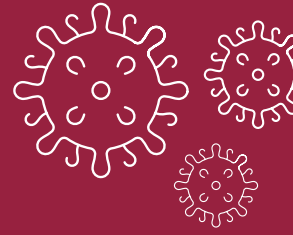




## 7

## Glossary of Terms



Some of the words in the Infosheets may be hard to understand. Here is a list of these words and what they mean. This list is called a 'Glossary of Terms'. There are also some words in here that you didn't see in the Infosheets, but are useful to know.



**Break Lease fees** – money a tenant might have to pay to the landlord for losses or expenses because the tenant moved out before the end of a lease, such as loss of rent, advertising costs and a reletting fee.



**Conciliation** – a way of discussing a disagreement with a third independent person and working out a solution.



**COVID-19** – the illness caused by the new coronavirus.



**Eviction** – being asked to leave a property you rent.



**Employment Separation Certificate** – a form your employer fills out when you lose your job, you are given less hours or you change from full time to casual work.



**Excessive hardship due to COVID-19 (COVID-19 impacted)** – you are in excessive hardship due to COVID-19 if:



- You or someone you care for contracts COVID-19
- You are told to be in quarantine
- A public health direction affects your employment, for example:
  - closes your employer's business
  - reduces your employer's trade or business
  - closes a major supplier or customer of your employer.
- You are self-isolating because you or someone you live with, or look after is a vulnerable person
- You cannot work because a public health directed travel restriction stops you from working or returning home
- You have been stopped from leaving or returning to Australia.



**Financial relief** – ways government and others are helping people with money issues during the COVID-19 emergency.



**Fixed term agreement** – an agreement which has a beginning and an end date and is for a set period of time, such as six or 12 months.



**General tenancy agreement** – a contract between you and a landlord. It lets you live in a property as long as you pay rent and follow the rules. It also sets out the legal terms and conditions of your tenancy. Also called a lease.



**Landlord** – the person that owns the house you live in. Also called the property owner or lessor.



**Notice to leave** - a form that you may be sent when the landlord wants you to move out of the property by a certain date. You may send a Notice to leave to the landlord when you want to move out of the place you live.



**Notice to remedy breach** – a form that you may be sent if you don't follow the rules of your lease, for example, paying your rent on time.



**Notice of unresolved dispute** – a form sent by the RTA that says that people could not agree to a solution about a tenancy disagreement, and what to do next.



**Property Manager** – the person that looks after the property for the landlord. You pay your rent to them. Also called an agent.



**Public health direction** – these are orders made by the Chief Health Officer of Queensland to help stop the COVID-19 infection spreading.



**Quarantine direction** – an order made by the Chief Health Officer of Queensland to people who are sick with COVID-19, or who might be, to stay at home and away from others, for a period of time.



**Quarantine** – having to stay away from other people to stop passing COVID-19 infection between people.



**Queensland Civil and Administrative Tribunal (QCAT)** – helps to work out legal disputes between people and doesn't take sides.



**Tenancy or Residency Variation Agreement** – a form to write down changes to your tenancy or rooming accommodation agreement such as reduced rent.



**Rent arrears** – rent money that is owed and should have been paid earlier.



**Residential Tenancies Authority (RTA)** – The RTA gives out information about renting. They can help you work through a disagreement with your landlord or property manager and don't take sides.



**Rooming accommodation agreement** – A Rooming accommodation agreement (Form R18) is an agreement between a resident and a provider which talks about the terms for a resident's stay in rooming accommodation such as boarding houses, supported accommodation services, off-campus student accommodation and other rooming style accommodation.



**Self-isolating** – choosing to stay home and away from other people to limit the chance of getting COVID-19.



**Social distancing** – keeping a distance of at least 1.5 metres away from other people to stop passing COVID-19 infection between people.



**Tenant** – a person who is renting a property or room under a Residential Tenancy or Rooming Accommodation agreement.



**Tenancy database** – a list where landlords or property managers record personal information about tenants who have had problems with their tenancies.



**Vulnerable Person -**

- A person over 70 years of age.
- A person over 65 years of age who has an existing health condition or several health conditions.
- An Aboriginal or Torres Strait Islander person over the age of 50 who has an existing health condition or several health conditions
- A person whose immune system does not work as well as it could.