



Moving in



Lease details

All tenants who rent a home in Queensland are covered the Residential Tenancies and Rooming Accommodation Act (2008), regardless of whether they rent through a Real Estate Agent or property manager, directly through a landlord, public housing, in a caravan park, through a community organization or rent a room in a share house. All leases must be written on a *Tenancy Agreement* template (Form 18a, 18b or R18) available from the [Residential Tenancies Authority](#) (RTA) and signed by both the tenant and the owner or property manager.

Before you move in, read your lease and ask questions about any terms that you don't understand. The lease will tell you the address of the property, contact details for the owner and/or property manager, how much rent will be charged and how it is to be paid, how much bond will be held, whether you have to pay for water usage, electricity, gas or internet costs and who to contact for maintenance. There may also be some special terms, such as whether you can keep a pet or agreements for pool or yard maintenance. Throughout your tenancy you must abide by the terms of the lease and pay your rent on time.



Entry report and photos

Your landlord or property manager must give you an *Entry Condition Report* (Form 1a) at the time you move in. It is important for you check the condition of the property and check that it matches what the landlord or property manager has recorded on the report. You must sign and return the report to the landlord or property manager within 3 days. Record a video walk through and take photos of any damage or unclean parts of the property at the time you move in, in case there are any disputes later in the tenancy.



Connect electricity and gas

Most energy retailers require notice of 1-3 working days to connect a new account. Contact your preferred retailer by phone or online to connect your electricity and gas (if applicable). You will need to provide your name and new address details. They may also ask for proof of ID or information about the electricity meter.

If you hold a Health Care Card or Pension Concession Card issued by Centrelink, a Gold Card issued by Department of Veterans' Affairs, a Queensland Seniors Card or an ImmiCard for people seeking asylum, you may be eligible for a Queensland Government rebate on your electricity. This rebate is deducted off your electricity bill each month or quarter. Make sure you provide the electricity retailer with your concession card details when you sign up to take advantage of the savings straight away



Transfer home phone and internet

If you already have a landline phone and/or broadband internet account from your previous address, and want to stay with the same company, contact them as soon as you have the details of when and where you will be moving. It will take around a week to have your phone and internet services relocated and may require the installation of additional cabling or delivery of a new modem. If you plan to change providers, you will also need to allow time to have your service connected. Many people choose to use only mobile phones for calls and internet access; if this is your preference there should be no interruption to your service but it is still important to update your address details with the provider.



Update address

It is important to update your address details with services as soon as possible after you move. Some government departments require you to notify them within 14 days of moving, and will take no responsibility to missed communications if you have not updated your details promptly.

- Centrelink
- Medicare
- Australian Taxation Office
- Child Support Agency
- Department of Transport (Driver's Licence and car registration)
- Bank/s
- Insurance companies (car, contents, health, funeral)
- Employer (+ any related agencies, e.g. Blue Card)
- Superannuation
- Schools
- Doctors
- Disability support agencies
- Electoral Commission
- Phone and internet provider
- Council (library, pet registration)
- memberships (clubs, gym membership)
- loyalty programs (supermarket, frequent flyer program)



Rent Assistance

You may be eligible for Rent Assistance from Centrelink. The rate you receive will depend on how much rent you pay and your living circumstances, such as whether you have children or are sharing. Provide Centrelink with a copy of your lease or a Rent Certificate as soon as possible to ensure you receive the correct payment.



Community

Connect with local community groups, enrol your child in school or child care, identify public transport options and find a doctor in your new neighbourhood.



Mail redirection

Australia Post can redirect mail from your previous address to your new address for a period of up to 12 months. Fees apply for this service, however discounts are available for concession card holders. Victims of domestic violence can apply for a free 12 months mail redirection. Visit auspost.com.au to apply.

If you don't want to pay for mail redirection, you might like to let your previous property manager know of your forwarding address. The new tenant may hold your mail or pass it on to you, however they may also return the mail to its sender. Beware also of the security risk of other people having access to your mail; organizing mail redirection through Australia Post is the safest option.



Rubbish

You can find out which days the rubbish, recycling and green bins are collected from your council. In Brisbane, a [bin collection calendar](#) is available on the council website.