

COVID-19

Protection for tenants and owners

The Queensland Government understands that as the COVID-19 situation evolves, so too must the support for Queenslanders.

Working together is the key

When times are tough, we know Queenslanders are tougher and will do all they can to support each other.

For tenants and property owners alike, we ask that you keep each other updated of your changing situations.

Queensland Government response

- Putting a freeze on evictions due to rent arrears for 6 months (from 29 March) for Queensland tenants experiencing financial distress due to the impacts of COVID-19. Landlords/ lessors / agents and tenants are encouraged to talk about new arrangements.
- Ensuring tenants and property owners work together, with conciliation to be mandatory to reach an agreed outcome.
- Offering clear guidance around virtual inspections, essential access for essential repairs and maintenance such as smoke alarms and will create a list of professionals that should be able to enter a property for essential purposes.
- Providing support for Queenslanders experiencing domestic and family violence.
- Introducing a cap on break lease penalties for those experiencing financial hardship.



For more information

SMS 'Hi' to 0480 000 782

WHAT DO YOU NEED TO DO:

Tenants

- Talk to your property manager or the owner to make them aware of your situation.
- Request the changes you need to your rent arrangements and put in writing any agreement you reach with the property owner.
- If you have not been significantly impacted by COVID-19, continue to meet your tenancy obligations including paying rent.

Property owners and managers

- If your tenant is experiencing financial hardship due to COVID-19, please consider requests for changes to rent arrangements including rent adjustments.
- Continue to honour your existing obligations if you are not significantly impacted by COVID-19.
- You can also talk to your financial institution, as you may be able to access mortgage relief.

If you are at risk of becoming homeless

A grant of up to \$500 a week for up to four (4) weeks (\$2000 maximum), is now available to Queenslanders who are homeless or at risk of becoming homeless and have exhausted all other options. Eligibility includes:

- losing your job and have applied to Centrelink for the COVID 19 income support;
- having evidence negotiating a payment approach with your lessor/landlord directly, or via their property manager, but cannot reach agreement.