residential tenancies authority

Entering a property

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 entering a property.

Keeping tenants, property owners and managers safe to help stop the spread of coronavirus

To ensure the health and safety of tenants, property owners and managers during the COVID-19 pandemic, it is important that everyone works together to ensure properties are maintained and can still be inspected for sale or reletting.

During the pandemic, tenants can refuse entry to their home in some circumstances such as:

1. If they, someone else in their household or their property owner or manager are in quarantine and entry to the property would contravene a public health direction.

2. If they or someone in their household is a vulnerable person who should limit their contact with other people, this includes:

   • people aged 70 years and over
   • people aged 65 years and over with an existing medical condition
   • people with compromised immune systems or
   • Aboriginal and Torres Strait Islander people aged 50 years and over with an existing medical condition.

If either one of the circumstances above applies and tenants refuse entry to their property manager or owner for non-essential reasons they must:

   • allow a virtual inspection to take place or take part in a video conference
   • take photos or videos of your property to help monitor its condition or to allow viewings for sale or reletting.

Property maintenance and repair

Requirements for property owners and managers to conduct routine repairs and maintenance have been relaxed during the COVID-19 pandemic. However tenants can still request these if they or a household member are not subject to a quarantine direction and are not considered vulnerable, and public health directives are followed.

Obligations in relation to emergency repairs remain the same. Access must also be given for essential reasons including monitoring smoke alarms and electrical safety switches.

By working together we can make renting work for everyone. It's important to:

   • communicate openly
   • understand each other's circumstances
   • develop an acceptable solution
   • document any decisions made.

If you can't reach an agreement you can access the RTA's free dispute resolution service via rta.qld.gov.au.

At all times, anyone entering a property must adhere to all public health directives and advice and practice social distancing.

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