



Need tenancy advice?

Statewide advice
number

**1300 744
263**

QSTARS is a free independent advice and referral service for all Queensland renters

Phone the statewide advice number

 **1300 744263**

Hours:

9am – 5pm Monday – Friday (with extended hours to 7pm Tuesdays and Wednesdays)

Information for tenants affected by floods and storms in Queensland

If you are being inundated with water or suffering damage from storms or cyclones your tenancy may be affected. This fact sheet is for residential tenancies however most of this information also applies to rooming accommodation such as boarding houses.

You can access a copy of the fact sheet by clicking [here](#).

QSTARS can assist you with:

- Advice and assistance to understand your tenancy rights and responsibilities
- Support to resolve your tenancy issue

- Advocacy support to talk to your lessor or agent
- Help to write a letter or fill in tenancy forms
- Help to attend or prepare for a QCAT tenancy tribunal hearing
- Referral to other services if needed

The QSTARS program is managed by Tenants Queensland and delivered in collaboration with partner organisations across Queensland.

Tenants Queensland is a statewide community and legal service established in 1986.

Our QSTARS partners are; Community Plus, Enhance Care, The Hervey Bay Neighbourhood Centre, Ipswich Regional Advocacy Service, Mackay Region Community Legal Centre, Suncoast Community Legal Service and The Advocacy and Support Centre.

Contact **Tenants Queensland** for more information.

[Contact us](#) | **[Privacy policy](#)** | **[Complaints](#)** | **[Disclaimer](#)**

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