

A PRACTICAL GUIDE

**TO DEAL WITH RENTAL
ISSUES IN GOLD COAST**



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ABSTRACT

Renting a property in the Gold Coast comes with both opportunities and challenges for tenants and landlords alike. While many tenancies run smoothly, misunderstandings and disputes can still arise—often due to unclear communication, unmet responsibilities, or differing expectations. This guide aims to provide a practical approach for handling common rental issues, such as maintenance delays, bond disagreements, privacy concerns, and lease-related problems. By understanding your rights and responsibilities under Queensland's rental laws, tenants and landlords can work toward positive outcomes and avoid unnecessary conflict.



This guide also offers step-by-step advice on how to resolve disputes, communicate effectively, and access support services like the Residential Tenancies Authority (RTA). Whether you are renting for the first time or managing a property, these tips are designed to help you navigate challenges with confidence, protect your interests, and maintain a respectful rental relationship in the Gold Coast.

LET'S GET STARTED

Renting a home in the Gold Coast is a common choice for many people, but it can sometimes come with unexpected issues. From disputes over repairs and maintenance to problems with rent payments, lease terms, or bond returns, both tenants and landlords may face challenges during a tenancy. Understanding the rental process, knowing your legal rights, and learning how to handle problems early can make renting a much smoother experience. This guide offers practical advice to help tenants and landlords prevent, manage, and resolve rental disputes in a calm and informed way.

The content is designed to be easy to follow and helpful for all experience levels—whether you're new to renting or have been in the market for years. It covers important topics such as reading your rental agreement, dealing with common rental problems, communicating clearly with agents or landlords, and seeking support from the Residential Tenancies Authority (RTA) when needed. By following this guide, readers can approach rental issues with confidence and work towards peaceful and fair solutions in the Gold Coast rental market.

INTRODUCTION TO RENTAL HOME & AGREEMENTS

Renting a home is a common and practical choice for many individuals and families in the Gold Coast, whether you're a student, professional, or retiree. It offers flexibility, convenience, and the chance to live in areas where buying property may not be financially possible. However, before you move into a rental property, it's important to understand the basics of what renting means and what responsibilities come with it—for both tenants and landlords.

A rental home is a property that is leased out by the owner (the landlord) to a tenant for an agreed period in exchange for regular rent payments. These homes can include houses, apartments, units, or even shared accommodation. The renting process is governed by a legal agreement that protects the rights and outlines the duties of both the tenant and the landlord. In Queensland, the Residential Tenancies and Rooming Accommodation Act 2008 sets out the rules that apply to most rental arrangements, including those in the Gold Coast region.

Before moving in, both parties sign a tenancy agreement, sometimes called a lease. This is a legally binding document that outlines important details such as the amount of rent, how often it must be paid, the duration of the lease, bond payment details, and rules around pets, inspections, and maintenance responsibilities. The agreement may be a fixed-term lease (usually 6 or 12 months) or a periodic lease (ongoing, with no end date). It's essential to read and understand this document thoroughly before signing. If you're unsure about any clause or term, you should ask questions or seek advice before committing.



Another important part of starting a tenancy is the entry condition report. This document records the condition of the property at the time the tenant moves in and serves as a comparison point when the lease ends. Both tenants and landlords should fill this out carefully, noting any existing damage or wear and tear, and taking photos as supporting evidence. This helps avoid disputes over the bond at the end of the lease.

Tenants are responsible for paying rent on time, keeping the property clean, reporting maintenance issues, and respecting the property and neighbors. Landlords, on the other hand, must ensure the property is safe, secure, and in good working condition. They are also responsible for repairs and cannot enter the property without giving proper notice.

Overall, entering into a rental agreement means more than just paying rent. It's a shared responsibility based on clear communication, mutual respect, and legal obligations. Whether you're renting a studio in Surfers Paradise or a house in Helensvale, understanding your rental agreement is the first step toward a smooth and successful tenancy. Taking the time to know your rights and responsibilities can help prevent misunderstandings and make your rental experience in the Gold Coast more enjoyable and stress-free.

RENTAL ISSUES STATUS OF TENANTS IN DIFFERENT SUBURBS OF GOLD COAST



The Gold Coast is home to a mix of long-term residents, students, and short-term renters. Each suburb presents its own challenges when it comes to renting, depending on the area's rental demand, property types, and housing conditions. Here's a look at some key rental issues faced by tenants across major suburbs of the Gold Coast:

1. Southport

- High student population leads to frequent turnover and competition for affordable rentals.
- Issues with shared accommodation and unclear agreements.
- Some properties show signs of neglect due to quick re-letting.

2. Surfers Paradise

- Popular tourist location with many short-term rentals impacting long-term availability.
- Noise and lack of privacy are common complaints from permanent tenants.
- Tenants often face sudden rental increases during peak seasons.

3. Labrador

- Older rental properties can lead to maintenance delays and structural issues.
- Disputes over mould, leaking roofs, and outdated appliances are frequent.
- Tenants often report slow landlord response to repair requests.

4. Broadbeach

- High-rise living is common, with issues related to strata management and shared spaces.
- Complaints about unapproved inspections and limited notice before entry.
- Difficulty in negotiating lease renewals due to high demand and rising prices.

5. Coomera

- Rapid development brings modern homes but inconsistent property management.
- Tenants report communication gaps with agents and delays in addressing maintenance.
- Pressure to vacate quickly due to resale or redevelopment plans.

6. Robina

- Families face issues with fixed-term leases not being renewed without explanation.
- Disputes over bond deductions are common at end of lease.
- Tenants sometimes face pressure to pay for wear and tear repairs.



