

What to do if you're experiencing domestic and family violence in a tenancy

Queensland has new laws to help everyone remain healthy and safe during the COVID-19 pandemic.

The following information is provided to help tenants, property owners and managers understand the changes to the law in relation to people impacted by domestic and family violence.



Tenants

These changes will support tenants to:

- end their interest in a tenancy agreement by providing the property owner or manager seven days' notice of their intention to leave supported by appropriate evidence
- leave the tenancy immediately and only pay a cost equivalent to one week's rent
- request a refund on their part of the rental bond
- change locks to a property without owner consent, but only for safety reasons.

For tenants experiencing domestic and family violence, this means:

DO

- ✓ Submit a [Domestic and family violence notice ending tenancy](#) or [Domestic and family violence notice ending residency](#) to your property owner/manager
- ✓ Provide or allow your property owner/manager to sight evidence
- ✓ Apply for a refund of your rental bond
- ✓ If needed, change locks to your property if you are concerned for your safety – but not common property

DON'T

- ✗ Need to give more than one week's notice – you can leave immediately if you need
- ✗ Pay for reletting, advertising or lost rent



Property owners and managers

These changes will support property owners and managers to:

- ask remaining tenants to top-up the rental bond if some of the bond is refunded to a tenant who ends their part of the tenancy due to domestic and family violence
- prevent misuse or disclosure of information if a tenant experiencing domestic and family violence has issued a notice of intention to leave.

For property owners or managers this means:

DO

- ✓ Keep tenants' information private and store it safely
- ✓ Refund the rental bond to the tenant
- ✓ Inform the remaining tenants after the 7 day notice period has expired that they:
 - still have a tenancy agreement
 - need to top up the bond after one month
- ✓ Resolve any issues through QCAT

DON'T

- ✗ Share information with anyone else, including forwarding addresses
- ✗ Ask the tenant to pay for property damage or arrears related to domestic and family violence



Tenants and property owners not significantly impacted by COVID-19 should continue to honour their existing obligations and rental agreements.