



Housing Assist QLD App

The Housing Assist Qld App is a free app which helps tenants access our services at a time that suits them.

You can use the app to check your rental balance and help keep your payments on track.

You can also use the app to:

- link you to the online form to lodge your maintenance request
- check your rental and maintenance balance
- find numbers of your local Housing Service Centre



The Housing Assist Qld App can be downloaded from Apple, Android and Windows stores. If you have any issues downloading the app, please email housingapp@hpw.qld.gov.au

More information

Please talk to Housing staff if you need more information about your responsibilities as a tenant.

For more information

Call the Qld Government call centre on 13 QGOV (13 74 68)
Visit www.qld.gov.au

Department of Housing and Public Works

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Tenancy Breaches

Remote Aboriginal and
Torres Strait Islander
Communities





The Department of Housing and Public Works will work with you to support your tenancy.

We will do everything we can to help you understand what your responsibilities are as a tenant so you can avoid putting your tenancy at risk. As a tenant you must understand what your responsibilities are. If you aren't sure, talk to Housing staff.

Your responsibilities

As a tenant you are responsible for not breaking any of the rules in your tenancy agreement. Some of these rules are:

- make sure you always pay your rent on time. Keep your account at least two weeks in advance
- keep your house clean
- keep the grass mowed and remove any rubbish from the yard
- make sure the house is not damaged on purpose
- don't use the house for illegal purposes
- don't abuse or harass your neighbours, respect your neighbour's privacy
- don't have loud parties or fights
- make sure you ask for permission from the local Council to keep pets and
- make sure you ask for permission from the department before starting a business from home.

Breaking the rules in your tenancy agreement

If you break any of the rules listed in the tenancy agreement we may issue you with a breach notice.

Breach notices

A breach notice is given to tenants when the rules that are listed in the tenancy agreement are broken. The breach notice gives tenants 16 days to fix the problem.

For example, if your yard is untidy and the grass needs mowing, we may give you a breach notice and you will have 16 days to mow the grass and clean the yard.

We will work with you to fix the breach but it is still your responsibility to make sure the problem is fixed within 16 days. Talk to Housing staff if there are any problems.

Notice to Leave

If you do not fix the breach within 16 days we may give you a Notice to Leave. The Notice to Leave will give you 18 days to vacate the house.

If you don't vacate by the date on the Notice to Leave we may apply to court - the Queensland Civil and Administrative Tribunal (QCAT) for a Termination Order to end your tenancy and evict you from the house.

It is very important that you talk to Housing staff about any tenancy breaches. We want your tenancy to be successful and are here to help you. We can link you in with support agencies who can help you manage your tenancy.