

COVID-19

Change of circumstances & rent

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.
- Reinforcing to tenants they have a right to refuse entry for non-essential reasons (including routine inspections), particularly if you or a member of your household has a higher risk profile if exposed to COVID-19.
- Ensuring debts don't accrue for tenants and that they will not be placed on a tenancy database if they are experiencing hardship.
- Providing support for Queenslanders experiencing domestic and family violence.
- Introducing a cap on break lease penalties.



For more information

SMS 'Hi' to 0480 000 782

HOW TO DISCUSS YOUR SITUATION & WORK TO AN AGREEMENT:

Neither property owners or tenants are to blame for the effects of COVID-19 and now is the time to work through this together to get to the other side of this pandemic.

- Consider the other person's perspective.
- Before you talk with the other person, clarify concerns and be clear about the desired outcome.
- Communicate with your property manager to discuss your concerns.
- It's important to record of these discussions and best to do this via email.
- Be clear about your concerns and the impact of what you're experiencing.
- Respect the professional relationship you have with the other person and stay courteous.
- Offer constructive ideas to resolve the issue.
- It is important to be flexible.
- If you agree to a plan, document it and make sure you are clear about timeframes.

www.covid19.qld.gov.au/the-hub

1800 497 161



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