

# Office of Fair Trading

## Information for real estate agents recovering from a natural disaster

We know Queensland licensees, their families and staff face challenges after natural disasters such as cyclones, flooding and bushfires. The Office of Fair Trading (OFT) would like to provide every assistance in dealing with normal regulatory requirements during the recovery periods.

Please read this information and don't hesitate to contact us for any advice specific to your situation if needed. Topics covered below include:

- Trading from another premises
- Renewing your licence
- Trust accounts, audits and replacement documents
- Contacts in OFT.

### Trading from another premises

If your premises is so badly damaged that it is unsuitable to conduct business from, you can trade from an alternate premises. Trading premises are not required to be approved by OFT however you should advise OFT within 14 days of a change of address. To do this we would ask that you contact OFT Licensing on 13 QGOV (13 74 68) or email [IndustryLicensing@justice.qld.gov.au](mailto:IndustryLicensing@justice.qld.gov.au) to advise of the relocation.

### Renewing your licence

If your salesperson certificate or agents licence (for an individual) is due for renewal you can now complete this task on line. Simply go to <https://www.qld.gov.au/fair-trading> for instructions. If however your organisational licence is due for renewal, or you do not have reliable internet access, please call OFT Licensing on (07) 3008 5802 and we can outline options, including extensions, based on your particular circumstance.

### Trust account records and replacing official documents

OFT understands that crucial hard copy records may have been lost in the flood. If this is the case we would urge you to contact your auditor as soon as possible. You or your auditor can contact the OFT at [financial.OFT@justice.qld.gov.au](mailto:financial.OFT@justice.qld.gov.au) to request an extension of time for lodgement.

If your licence or registration documentation has been destroyed or misplaced during the floods, please contact OFT licensing at [IndustryLicensing@justice.qld.gov.au](mailto:IndustryLicensing@justice.qld.gov.au) for a free replacement.

### Contact OFT

Do not hesitate to contact us regarding any compliance and licensing concerns that you may have as a result of a natural disaster.

- General enquiries: Call 13 QGOV (13 74 68)
- Licence and enquiries: [oftlicensing@justice.qld.gov.au](mailto:oftlicensing@justice.qld.gov.au)
- Trust account enquiries: [financial.OFT@justice.qld.gov.au](mailto:financial.OFT@justice.qld.gov.au)

