Provider’s Frequently Asked Questions

How do I advertise a vacant room or property?
You'll need to register as a provider first. It should only take you a minute or two. Once you've done that, just click "Add a listing" and fill out the form. Add photographs. You have the opportunity to review the information before you submit. You will be notified by email once your listing has been processed by the Housing Officer.

How do I add another property?
As you are already registered simply log in. On your dashboard, click Add a listing, complete the details. An email will be sent to you once this listing has been processed by the Housing Officer.

How do I relist a previous offer?
1. Locate the listing to be reactivated from your dashboard.
2. Click on the ‘relist’ link.
3. Click on 'available from' box and enter the date the property is available from.
4. Select the ‘preview’ box and make any changes that you want.
5. Select the ‘OK, submit this listing’ button.
6. You will receive an email once the Housing Officer has processed your listing.

What is the difference between a landlord and provider?
Nothing - the Student Housing service may refer to you as either a landlord or provider.

You can be one of any type of landlord or provider - a landlord with an investment property managing it yourself or you may have an Agent, you may be a VU student renting a property and looking for a housemate or you may own or rent your home and want to find someone to share it with.

Does the Housing Service provide training to providers?
Whilst we are happy to try and answer your enquiries, you should familiarise yourself with your duties and obligations as a landlord under the Residential Tenancies Act.

Consumer Affairs Victoria run training sessions for landlords, rooming house operators and those providing student accommodation.

For more information about training see the Consumer Affairs web page at www.consumer.vic.gov.au or phone 1300 558 181

When do Victoria University students look for housing?
The peak times are the months leading up to the commencement of the academic year - January, February and into mid March and for the mid year intake in June and July and there is always students looking to change their housing at any given time.
Apprentices attending their block release training will require accommodation for one to three weeks several times per year.

**How does the Student Housing Service and database work?**
The student housing database operates as a listing agent. Landlords can list their accommodation offer at no cost.

Offers of accommodation must with relevant statutory acts and regulations including the Equal Opportunity Act.

Students looking for housing can access the database for free to search for suitable accommodation.

VU staff do not inspect properties or recommend one provider over another.

The Housing Officer does not match or place students with offers of accommodation.

Students must contact the providers and all negotiations are between the student and the provider.

**What types of housing do students look for?**

- **Share House** for singles and couples - room with use of household facilities
- **Rooming Houses** (where four or more individuals rent room or share a room) and share the common facilities
- **Vacant properties to rent** - houses, flats, units, self-contained bungalows and apartments
- **Commercially operated Student Apartments and Hostels** - furnished apartments & serviced hostels
- **University operated 'Halls of Residence’** - furnished room, use of facilities, pastoral care and academic support.

**How much rent can I charge?**
For rental properties you can charge Market Value (or less). Contact the Real Estate Institute of Victoria for further information. [www.reiv.com.au](http://www.reiv.com.au)

Room rental charges will depend on the type of household. In a rental property, the share would be a portion of the total rent plus a share of the household utilities.

In a private home, it is more difficult to determine. You may enquire what you home would rent for, divide this amount by the total number of bedrooms to achieve a room rate and add additional amounts for provision of furniture and other services. Utilities may be included in the rent or on agreed share basis.

When setting your rent bear in mind that most students are on limited income and international students do not receive concessions for public transport travel etc - so if you rent is excessively high you will receive fewer enquiries.

**How much Bond can I charge?**
If you charge a Bond, you must complete a Bond Lodgement Form and lodge it with the Residential Tenancies Bond Authority within 10 working days of receiving the bond. You must also provide the tenant a Condition Report on the state of the property or the room they are renting.
Rental properties - a maximum equal to one month rent

Residents on a Rooming House Agreement - a maximum equal to two weeks rent.

Tenants, co-tenants and sub-tenants on fixed term leases - a maximum equal to portion of one month rent

**Where are students looking for housing?**

Victoria University has campuses throughout the Melbourne central business district and western suburbs and our students look for housing all over Melbourne - depending on their needs.

Our campuses are located at:

- Footscray Park
- Footscray Nicholson St
- St Albans
- Sunshine
- Newport
- Melton
- City Flinders St & Flinders Lane
- City King St
- City Queen St
- Werribee