

MOVING IN

► **BEFORE YOU DECIDE**

- * Check the House rules. They should be in writing. Look for anything important to you. eg. Can people smoke there?
- * Is the place safe? Is there proper fire equipment? Are there fire extinguishers? Is there a fire alarm? Is there more than one exit? Is the room door solid and have a good lock?

► **IF YOU WANT TO GO AHEAD**

- * You and the caretaker or owner/ manager should sign an agreement (Form 18). You must get a copy. Keep it in a safe place, it is important for your rights as a resident.
- * Your agreement should say:
 - How much you are paying for rent, food and other things
 - How you should pay

► **BOND**

- * Get a receipt
- * Make sure any damage/dirt is recorded on a special form (Form R1)
- * Bond must be lodged with the Residential Tenancies Authority (RTA) and you should get a letter in 2 or 3 weeks from them (Form R2).
- * Key and other deposits are also bonds.

You can ring the Residential Tenancies Authority (RTA) to check the bond is lodged on **1300 366 311**. At the cost of a local call.

 **MAKE SURE YOU GET A RECEIPT FOR ANY MONEY YOU PAY, AT THE TIME YOU PAY IT. KEEP ALL RECEIPTS.**



Need some help - you can call:

Tenant's Union on **1800 177 761** or Brisbane Residents on **3257 1108**
The Residential Tenancies Authority (RTA) on **1300 366 311**
Your local Tenant Advice & Advocacy Service (TAASO - under 'T' in the phone book)



PRODUCED BY

tenants' union
of Queensland Inc

FUNDED BY

Queensland
Government
Department of Housing
FROM INTEREST ON
TENANTS' BONDS



➡ **WHEN YOU PAY RENT IN CASH
THE LAW SAYS YOU MUST GET A
RECEIPT STRAIGHT AWAY
NO RECEIPT - NO CASH**

The receipt must have all the important details. Name & Address, How much rent you paid & the day the rent is paid to. Keep all your rent receipts in case you need them.

➡ **IF YOU THINK YOU WILL HAVE
TROUBLE PAYING THE RENT**

It is worth talking to owner/manager and try to agree about when & how you will pay.

? **IF YOU CAN'T AGREE**

➡ **IF YOU HAVE BEEN LIVING THERE
LESS THAN 28 DAYS:**

- * As soon as the rent is late, the owner/manager can give you notice and 2 days to pay.
- * If you don't pay in that time they can make you leave.

**TIP: KEEP YOUR RECEIPTS
AND OTHER PROOF OF RENT
PAYMENTS IN A SAFE PLACE.**

➡ **IF YOU HAVE LIVED THERE MORE
THAN 28 DAYS:**

- * When you are 2 days late in paying your rent, the owner/manager can give you a notice telling you that you have 4 days to pay.
- * If you don't pay within the 4 days the owner/manager can ask you to leave. They must give you a notice giving you at least another 4 days to move out.

➡ **IF YOU HAVE A PROBLEM
WITH RENT**

If the owner/manager says you owe rent and you disagree or you are not sure

- 1 Check with the owner/manager for details of what they think you owe (get it in writing)
- 2 Do you have all your rent receipts?
- 3 Do the dates add up?

? **STILL CAN'T AGREE**

You may need help to solve the problem and protect your rights. Contact the Tenants' Union or your local TAASQ. You will need to give details of the problem to the Residential Tenancies Authority (RTA) on a dispute notice form.



Need some help - you can call:

Tenants' Union on **1800 177 761** or Brisbane Residents on **3257 1108**
The Residential Tenancies Authority (RTA) on **1300 366 311**
Your local Tenant Advice & Advocacy Service (TAASQ - under 'T' in the phone book)



tenants' union
of queensland inc

PRODUCED BY

3 MOVING OUT

▶ PERIODIC AGREEMENT

If you don't have an agreement for a certain amount of time you have a PERIODIC AGREEMENT. If you want to leave and you have a PERIODIC AGREEMENT you must give 7 days notice in writing.

▶ IF THE OWNER/MANAGER SAYS YOU HAVE TO LEAVE.

It must be in writing and on an approved form (Form R12). If you have a PERIODIC AGREEMENT you can be asked to leave for no reason but they must give you 30 days notice in writing.

? IF YOU CAN'T AGREE YOU MAY NEED HELP TO SOLVE THE PROBLEM AND PROTECT YOUR RIGHTS.

▶ BOND

If you paid a bond it should have been given to the RTA. You will have a letter to say the RTA has your bond. You must put in a form to the RTA to get your bond back (Form R4).

? IF YOU PAID A BOND AND YOU FIND IT WASN'T GIVEN TO THE RTA YOU MAY NEED HELP.

Contact the Residential Tenancies Authority for the RTA forms.

▶ FIXED TERM AGREEMENT

If you have an agreement to stay for a certain amount of time you have a FIXED TERM AGREEMENT for example - 3 months or 6 months.

If you want to leave at the end of a FIXED TERM AGREEMENT you should let the owner/manager know in writing 7 days before you leave.

If you have a problem and need to leave before your FIXED TERM AGREEMENT ends try and come to an agreement with the owner/manager in writing about leaving. **If you leave without having an agreement you might have to pay the owner /manager money.**

If the owner / manager wants you to move out at the end of the agreement and you have a FIXED TERM AGREEMENT, they must give you 14 days notice in writing before the end of the agreement. They cannot ask you to move out during a fixed term agreement unless you have broken the agreement.



