

Rights and responsibilities

What are my rights and responsibilities as a tenant?

The Residential Tenancies Authority looks after the laws which protect the rights of tenants and lessors/agents. As a tenant or resident, you have rights as well as responsibilities.

Fact sheets and publications about your rights and responsibilities under the *Residential Tenancies* and *Rooming Accommodation Act 2008* are available from the Residential Tenancies Authority (RTA) website www.rta.qld.gov.au or by telephoning the RTA on 1300 366 311.



How can I avoid problems with my tenancy?

- Read Renting a house or unit in Queensland (Form 17a) or Renting a caravan or moveable dwelling in Queensland (Form 17b) which are given to you when you sign the tenancy agreement. These forms can help you to understand your rights and responsibilities.
- Pay your rent on time.
- Take good care of the property.
- Don't disturb the peace, comfort or privacy of neighbours.
- Consult the lessor/agent if you want to change who is living in the premises.
- Keep all documents about the tenancy (e.g. condition report, tenancy agreement, letters and receipts) together in a safe place.
- Contact your lessor/agent to discuss any problems that arise.

Where can I get help if I have problems starting my tenancy or during my tenancy?

Residential Tenancies Authority (RTA)

- Visit www.rta.qld.gov.au for fact sheets, forms and publications about specific tenancy advice or phone 1300 366 311.

Tenants Union of Queensland (TUQ)

- Visit www.tuq.org.au for information for tenants and residents or phone (07) 3257 1108 or 1800 744 263 (outside Brisbane).

Tenant Advice and Advocacy Service (TAASQ)

- Visit www.housing.qld.gov.au/renting/info/taasq.htm for services located in your area. Workers can assist on the phone or appointments can be made for face-to-face support. Contact details for TAASQ are included in the next section.

Contact details - Tenant Advice and Advocacy Service (TAASQ)

BRISBANE REGION

Inner Northern Suburbs — 07 **3358 3951**
Northern Suburbs (Stafford) — 07 **3857 8686**
Inner Southern Suburbs — 07 **3846 2114**
Logan/Albert/Beaudesert — 07 **3826 1500**
North Region — 07 **5428 6011**
Outer Northern Suburbs — 07 **3863 2721**
Outer Southern Suburbs — 07 **3277 7583**
Wynnum/Manly/Redlands — 07 **3893 0016**

REGIONAL QUEENSLAND

Atherton Tablelands — **1800 652 777**
Bowen — 07 **4786 3735**
Bundaberg and Surrounds — 07 **4153 1239**
Cairns and Surrounds — 07 **4031 6733**
North Region — 07 **5428 6011**
Gladstone and Region — 07 **4976 6360**
Gold Coast North — 07 **5591 1102**
Gold Coast South — 07 **5598 3230**
Gympie and South Burnett — 07 **5482 7623**
Hervey Bay/Maryborough — 07 **4124 1523**
Ipswich & Surrounds — 07 **3281 5409**
Mackay — 07 **4957 6334**
Mt Isa/North West Region — 07 **4743 9659**
Rockhampton — 07 **4922 7411**
Roma and District — 07 **4620 1065**
Sunshine Coast — 07 **5476 0555**
Toowoomba and Surrounds — 07 **4616 9707**
Townsville — 07 **4772 5617** or **1800 772 561**
Whitsunday — 07 **4946 6449**

Need more help?

Visit www.housing.qld.gov.au/contact/offices/index.htm for the contact details of your nearest Housing Service Centre or call 1300 880 882.

