

## How to fix problems where you live

Help for renters and residents

ADA Australia



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.



## About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.



ADA Australia gives support to

- people with disability

and



- older people.



This book is about how to fix problems where you live.

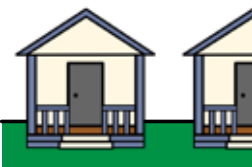


You might

- rent where you live



- live in a retirement village



- live in a home park.



When you rent or live in a retirement village or home park you have

- **responsibilities**

Responsibilities are the things that you must do

and



- **rights**

Rights are the things that you must get.

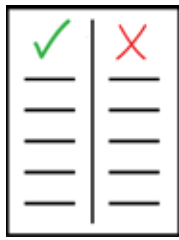
For example

- be treated with respect



- have a safe house.





There are rules to protect you.



The rules might be about

- when you will pay more for rent



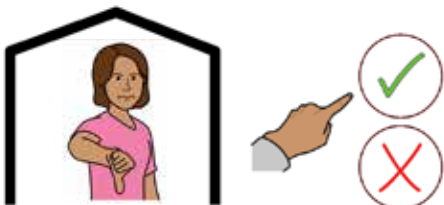
- when you can be asked to leave



- when someone can come into your house



- when things must be fixed.



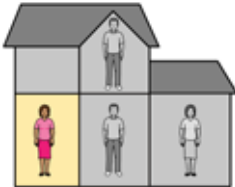
In Queensland there are ways to get help if you have a problem where you live.

## How to get help if you rent



You might rent

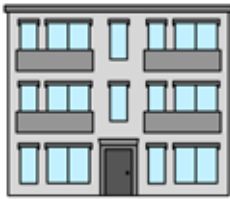
- a private house



- in a boarding house



- in supported accommodation



- in government housing.



You might have a problem with

- how much you pay to rent



- inspections



- repairs

- when to move.

If you have a problem you can talk to **QSTARS**.

QSTARS is a service that helps **tenants**.



Tenants are people who live in a rented house.



QSTARS can help you

- understand your rights and responsibilities
- start work to fix the problem.



Call 1300 744 263



Website [www.qstars.org.au](http://www.qstars.org.au)



If you rent in government housing you can talk to your Local Housing Service centre.

Call 13 74 68

Website [www.qld.gov.au/housing](http://www.qld.gov.au/housing)

## How to get help if you live in a retirement village or home park

You can talk to the Queensland Retirement Village and Park Advice Service if you have a problem and live in



- a retirement village

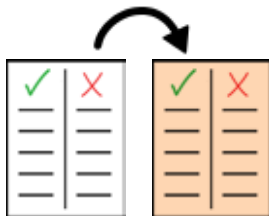


- a home park.



They can help you if you have a problem with

- fees that go up



- rule changes



- repairs

- the people who manage the village or park.



Call 07 3214 6333

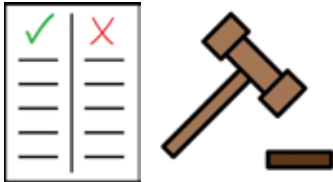


Website [www.caxton.org.au/qrvpas](http://www.caxton.org.au/qrvpas)





If you need more help you can talk to the **Regulatory Service** in the Queensland Department of Housing.



The Regulatory Service is a government group who is responsible for the laws and rules of retirement villages and home parks.



Call 07 3008 3450



Email [regulatoryservices@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

## How to get help if you have a problem with your neighbours



Talk to your local council and ask for help.



Talk to the police about problems with your neighbours if the problem is serious or illegal.



Talk to Community Legal Service for help with legal problems.



[communitylegalqld.org.au](http://communitylegalqld.org.au)

Talk to the Queensland Dispute Resolution Service for help with **mediation**.



Mediation means meeting to talk about and fix problems.

[www.qld.gov.au/disputeresolution](http://www.qld.gov.au/disputeresolution)

## More information



For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website [www.adaaustralia.com.au/speak-up](http://www.adaaustralia.com.au/speak-up)



### Help in languages other than English

Translating and Interpreting Service

Call 131 450



### If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

This guide is funded by the Australian Government Department of Social Services. Go to [www.dss.gov.au](http://www.dss.gov.au) for more information.

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