

Fact Sheet 9: Where to get help when renting

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 (for the cost of a local call).

How can I avoid problems with my tenancy?

- Read [Renting a house or unit in Queensland \(Form 17a\)](#), [Renting a caravan or moveable dwelling in Queensland \(Form 17b\)](#) and [A tenant's guide to the rules for renting in Queensland](#), which is given to you when you sign the tenancy agreement, 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 (for the cost of a local call).

Tenants Union of Queensland

- Visit www.tuq.org.au for information for tenants and residents or phone (07) 3257 1108 or 1800 177 761 (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 3844 9814
Logan/Albert/Beaudesert - 07 3208 8736
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 2957
Cairns and Surrounds - 07 4031 6733
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

For more information

This fact sheet is part of a series of fact sheets, including:

- Fact sheet 1 – [*Identifying your housing needs*](#)
- Fact sheet 2 – [*Documents you need to rent a property*](#)
- Fact sheet 3 – [*Finding a property to rent*](#)
- Fact Sheet 4 – [*Making a good impression*](#)
- Fact Sheet 5 – [*Inspecting a property to rent*](#)
- Fact Sheet 6 – [*Applying for a tenancy*](#)
- Fact Sheet 7 – [*Starting a tenancy*](#)
- Fact Sheet 8 – [*Moving In*](#)
- Fact Sheet 9 – [*Where to get help when renting*](#)
- Fact Sheet 10 – [*Tenancy databases*](#)

Contact us

Visit <http://www.housing.qld.gov.au/contact/offices/index.htm> for the contact details of your nearest Housing Services office.