

Subject: Automated response – VCAT Residential Tenancies
From: "CSV-VCAT-RT Inbox (CSV)" <renting@courts.vic.gov.au>
Date: 15/7/68, 18:31
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

This is an automated email. To contact VCAT email renting@courts.vic.gov.au or phone 1300 01 8228 (1300 01 VCAT)

How do I submit my evidence to VCAT for the hearing?

You will receive an email from VCAT which includes a link enabling you to upload your documents directly to VCAT's portal for the member to view – the email will be titled: 'VCAT evidence link' and will include the case file number and rented premises address.

You must submit your evidence at least 3 days prior to your hearing. (This may be sooner for urgent cases.)

Click the link to upload and submit your evidence. Ensure you have shared these files with the other party. Do not submit any other information using this link.

If you have multiple cases in progress, they will each have a separate upload link.

The link is active for 6 months from the date it is sent to you. If the case is still active after 6 months, you will require a new link.

If you are attending a hearing in person at one of our VCAT venues, you must also bring a paper copy of all your documents to the hearing for the Member. If you have not provided VCAT with an email address, please contact us immediately on renting@courts.vic.gov.au to advise of your email address and ask for your evidence link.

If you do not have a copy of the link, please email renting@courts.vic.gov.au

[How to send and access evidence in a residential tenancy case | VCAT](#)

Estimated time to VCAT

We prioritise cases that the renting laws say must be heard within a certain time, and those we consider urgent. For example, urgent repairs are heard within 2 business days, and applications involving personal or family violence are heard within 3 business days. It takes about 7 business days to hear cases about non-urgent repairs. Applications for possession due to danger, damage, or disruption are scheduled for hearing as soon as possible within 4–6 weeks. Possession applications due to unpaid rent are heard in about 6 weeks, and most other applications for possession and renewals are heard within 8–10 weeks.

For [applications considered urgent under the law](#), we contact you by text, phone or email within **24–48 hours**. At an urgent hearing, only the urgent issues will be dealt with. Non-urgent issues, such as compensation, will be dealt with when there is more time at a later hearing.

Applications for re-opening (request for a review)

If you have submitted a review of an order that allows the Residential Rental Provider (Landlord) to purchase a Warrant of Possession, VCAT will not issue the Warrant until the review hearing is heard.

If the Warrant has been issued before the review request was made, VCAT will make an order placing the Warrant on hold until the review hearing is heard. If the Warrant is being executed within 48 hours, you must contact our customer service team on 1300 01 8228 (1300 01 VCAT) and alert us to your request.

If the Warrant is executed before an order is made placing the Warrant on hold, this cannot be reversed.

A copy of this order is sent to all parties and the Police identified on the Warrant.

If you or the Police have not received a copy of this order, please contact our customer service team on 1300 01 8228 (1300 01 VCAT)

If you are being evicted

Act now to seek help with alternative housing or get advice on your legal rights. If your rental provider has a warrant of possession from VCAT, the police can make you leave the property. The police will tell you when you need to leave, this may be immediately or they may return (usually within 14 days).

If you need help with **crisis or emergency housing** call 1800 825 955. This is a 24-hour, state-wide, toll-free service.

VCAT cannot provide legal advice but there are service providers who can give legal advice or information [free or low cost](#)

If you need someone to talk to, call Lifeline 13 11 14. This is a 24-hour Crisis Support service.

Information for applicants

Find out what you can apply for under Victoria's [renting laws](#)

After you apply, find out what you need to do and [applicant next steps](#).

Information if you are responding to an application

When you get an application or notice about the start of a case, find out [what to do next as a respondent](#).

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