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EMERGENCY REPAIR NOTICE

QLD — QCAT

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —
Emergency Repairs

Your rights when the lessor fails to fix an emergency repair

WHEN TO USE THIS BUNDLE

Use this bundle for immediate threats to health, safety, or essential services — burst pipes, gas leaks, dangerous electrical faults, no hot water, serious storm damage, or a blocked toilet.

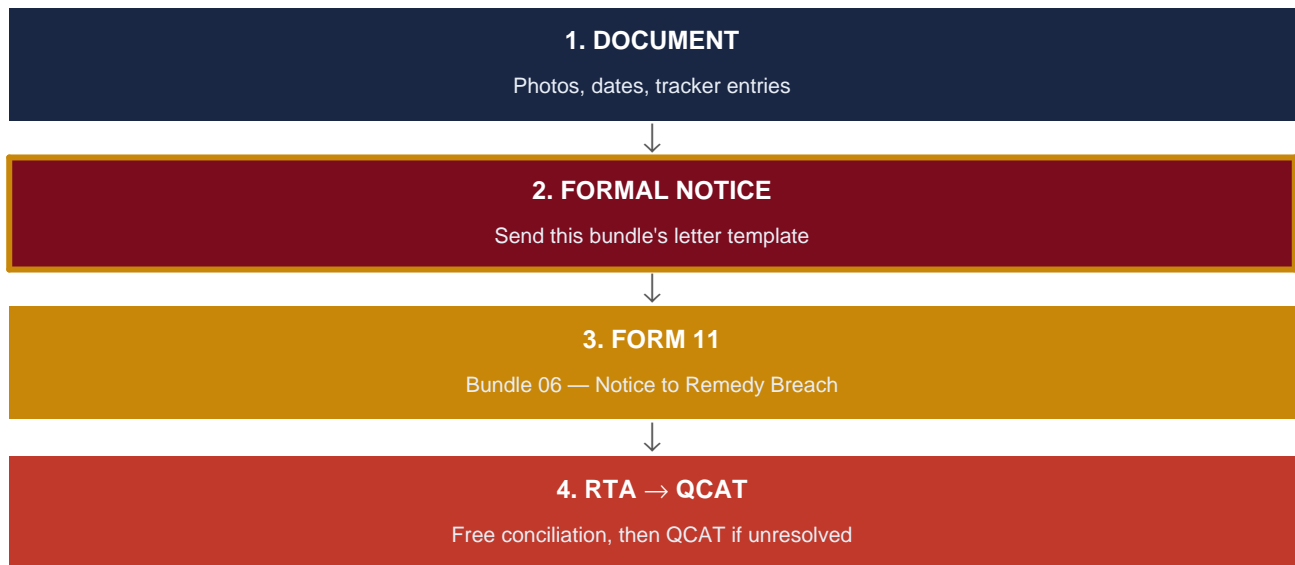
KNOW THE LAW — THE RIGHT TO SELF-HELP REPAIR (EMERGENCY REPAIRS)

Emergency repairs are failures making the premises unsafe or unliveable: a burst water pipe, blocked or broken toilet, dangerous electrical fault, gas leak, serious roof leak, failure of an essential service (gas, electricity, water), failure of the hot water system, or serious storm/flood damage. Your tenancy agreement must name a nominated repairer. If neither the nominated repairer nor the lessor responds within a reasonable time, you may arrange a suitably qualified tradesperson yourself — up to the value of 4 WEEKS' RENT — and the lessor must reimburse you within 7 days of receiving your receipts.

WHAT QUALIFIES AS AN EMERGENCY?

CATEGORY	EXAMPLES
Essential services	Failure of gas, electricity, or water supply
Safety hazard	Gas leak, dangerous electrical fault, unsafe structure
Water damage	Burst pipe, serious roof leak, flooding
Sanitation	Blocked or broken toilet
Hot water	Failure of the hot water system

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

01 Document and photograph immediately

Timestamped photos and video of the fault. Note the exact date and time of discovery — QCAT scrutinises the emergency timeline hour by hour.

02 Try the nominated repairer first, then the lessor

Contact both by phone AND email simultaneously. This creates the response attempt and the timestamped record in one move.

03 Give them a reasonable window, then act

Emergency means hours, not weeks. If neither responds within a reasonable time, you may proceed.

04 Arrange the repair yourself — no permission needed

You may engage a licensed tradesperson yourself and be reimbursed up to 4 weeks' rent. This is a statutory right, not a favour. Obtain a tax invoice showing the work and cost.

05 Claim reimbursement in writing within 7 days

Send the invoice with a written notice — the lessor must reimburse within 7 days. Refusal becomes a QCAT claim via Bundle 06.

IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

If the lessor refuses to reimburse a lawful self-arranged emergency repair, QCAT can order full reimbursement plus compensation for additional loss. For repairs likely to exceed 4 weeks' rent, apply to QCAT for urgent repair orders before paying the contractor.

★ GOOD TO KNOW — THE 4-WEEKS'-RENT LIMIT — AND THE 7-DAY CLOCK

The self-help reimbursement cap in Queensland is 4 weeks' rent (increased from 2 weeks in October 2022), and once you provide receipts, the lessor must reimburse within 7 days. Above the cap, seek urgent QCAT orders instead of paying out of pocket.

■ CRITICAL — YOU DO NOT NEED PERMISSION TO ARRANGE EMERGENCY REPAIRS

Once you have tried the nominated repairer and the lessor without response within a reasonable time, you have the right to engage a licensed tradesperson yourself and be reimbursed up to 4 weeks' rent within 7 days of providing receipts. Keep every tax invoice — refusal to reimburse becomes a QCAT claim.

■ CRITICAL — DO NOT WITHHOLD RENT

Even during an unresolved emergency repair, rent must be paid in full. Withholding rent undermines your legal position entirely.

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TEMPLATE — EMERGENCY REPAIR NOTICE

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1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

*Fill in every **[bracketed]** field, then send via email immediately after phoning both the nominated repairer and the lessor — request a read receipt.*

SUBJECT:

EMERGENCY REPAIR NOTICE — IMMEDIATE ACTION REQUIRED: [Insert Property Address]

1. NOTICE OF EMERGENCY REPAIR

- Take notice that an emergency repair is required at the above premises.
- Issue: **[Describe the emergency issue clearly and specifically.]**
- Date and Time First Identified: **[Insert Date and Time]**
- Safety / Essential Service Impact: **[Describe why this is an emergency.]**

2. FORMAL DEMAND

- I have attempted to contact the nominated repairer and yourself without success. I formally request written confirmation of the repair arrangements within a reasonable time.
- If the repair is not arranged promptly, I will exercise my right to engage a licensed tradesperson and claim reimbursement of up to 4 weeks' rent, payable within 7 days of my written notice with receipts.

3. EVIDENCE LOGGED

- All correspondence, photographic and video evidence, and exact times of contact are being maintained in a chronological evidence index for potential QCAT proceedings.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]