Need some help - you can call:

Tenant's Union on 1800 177 761 or Brisbane Residents on 3257 1108
The Residential Tenancies Authority (RTA) on 1300 366 311
Your local Tenant Advice & Advocacy Service (TAASO - under 'T' in the phone book)



PRODUCED BY
tenants' union
of queensland inc

FUNDED BY
Queensland
Government
Department of Housing
FROM INTEREST ON
TENANTS BONDS


4 PRIVACY

► THE LAW PROTECTS YOUR RIGHTS TO PRIVACY

What if the owner/manager keeps coming into your room?

The law says they can't come in unless:

- 1 You have agreed because it is for a regular service such as cleaning
- 2 There is an emergency such as a fire, urgent repairs
- 3 They have given proper notice. For most things such as cleaning, repairs or pest control at least 24 hours must be given. For regular inspections, 48hrs notice should be given and no more than once a month (Form R9).

 **IF THE CARETAKER OR OWNER/MANAGER ARE STILL COMING INTO YOUR ROOM TELL THEM IT IS NOT OK, AND MAYBE YOU NEED TO GET SOME HELP.**

 **AND ANOTHER THING:**

You have the right to expect that your personal details won't be passed on by caretaker or owner/manager. They may only be passed on to "authorised agencies".

► WHAT IF YOU HAVE HASSLES WITH OTHER RESIDENTS

Such as:

- * Making noise
- * Coming into my room
- * Taking my stuff

You can:

- * Check the House rules
- * Let the owner/manager know. The law says they have to make sure you get your privacy.
- * Ask the owner/manager if you can change your locks
- * Ask someone who doesn't live there to help

If the caretaker or owner/manager is not doing what the law says you may need help to solve the problem and protect your rights. You will need to give details of the problem to the Residential Tenancies Authority (RTA) on a dispute notice form.



Need some help - you can call:

Tenant's Union on 1800 177 761 or Brisbane Residents on 3257 1108
The Residential Tenancies Authority (RTA) on 1300 366 311
Your local Tenant Advice & Advocacy Service (TAASO - under 'T' in the phone book)



PRODUCED BY
tenants' union
of queensland inc

FUNDED BY
Queensland
Government
Department of Housing
FROM INTEREST ON
TENANTS BONDS



HOW DO I GET MY THINGS BACK?

You should take your things with you when you leave. If this is not possible then the best thing to do is work something out with the owner/manager about storing your stuff and when you will come back to get it. It is a good idea to make a list of all the things you are leaving there. You should ask for your stuff back within a month.

The law says that if you leave something behind the caretaker or owner/manager must attempt to contact you and return your stuff.

- * If the goods are worth less than \$100 or they will go bad the owner/manager does not have to keep them.
- * If the goods you leave behind are valued at more than \$100 the owner/manager must store the goods for a month and then they can be sold to recover costs of storage or any money you owe them.
- * If your belongings are worth more than \$500 then they must be stored in a safe place.



ANY PERSONAL PAPERS OR PROFIT FROM THE SALE OF YOUR STUFF SHOULD BE GIVEN TO THE PUBLIC TRUSTEE. THE PUBLIC TRUSTEE MUST KEEP IT FOR 6 MONTHS.

It is against the law for the owner/manager to take your stuff if you are behind in your rent. If this happens you can get some help by contacting the RTA and filling out a breach notice to have your goods returned.



Need some help - you can call:

Tenant's Union on **1800 177 761** or Brisbane Residents on **3257 1108**
The Residential Tenancies Authority (RTA) on **1300 366 311**
Your local Tenant Advice & Advocacy Service (TAASQ - under 'T' in the phone book)

PRODUCED BY



tenants' union
of queensland inc

FUNDED BY



Queensland
Government
Department of Housing
FROM INTEREST ON
TENANTS BONDS



IF SOMETHING GOES WRONG

Both you and the caretaker or owner/manager have responsibilities and there are rules about how to sort out problems.

If you have a problem eg. something needs fixing or staff come into your room, you should let the owner/manager know in writing (Form R 11). The owner/manager has 5 days to fix the problem. If they don't and you can prove it is a very serious problem you could give them notice in writing that you will leave in 2 days.

Warning: Get advice before you leave in this way as you may have to pay

The owner/manager may also give you a notice about a problem like noise or leaving the kitchen messy. Whether you agree or not you should put your side in writing to the owner/manager. When 5 days are up, if you haven't fixed the problem the owner/manager may ask you to leave on an approved form.



PROBLEMS WHERE YOU LIVE CAN BE VERY DIFFICULT AND IT IS BEST TO GET HELP TO WORK THEM OUT IF YOU CAN.



YOU MAY NEED HELP TO SOLVE THE PROBLEM AND PROTECT YOUR RIGHTS. YOU WILL NEED TO GIVE DETAILS OF THE DISPUTE TO THE RESIDENTIAL TENANCIES AUTHORITY

(It is very important to get everything in writing and to keep all your papers in a safe place. You may need these papers if anything does go wrong.)

If you have an agreement to stay for a certain amount of time, you have a **FIXED TERM AGREEMENT** eg. 3 months or 6 months and if you haven't fixed the problem in 5 days, the owner/manager must give you at least 7 days notice to leave on an approved form (Form R 12).

If you don't have an agreement for a certain amount of time you have a **PERIODIC AGREEMENT** and the owner/manager must give you at least 2 days notice to leave.



Need some help - you can call:

Tenant's Union on **1800 177 761** or Brisbane Residents on **3257 1108**

The Residential Tenancies Authority (RTA) on **1300 366 311**

Your local Tenant Advice & Advocacy Service (TAASO - under 'T' in the phone book)



tenants' union
of queensland inc

PRODUCED BY



Queensland
Government
FROM INTEREST ON
TENANTS' BONDS

FUNDED BY