



## Speak-up ADVOCACY GUIDE

SOLVING EVERYDAY  
ISSUES AND BEING YOUR  
OWN BEST ADVOCATE

# Solving problems where you live - help for renters and residents



**When you are renting or living in a retirement village or home park, you have responsibilities, but you also have rights. You can expect to be treated with dignity and respect and have access to safe housing which is in a reasonable condition.**

There are rules which protect you. Rules about how often rent can be increased, when and if you can be asked to leave, when someone can enter your property and when things must be fixed.

In Queensland, there are ways to get help if you experience problems where you are living.

### Renting

If you are renting and have concerns about things like rent, rent increases, inspections, getting repairs, moving, or you've received a notice, QSTARS will help you understand your rights and responsibilities and support you to address the problem.

You can be renting privately, in a boarding house or supported accommodation hostel or in government housing. QSTARS is a free service for all Queensland renters, that can help you solve or deal with these types of issues.

Phone: 1300 744 263. Website: [www.qstars.org.au](http://www.qstars.org.au)

In addition, if you are renting government housing, you can also talk to your Local Housing Service centre, by phone, email or in person, to raise issues or lodge a complaint. Phone: 13 QGov on (13 74 68). Website: [www.qld.gov.au/housing](http://www.qld.gov.au/housing)

### Residents in retirement villages, manufactured home parks

The Queensland Retirement Village and Park Advice Service (QRVPAS) can help people who live in manufactured home parks or retirement villages with advice.

They can help you to resolve issues such as fee increases, rule changes or maintenance with the park or village management.



### SELECT YOUR SITUATION

RENTING

OR

RESIDENTS IN  
RETIREMENT  
VILLAGES,  
MANUFACTURED  
HOME PARKS

OR

PROBLEMS  
WITH YOUR  
NEIGHBOURS

## Residents in retirement villages, manufactured home parks

You may also choose to make a formal complaint to the Queensland Government body responsible for regulating parks and villages. This is called the Regulatory Service, within Department of Housing and Public Works.

Phone: (07) 3008 3450. Email: [regulatoryservices@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

## Problems with your neighbours

If you are experiencing problems with your neighbours, contact:

- Your local council to talk about the problem and what they can do.
- The police about serious neighbourhood disturbances or illegal activity.
- **Community Legal Service** for advice about your legal options.
- The [www.qld.gov.au/disputeresolution](http://www.qld.gov.au/disputeresolution) for mediation assistance and tips to help you resolve a neighbourhood dispute.



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ACKNOWLEDGES THE  
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OF THIS LAND AND PAYS  
RESPECT TO ELDERS, PAST  
AND PRESENT.



## CONTACT ADA AUSTRALIA

Freecall: 1800 818 338  
(07) 3637 6000

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)  
[info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)



Interpreter Ph: 131 450