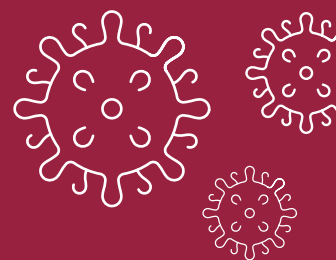


COVID-19 Residential Tenancy Agreements –

From 30 September 2020



This information is to help tenants to understand the changes made to temporary rental tenancy laws from 30 September 2020.

This Infosheet has some hard words. The first time we write a hard word it will be in **bold** and we will write what this word means. You can also find a list of these words and what they mean in the ‘Glossary of Terms’.

These changes are for **tenants**, who are renting in:

- private rental
- community housing
- public housing.

A tenant is a person who is renting a property or room under a Residential Tenancy or Rooming Accommodation agreement.

This includes if you are renting and live in:



house or unit (including townhouses, villas or house boats)



caravan park



supported accommodation



rooming accommodation



In April 2020, the Queensland Government made temporary changes to the residential tenancy laws to protect Queenslanders affected by **COVID-19**.

COVID-19 is the illness caused by the new coronavirus.



Some of these changes ended on 29 September 2020.



There are still some temporary rules in place until 30 April 2021.



This information has been put together by Queenslanders with Disability Network to help tenants understand the changes and what they will mean for them.



What changed on 29 September 2020?



The freeze on **evictions** if you cannot pay your rent because of COVID-19 has finished.

An eviction means being asked to leave a property or room that you rent.

There are still some things you can do to get help.



The need for **landlords** to make your lease longer if you have been impacted by COVID-19 has finished.

A landlord is the person that owns the property you live in.



The temporary approved reasons for why a landlord could end your lease have finished. For example, if they need to move into the property or sell the property.



If you or your landlord asked for help from the Residential Tenancies Authority (RTA) about a disagreement before 30 September 2020 it will be processed based on the temporary rules.

The Residential Tenancies Authority (RTA) COVID-19 Dispute Resolution Request form 16a is not available any more.

You can still ask the RTA for help with a disagreement after 30 September 2020 but the temporary rules will no longer apply.



What is still in place for tenants until 30 April 2021?



If you are experiencing domestic and family violence and you need to move quickly there are rules in place to protect you.



You won't get listed on a **tenancy database** if you can't pay your rent because of COVID-19.

A tenancy database is a list where landlords or **property managers** record information about tenants who have had problems with their tenancies.

A property manager is the person that looks after the property for the landlord.

You pay your rent to them. They are also called an agent.



1 week

If you are impacted by COVID-19, one week of rent is the most you will have to pay to end your lease early. There could still be fees for cleaning or damages at the end.



If you are at high risk of COVID-19, there are COVID-19 safe entry rules. This means you may say when the landlord or property manager can come into your home. Your landlord or a tradesperson can still come in to make sure you are safe. For example, to fix the toilet or check the smoke alarms.



Rules around getting your property repairs and maintenance done by your landlord.



Voluntary **conciliation** through the RTA if you need help working out a disagreement with your landlord.

Conciliation is a way of discussing a disagreement with a third person that doesn't take sides and working out a solution that everyone is ok with.



I need help understanding this information

Contact

Queensland Statewide Tenancy Advice and Referral Service (QSTARS).



A free service for tenants all over Queensland to ask questions and get advice

1300 744 263

Residential Tenancies Authority (RTA)



1300 366 311

The RTA gives out information about renting. They can help you work through a disagreement with your landlord or property manager and don't take sides.

For people who need to access interpreting services:



Telephone and Interpreting Service

131 450



Voice Relay number

1300 555 727



Teletypewriter (TTY) number

133 677



SMS relay number

0423 677 767



Speak and listen users

1300 555 727 then ask for **1800 800 110**