

# COVID-19

## Response for Residential Tenancies Update

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

Some important temporary regulatory measures will continue to 30 September 2021. This means Queensland remains ready to respond to COVID-19 risks as we transition back to normal residential tenancy arrangements.

### Measures that continue to apply

#### Until 30 September 2021

- ✓ 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.

### Measures no longer in place

#### From 30 April 2021

- ✗ entry restrictions and requirements to support COVID-19 social distancing measures
- ✗ relaxed repair and maintenance obligations.

#### 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 Residential Tenancies Authority (RTA) free dispute resolution service is available to help you reach agreement and resolve issues, including about rent and ending agreements. If you need help with your tenancy:

Call **1300 366 311**, 8.30am to 5.00pm, Monday to Friday  
visit [www.rta.qld.gov.au/renting/covid19-changes](http://www.rta.qld.gov.au/renting/covid19-changes).

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

To find your nearest Housing Service Centre visit [www.qld.gov.au/housing/public-community-housing/housing-service-centre](http://www.qld.gov.au/housing/public-community-housing/housing-service-centre).

