Agents deal with tenants who don't know their rights every day. Quoting the correct section of the Act immediately signals you are informed and serious.

## KEY SECTION NUMBERS — RTA 1997 (VIC) AT A GLANCE

When you apply to VCAT, citing the correct section number signals you are prepared and serious. These are the sections most commonly used in residential tenancy disputes.

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
s.35	Condition report — renter must return within 5 business days	Bundle 01
s.35A	VCAT application to amend inaccurate condition report (within 30 days)	Bundle 01
s.46(1)	Excessive rent increase — requires CAV assessment report first	Bundle 08
s.63	Renter's duty to keep premises reasonably clean	Bundles 12, 13
s.67	Quiet enjoyment — rental provider must not unreasonably interfere	Bundles 02, 06
s.68	Rental provider's duty to maintain premises in good repair	Bundle 03
ss.72–73	Urgent repairs — renter's rights, \$2,500 self-repair limit	Bundle 04
s.75	Non-urgent repairs — renter VCAT application	Bundle 03
ss.85–91	Entry to rented premises — notice periods and permitted times	Bundle 06
s.91ZM	Rent arrears Notice to Vacate — 14 days unpaid; pay-and-stay defence	Bundles 07, 11
s.71A	Pet requests — provider must go to VCAT within 14 days or consent is deemed	Bundle 09
s.91ZZI	Retaliatory Notice to Vacate — VCAT challenge within 30 days	Bundle 11
s.208	Notice of Breach of Duty — mandatory VCAT prerequisite	Bundle 05
s.209	Compliance order and/or compensation up to \$40,000	Bundle 05
s.419A	Bond disputes — VCAT application for bond order	Bundle 13

### ■ CRITICAL — THE MOST IMPORTANT HABIT

The single most important habit in any tenancy dispute: open your Evidence Tracker the moment an issue arises and log every interaction as it happens. Tenants who document in real time win at VCAT. Tenants who reconstruct from memory rarely do.

### ★ GOOD TO KNOW — THESE TRACKERS ARE ONLY HALF THE SYSTEM

This Quick Start pack gives you the 13 colour-coded Evidence Trackers — the essential habit. The Complete System adds a plain-English Bundle Guide and a ready-to-send letter template for every one of these 13 bundles, citing the exact section of the Act every time. It's how a renter knows to lodge their own bond claim the day they vacate — instead of waiting for the agent — and every other move like it, already written for you, ready to copy, fill, and send. Get the Complete System at [therentalsystem.com](http://therentalsystem.com).