

REAL ESTATE AGENTS DURING COVID-19



The ACT Government is making changes to help landlords and tenants reduce the risks of homelessness and financial hardship during the COVID-19 public health emergency.

If a tenant cannot afford to pay rent because they have lost their job or their income has been significantly reduced as a result of the COVID-19 pandemic, the ACT Government will financially compensate a landlord for part of those losses if the landlord reduces the rent.

The measures also limit the circumstances in which tenants may be evicted.

Your role

As a managing agent, you are an important contact to facilitate discussions between landlords and tenants to reach an agreement for a rental reduction or other alternative if a tenant's household income is significantly affected by COVID-19.

If a tenant contacts you unable to pay rent because of COVID-19 related loss of income, it is important that they are aware of the arrangements in place to support them.

It is important that managing agents do not provide health or financial advice to tenants or landlords, including information about withdrawing superannuation. It is also important that information obtained from tenants is gathered and stored in accordance with the Privacy Laws and Principles.

The ACT Government will make changes so that you cannot "blacklist" a tenant for non-payment of rent which results from COVID-19 related financial losses.

The eviction moratorium will not apply to the operation of other Territory laws such as family violence orders, where the rental arrears are non-COVID-19 financial losses, or breaches of tenancy laws such as causing damage to the property.

For information about the measures in place please refer to:

Support for tenants

Support to landlords

How landlords can apply for rental reduction rebates

To access the rebate, landlords will need to complete a simple online application form and provide:

- a revised residential tenancy agreement;
- written confirmation to the tenant, from you or the landlord, advising of the temporary rental reduction; and
- Your contact details or the landlord's contact details.

Significant penalties and clawback provisions will be in place for landlords that provide falsified information or if they do not pass the rental reduction to their tenants.

Further information

- › Find out more about the **ACT Government's Economic Survival Package**
- › **COVID-19 Emergency Response Act 2020**

Contacts

Contact the ACT Revenue Office if you would like to know more about how you can support landlords.

Email: contact us page at **www.revenue.act.gov.au/contact-us**

Phone: **(02) 6207 0028**.

**STOP THE
SPREAD OF
COVID-19**



ACT
Government