

## **Do you live in a Boarding House, Hostel or Aged Rental accommodation?**

In Queensland legislation now protects the rights of people who rent rooms in boarding houses, hostels and aged rental accommodation.

The Residential Services Accommodation Act sets out the rights and responsibilities of residents and service providers in relation to accommodation.

The Residential Services Accreditation Act sets out standards for buildings, staff and services

### ***Who is not covered?***

These Acts do not cover people who rent accommodation from government, education, health or indigenous organisations or other community services.

People who live in share houses, or rent a room in premises that have room for less than four residents are not covered under these Acts. As a lodger in this situation you must rely on existing common laws to protect your rights and the terms of any written agreement.

People who rent self-contained accommodation such as houses, flats, caravans or units remain covered under the existing Queensland Residential Tenancies Act.

If you rent a room in a private student hostel the Accreditation Act does not apply but your rights are still covered under the Accommodation Act.

## **Am I covered under the Residential Services (Accommodation) Act?**

You will be covered under this Act if you live in premises where:

- You pay rent for a room;
- The premises have room for at least 4 residents;
- You occupy 1 or more rooms but do not have the right to occupy the whole premises;
- You share facilities with others; or,
- You receive personal care or other services; and
- the premises are privately run

### **What are the Rights and Responsibilities of residents under the Residential Services Accommodation Act?**

As a resident the Act sets out your rights and responsibilities when you rent a room.

Under the Act the manager or service provider also has rights and responsibilities.

Resident rights and responsibilities include:

- You have the right to have a written agreement for your accommodation;
- If you pay rent or bond money the manager must give you a receipt and must lodge your bond with the Residential Tenancies Authority;
- The House Rules must agree with the Act;
- You must not use your room for illegal activities;
- You have the right to privacy and must respect the privacy of others;

- The Act sets out rules for times when the manager can enter your room;
- If you want to move out you must give the manager written notice;
- If the manager wants you to leave they must give you a written Notice to Leave form;
- If you move out and leave goods behind the Act sets out rules that cover what should happen to your goods;
- The Act sets out a dispute process that you and the manager can use to solve problems.

### **What happens if there is a dispute?**

- If the manager says you have done something to break your agreement the manager must give you a written notice that explains the problem and gives you time to fix it.
- You can give the manager a written Notice to Remedy Breach form if you think the manager has broken their side of the agreement.
- If you and the manager have a dispute it is a good idea to talk to each other first and try to solve the problem by agreement.
- you can contact the Residential Tenancies Authority's free Dispute Resolution Service for assistance in solving a dispute.
- If you and the manager cannot solve a dispute you can apply for a hearing in the Small Claims Tribunal where the Referee can make a final decision about the dispute.

## Where Can I go for Help?

### The Residential Tenancies Authority

This government body provides residents, managers and owners with information about the Act and copies of special "R" forms. The RTA holds resident's bond money and provides a free dispute resolution service for residents and providers. Visit [www.rta.qld.gov.au](http://www.rta.qld.gov.au) to download forms and fact sheets. For information Ph 1300 366 311

### Office of Fair Trading

The Office of Fair Trading is the government office that oversees the Accreditation Act. This Act says who is covered by the Acts and sets out standards for buildings, services and staff in boarding houses, hostels and aged rental accommodation. Telephone Ph 1300 658 030 or write to them at: GPO Box 311, Brisbane Qld. 4001

### Tenant Advice and Advocacy Services

These local community services provide advice and support services to people who rent, including boarding house and hostel residents, Your nearest TAAS service is listed in the telephone directory under "T" for tenancy advice.

### Tenants' Union of Queensland

The Tenants' Union is a statewide community organisation that provides telephone advice and advocacy support to people who rent. Visit [www.tuq.org.au](http://www.tuq.org.au) for information. For telephone advice call (07) 3257 1108 or if outside Brisbane call 1800 177761.



## What is the Tenants' Union of Qld?

The Tenants' Union of Queensland is a statewide community organisation that provides services for residential tenants in Queensland and represents their interests. The Union aims to improve and protect the rights of all Queensland tenants, including caravan park and boarding house residents.

### The Tenants' Union services include:

- ❖ A statewide phone advice service 9am-4pm Mon-Fri. Brisbane 3257 1108 or Regional 1800 177761
- ❖ A North Queensland phone advice service on Tue and Thur between 2pm-5pm. on 40 313194
- ❖ Tenancy information publications
- ❖ A community education program
- ❖ A tenancy law training program.
- ❖ A specialist legal service
- ❖ An Indigenous Tenant Education Program in Nth Qld
- ❖ Research into tenancy issues

### The Tenants' Union aims to:

- ❖ Represent the concerns of tenants and residents in discussions with government and industry bodies.
- ❖ Advocate for law reform changes to improve conditions for people who rent.

### Membership

If you support the Tenants' Union of Queensland become a member. Membership application forms are available at [www.tuq.org.au](http://www.tuq.org.au) or contact a Tenants' Union office:

### Contacts

Statewide Office: 28 Robertson St Fortitude Valley 4006  
Administration: Ph (07) 3257 1411  
North Queensland Office: 208 McLeod St Cairns 4870  
Administration: 40313194  
Website: [www.tuq.org.au](http://www.tuq.org.au)

# The Residential Services Accommodation Act

Information for residents  
renting rooms in private  
boarding houses, hostels and  
aged rental complexes in  
Queensland

