

Question on Notice

No. 619

Asked on 25 March 2010

MR DOWLING asked the Minister for Community Services and Housing and Minister for Women (MS STRUTHERS)—

QUESTION

What strategy does Queensland Housing have in place to deal with systemic and habitual/repeat abusers of Queensland Housing stock in areas of particular concern, such as failure to maintain the property to a minimum standard and what is the process to manage (a) wilful damage by tenants, (b) instances of repeated noise complaints and (c) the wrong fit within a community?

ANSWER

All actions of the Department of Communities for the duration of a tenancy must be in accordance with the State Tenancy Agreement, *Residential Tenancies and Rooming Accommodation Act 2008* and *Housing Act 2003*, which jointly set out the rights and obligations of both tenants and the department.

All complaints are treated in confidence by the department and are investigated. If a complaint is substantiated, appropriate action is taken.

A tenancy can be breached for wilful damage to departmental property or for repeated noise complaint issues, where they can be substantiated. In extreme cases, this can involve seeking an urgent order from the Queensland Civil and Administrative Tribunal to terminate the tenancy.

Where there are persistent neighbourhood disputes, the department may seek remedy under the provisions of the Residential Tenancies and Rooming Accommodation Act and may also consider transferring households in an effort to sustain the tenancy where it is appropriate to do so or seek to terminate the tenancy.