

# COVID-19 dispute resolution request (Form 16a)

Residential Tenancies and Rooming Accommodation Act 2008 (Sections 402 and 416)  
COVID-19 Emergency Response Act 2020  
Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020



Note: In accordance with section 8 Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020, there is a currently a freeze on evictions due to rent arrears for tenants experiencing financial hardship due to the impacts of COVID-19. All parties are encouraged to agree on solutions together. Learn more at [COVID19.qld.gov.au/the-hub](https://www.covid19.qld.gov.au/the-hub).

Use this form if you wish to request dispute resolution for a tenancy dispute relating to COVID-19. If your dispute does not relate to COVID-19, please fill in a *Dispute resolution request (Form 16)*.

**Before you apply:** You must have had a conversation with the other party and [attempted self-resolution](#). You will need to attach evidence of this when you send this form to the RTA. If you are a tenant applying for dispute resolution because of financial hardship relating to COVID-19, you will also need to provide proof of this when you submit this form.

1 Have you spoken to the other party?  Yes  No

2 Have you/your tenants vacated the rental premises?  No  Yes Date vacated

3 Have you/your tenants applied for financial assistance?  Yes  No

4 Are you a tenant who is experiencing domestic and family violence?  Yes  No

5 Address of rental property (rooming accommodation: include room number)

<input type="text"/>
Postcode <input type="text"/>

Rental bond number

6 Who is lodging this dispute request?  Owner  Property manager  Tenant/s  Resident/s

1. Full name/trading name	Phone
Email <input type="checkbox"/> tick if you agree to receive RTA notices by email	Mobile
Postal address	Postcode
2. Full name/trading name	Phone
Email <input type="checkbox"/> tick if you agree to receive RTA notices by email	Mobile
Postal address	Postcode

7 Do you need the RTA's help with: (mark all that apply)

Writing/reading help  Auslan or signed English  Interpreter service, specify language

8 Who is the COVID-19 dispute with?  Owner  Property manager  Tenant/s  Resident/s

1. Full name/trading name	Phone
Email	Mobile
Postal address	Postcode
2. Full name/trading name	Phone
Email	Mobile
Postal address	Postcode

9 The COVID-19 dispute is about:  Rent  Ending or extending a tenancy  Entry

10 Have you issued/received any notices?

Notice to remedy breach (Form 11, R11)  Expiry date   Show cause notice for rent arrears  Expiry date   
 Notice of intention to leave (Form 13, R13)  Expiry date   Notice to leave (Form 12, R12)  Expiry date

Reason Notice issued

11 Authorisation

I agree to the RTA starting a dispute resolution process. I acknowledge the RTA may contact the other person/s with my name and dispute details. Everyone requesting conciliation must sign below.

Print name/s	Signature/s	Date
1. <input type="text"/>	<input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>	<input type="text"/>

Email this form to [COVID@rta.qld.gov.au](mailto:COVID@rta.qld.gov.au), or post to RTA GPO Box 390 Brisbane Q 4001

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the Residential Tenancies and Rooming Accommodation Act 2008 and may provide your information to QCAT and other bodies. For more information see RTA website.