

Self resolution for tenants

Coming to an agreement with your property owner or manager on rent changes



If you are suffering excessive hardship because of the COVID-19 pandemic, you may be eligible to request a temporary change in rent payments and other protections.

New temporary laws designed to keep people safe and in their homes and to help protect property owners' investments during COVID-19 were passed on 24 April 2020.

The *Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020* supports sustainable tenancies for residential renters during the COVID-19 pandemic.

If you have not been significantly impacted by or suffered excessive hardship because of COVID-19, your obligations under your existing tenancy agreement remain the same.

The *Residential Tenancies and Rooming Accommodation Act 2008* still applies to tenancy agreements that are not impacted by COVID-19.

What should I do if I can't reach an agreement with my landlord?

If you can't come to an agreement, [apply online](#) to the Residential Tenancies Authority (RTA) for free conciliation or use the [COVID-19 Dispute resolution request paper form \(Form 16a\)](#).

To find out more about how the RTA can help you during the COVID-19 pandemic, please visit rta.qld.gov.au/covid or call our 24/7 COVID-19 hotline on 134 COVID (13 42 68).



Requesting a temporary rent variation

Contact your property owner or manager as soon as possible to let them know you are suffering excessive hardship due to COVID-19. You can ask for a temporary rent variation (such as a rent deferral or waiver).



Your request may not be granted, but we urge tenants and property owners to act reasonably, communicate and try to minimise losses or inconvenience to each other.



We know this is a difficult time and trying to negotiate a rent reduction can be stressful, so we've provided a [template for a letter](#) you can send to negotiate a rent variation due to the COVID-19 pandemic. Fill this out and send it to your property owner or manager.



Make sure you provide evidence to support your claim, like a copy of a separation certificate, proof of reduced hours or confirmation you have registered with Centrelink.



Please consider the financial impact COVID-19 is having on your property owner or manager as well. They too may have lost employment or may not be able to receive mortgage relief. Any agreement will need to balance both your needs.



If you can come to an agreement about a temporary change in rent due to your circumstances, the new terms of your rental agreement should be put in writing by filling out **Form 18d, 18e, or 18f**, (depending on the kind of accommodation you live in) and signed by both parties. Keep a copy for your records.

