

Where to get help as a tenant?

Tenant Advice and Advocacy Service (Qld) provide free advice to help you understand and exercise your legal rights and responsibilities under the Residential Tenancies and Rooming Accommodation Act 2008.

If you need assistance filling out forms or need guidance on a tenancy dispute contact your local TAAS. There are 28 separate offices throughout Queensland*.

Southern Queensland



Brisbane (south)	3844 9814
Brisbane (north) - Morayfield Stafford Zillmere	5428 6277 3857 8686 3863 2721
Logan	3826 1598
Ipswich	3281 5409
Toowoomba	4616 9700

Central Queensland

Rockhampton	4922 7411
Mackay	4957 6334

North Queensland

Townsville (includes Mt Isa and Gulf region)	4772 5617 1800 772 561
Bowen	4786 3735
Cairns	4031 6733

Western Queensland

Roma (includes Charleville and SW Queensland region)	4624 0807 1800 620 663
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The **Tenants' Union of Queensland** aims to protect and improve the rights of all Queensland tenants – including those in caravan parks and boarding houses. They're a state-wide community organisation that provides information and advice for tenants and advocates on your behalf. They also have a specialist tenancy law legal service that's funded through Legal Aid.

1300 744 263

TUQ provides a state-wide telephone tenancy advice service operating from 9am to 4pm Monday to Fridays with extended hours to 7pm on Tuesday and Wednesday evenings.

www.tuq.org.au

Office locations:

Tenants' Union of Queensland
28 Robertson Street,
Fortitude Valley

@
mail@tuq.org.au

Tenants' Union North Queensland
208 McLeod Street, Cairns

nqmail@tuq.org.au

Tenants' Union Fraser Coast
Office 5, 16 Torquay Road, Pialba

fcmail@tuq.org.au



Housing Matters - a project by Brisbane Indigenous Media Association, funded by the Residential Tenancies Authority. An electronic version of this brochure is available for download on our website at www.bima.org.au



Information on new renting laws in Queensland

Sponsored by:



*Look in the White pages under 'tenant' if your community isn't listed.

What has changed?

On July 1 2009 the Residential Tenancies and Rooming Accommodation Act 2008 came into effect and replaced Queensland's existing tenancy laws.

The Residential Tenancies and Rooming Accommodation Act 2008 sets out the legal rights and responsibilities of people who rent (tenant/resident) and who they rent from (landlord/agent/lessor).

If you're a tenant, resident or are thinking of renting, some of these changes may affect YOU.

How does this affect me?

Maximum Bond amount limited - If a rental property costs \$700 per week or less, the most bond money you can pay as a tenant is four weeks worth of rent. The bond money must still be given to the Residential Tenancies Authority for safe keeping.

Fixed price advertising - Under the new law, landlords or agents can't ask you to bid for a property or pay more rent than what it was advertised at. This new rule aims to stop the practice of rent bidding and advertising a rental property without a price or rent ranges such as \$200-\$250 per week.

Changes in notice periods - Landlords or agents must give tenants two months notice to leave without grounds whether your agreement is periodic or fixed term. If you live in a caravan or another type of moveable dwelling, you must be given three months notice if there is a voluntary park closure.

Rent increases - Rent cannot be increased unless 6 months has elapsed since the last increase or the start of the tenancy agreement. If your agreement allows for rent increases, the landlord or agent must give you at least 2 months written notice. If you're on a periodic agreement, the same notice applies.

Rooming Accommodation - If you rent a room as your home e.g. boarding house or off-campus student accommodation, the owner, manager or agent can now make rules about smoking and guests.

Disputing changes in agreements - Tenants can now dispute significant changes between agreements for the same property with the landlord or agent. Under the old rules tenants had to accept the new agreement or move on. Now you can dispute changes such as:

- excessive rent increases;
- keeping pets on the property;
- number of people who can live at the property; or
- the way rent can be paid

To dispute changes to your tenancy agreement you need to lodge a Dispute Resolution Request (Form 16) with the RTA.

New agreement forms - If you rent a place in Queensland, you need a tenancy agreement. This agreement is a legal contract between you and the person you're renting from (landlord or agent). To rent a house or unit in Queensland you need a General Tenancy Agreement (Form 18a). To rent a mobile home or caravan you need the Moveable Dwelling Tenancy Agreement (Form 18b). If you rent a room in a boarding house or hostel, you'll need the Rooming Accommodation Agreement (Form R18).*

*These forms can be accessed on the RTA website.

What is the RTA?

The **Residential Tenancies Authority** (or RTA for short) are the mob responsible for managing Queensland's tenancy laws. They assist tenants, agents, residents and providers of rental accommodation by providing:

Rental Bond Service - holds and refunds rental bond money paid by tenants to landlords (lessors).

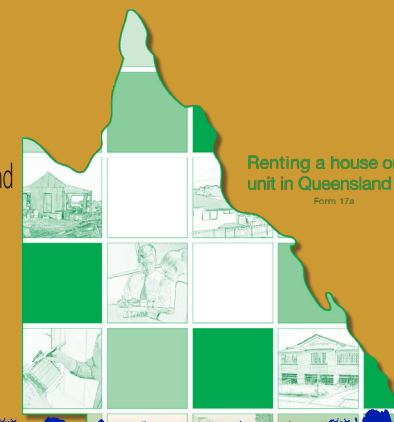
Tenancy information and education - FREE information to all tenants, residents, agents, landlords and rental accommodation providers in Queensland via the RTA's contact centre or website.

1300 366 311



Dispute Resolution Service - This service helps tenants and their landlords resolve disputes.

Investigations Unit - Where appropriate the RTA investigates and prosecutes offences under the Residential Tenancies and Rooming Accommodation Act 2008.



www.rta.qld.gov.au