

# COVID-19

## Response for Residential Tenancies Update

The Queensland Government acted quickly to legislate its COVID-19 response for residential tenancies and Queensland is now in a strong position thanks to early actions taken to manage COVID-19 risks.

Extending temporary regulatory measures to 30 April 2021 means Queensland remains ready to respond to COVID-19 risks as the transition back to normal residential tenancy arrangements continues.

### What will remain in place until 30 April 2021

Protections that continue to apply until **30 April 2021**, include:

- provisions allowing tenants experiencing domestic and family violence to end their tenancies quickly
- protections for tenants against being listed in a tenancy database for rent arrears caused by COVID-19 impacts
- limits on reletting costs for eligible tenants who end their fixed term lease early
- short term tenancy statement extensions for moveable dwellings
- entry restrictions and requirements to support COVID-19 social distancing measures
- relaxed repair and maintenance obligations.

### What ceased to apply from 29 September 2020

- the six-month eviction moratorium for COVID-19 rent arrears
- fixed term agreement extensions for COVID-19 impacted tenants
- ending agreement provisions that prevent property owners ending tenancies with COVID-19 impacted tenants without grounds and provide additional grounds for parties to end tenancies (owner occupation and sale of premises which require vacant possession)
- adjusted rent and bond processes that support parties to negotiate arrangements to manage COVID-19 impacts on their tenancies
- mandatory conciliation of COVID-19 related tenancy disputes through the Residential Tenancies Authority (RTA).

### Working together

Tenants and property owners should continue negotiating adjustments to manage any COVID-19 impacts on their residential tenancy arrangements. The RTA's free dispute resolution service is available to help parties reach agreement and resolve issues, including about rent and ending agreements.

If you need help with your tenancy:

- call the **RTA** on **1300 366 311**, 8.30am to 5pm, Monday to Friday
- visit [www.rta.qld.gov.au/covid](http://www.rta.qld.gov.au/covid)

The Queensland Government's Housing Service Centres can provide housing assistance including help to sustain housing in the private rental market, through bond loans, rental grants, RentConnect, and other products and services.

**Contact your nearest Housing Service Centre to discuss your housing needs.**



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against

COVID-19

### Queensland's initial COVID-19 response

On 24 April 2020, the Queensland Government implemented a range of measures in response to the COVID-19 emergency to deliver better protections and support stability in Queensland's rental market, including:

- **six-month eviction moratorium** for COVID-19 rent arrears between 29 March and 29 September 2020
- **protection against tenancy database listing** for tenants with COVID-19 rent arrears
- **extension of fixed term lease agreements** with COVID-19 impacted tenants to 30 September 2020 unless the tenant requested a shorter term
- **preventing property owners from ending agreements** with COVID-19 impacted tenants without grounds and providing new approved reasons for parties to end agreements
- **tenants experiencing domestic and family violence** can end their interest in a tenancy quickly with limited liability for end of lease costs
- **limited reletting costs** for eligible tenants who break their fixed term lease early if they have lost 75 per cent or more of their income and have less than \$5000 in savings
- **vulnerable tenants may refuse physical entry** for non-essential reasons but must facilitate inspections to be undertaken in an alternative way, such as virtually
- **owner obligations for routine repairs and inspections have been relaxed** but regulatory obligations to ensure tenant safety in the rental property continue to apply
- **mandatory conciliation** of COVID-19 related tenancy disputes through the Residential Tenancies Authority.

