

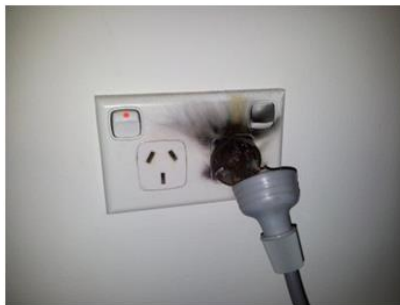
# Tenants' Rights and Responsibilities

## RIGHTS

### 1. Receive urgent repairs immediately from agent/landlord



Water leaks/problem

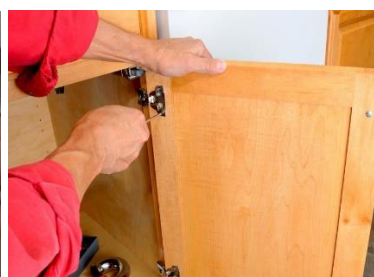


Electricity problem



Gas problem

### 2. Get general/non-urgent maintenance work done in reasonable time



### 3. Get repairs costs paid by agent/landlord when it is not your fault



4. Get bond returned fully when house is in good condition



5. Get free help when you have problems with real estate agent



1300 744 263 – they can arrange an interpreter if needed

Mon-Fri 9am – 5pm

Extended hours: Tues & Weds to 7pm

6. Get help from QLD Civil and Administrative Tribunal (QCAT) if others cannot help



Queensland **Civil and Administrative Tribunal**

1300 753 228 or call TIS

131450 if you need an interpreter to call QCAT

## RESPONSIBILITIES

1. Pay rent on time



2. Keep the property clean



3. Maintain the house



**4. Ask permission to real estate agent/owner before making changes to the house**



**5. Ask for repairs in writing**



**6. Tell real estate agent/owner 28 days before moving out (at the end of lease)**



**7. Be a good neighbour**

