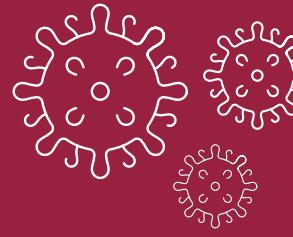




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# COVID-19 – Entry to the Property and Repairs




This infosheet gives tenants information about the changes to the reasons people can enter the property you live in during COVID-19. These changes are in place until **31 December 2020**.

This Infosheet has some hard words. The first time we write a hard word it will be in **bold** and we will write what this word means. You can also find a list of these words and what they mean in the ‘Glossary of Terms’.

Here are some examples and answers to questions you might have about entry to the property and repairs during COVID-19.

I am at high risk of COVID-19 and I don't want people coming into my unit and putting me at risk. How do I prove I am a **vulnerable person**?



You are a vulnerable person if:

- ✓ You are over 70 years of age

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- ✓ You are over 65 years of age and have an existing health condition or several conditions

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- ✓ You are an Aboriginal and Torres Strait Islander person over the age of 50 and have existing health condition or several conditions

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- ✓ You are a person whose immune system does not work as well as it could.



I am at high risk of COVID-19 and the landlord or property manager wants to do an inspection. What can I do?



If you are a vulnerable person and the landlord or property manager wants to do an inspection or show people around to sell the property....

You can still say no.

If you do say no, you must let them do a virtual inspection or take photos or videos and send to them.



I am still worried about letting people into my house but I need some repairs done. How do I know that people who come in will do it safely?



If someone needs to come onto your property, they will need to follow the health directions to keep people safe.

This could be for

- Emergency repairs
- Safety checks
- Protect property from damage.

**For support with tenancy issues contact:**



**Queensland Statewide Tenancy Advice and Referral Service (QSTARS)**  
**1300 744 263**



**Residential Tenancies Authority (RTA)**  
**1300 366 311**