7. Helensvale

- With its booming population of 18,949 people in 2021, Helensvale is a full grown suburb in Queensland. It is located on the northern side of the Gold

Coast, and offers a perfect blend of family-friendly ambience with an eclectic lifestyle. The region is situated near the Gold Coast-Brisbane Railway Line and M1 Motorway, which makes it a popular choice among home buyers and renters. The median house price in Helensvale is \$975,000 and weekly rent is \$750.

- Detached homes are popular, but some properties are poorly maintained.
- Issues include pest control, garden upkeep disputes, and unclear cleaning expectations.
- Renters often experience confusion around who handles exterior repairs.
- If you're vacating a rental home soon, book the bond cleaning service for a hassle free experience. From ceiling fans and windows to kitchen appliances and bathroom fixtures, the expert cleaners know everything with perfection.
- If you like to gather more information, you can visit here-
<https://www.bondcleaninggoldcoast.com.au/helensvale/>

8. Burleigh Heads

- High demand for rentals leads to short notice periods and minimal negotiation power.
- Rising rent prices create affordability stress for long-term tenants.
- Tenants sometimes report difficulties in getting lease extensions.

9. Varsity Lakes

- Student-heavy area with frequent tenancy changes and subleasing issues.
- Properties may suffer from overuse and lack of regular maintenance.
- Tenants face unclear communication about rent increases and bond terms.

10. Palm Beach

- Coastal properties experience weather-related issues such as water damage and salt corrosion.

- Some older homes lack proper insulation, leading to energy cost concerns.
- Disputes over outdoor area responsibilities are common.

While renting in the Gold Coast offers great lifestyle perks, tenants across its suburbs face a range of issues—from maintenance delays and communication problems to lease uncertainty and affordability pressures. Understanding these local patterns helps tenants make informed decisions and approach rental challenges with better preparation. Whether living in a busy hub like Surfers Paradise or a family-friendly suburb like Robina, being aware of common issues can help avoid stress and support a smoother rental experience.

9 ESSENTIAL THINGS TO ASK BEFORE YOU SIGN YOUR RENTAL LEASE



You've looked at umpteen places and think you've just found the perfect rental on Trulia. The price is right, it's close to work, it even has a good view. But before you get too excited and jump into the lease agreement, pause and ask these critical questions. You'll thank yourself later.

1. What Can I Get in Upgrades?

Negotiating a lease is much like negotiating job salary: it's not all necessarily set in stone, and landlords are often willing to make concessions to get a great renter. Use a professional, polite tone to ask about better appliances or a break on the rent. The worst that can happen is the landlord says no.

2. What About the Neighbors?

Deciding to "sleep on it" has more benefits than you may initially realize. Hitting pause before you sign the lease gives you time to swing by after hours to see if things are as quiet and picturesque as they were in broad daylight once the sun has gone down. And don't forget to chat with a few neighbors and find out if there are loud parties or other worries to consider.

3. What About Previous Damage?

You could be blamed for damage from a previous tenant, even months or years after the fact. Test the faucets, heating and air systems, electrical outlets, toilets, etc., and document anything that isn't up to par. That way, it won't fall to you when it's time to move out.

4. What is Included?

Never assume anything is part of the deal. Ask about parking privileges, utilities, cable television, and the like so you know exactly what your monthly check covers. Once you know what the rent includes, you can budget for whatever's not part of the deal.

5. Can I Make Improvements?

Ask the landlord or property manager how they feel about renovations such as painting, adding lighting, or installing a new doorbell. What you call property improvement your landlord may see as property damage.

6. What are the Pet Policies?

Whether you own pets or just have a friend who occasionally stops by with theirs, find out what the pet policy is. You don't want to encounter demands for a \$300 pet deposit because your sister brought her new puppy along on vacation.

7. Does the Lease Automatically Renew?

This is important: it's no fun to learn you're out of a place to live when you've already planned (in your mind) to stay another year. Find out exactly when the current lease expires, what kind of notice to vacate you'll receive, and what happens when the term is over. Some leases automatically renew for a second year or become month to month after the first year. Other landlords expect you to vacate immediately.

8. What is the Termination Policy?

You probably won't sign a lease with plans to abandon ship, but you never know what could happen in a year. A new job offer out-of-town, family health issues, financial problems, and other unplanned events often force tenants to break a lease. Know from the beginning what that entails and how much it will cost.

9. Is Everything in Writing?

When negotiating a lease, never settle for a verbal agreement. If you've worked out appliance upgrades, parking privileges, property improvements, or anything else, insist it gets put in writing and attached to the lease agreement. This is your legal protection.

After you've satisfied yourself with the answers to these questions, you can sign the lease and move in with confidence that you've made the right rental decision.

INFORMATION ABOUT QUEENSLAND TENANCY LAWS

Renting laws in Australia vary from state to state.

In Queensland there are rules surrounding the rental of a house, unit, share house, room, caravan or houseboat.

These rules are set out in the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act).



The Act states:

- the rights and responsibilities of tenants and property managers/owners
- what tenants and property managers/owners can and cannot do
- how to address issues that may arise during the tenancy, and
- what happens if the tenant/property manager/owner breaks the law.

The Act applies to:

- tenants renting a house, unit or caravan from a property manager/owner
- tenants renting a room from a rooming accommodation manager

It does not apply to:

- contracts of sale or mortgages if the sale of contract is for 28 days or less

- holiday lettings
- rental purchase plan agreements
- temporary refuge accommodation (e.g. a women's shelter)
- commercial property (e.g. shop leases)
- renting outside of Queensland

There are other types of rental accommodation that may be covered by the Act. Contact the RTA for more information.

COMMON RENTAL ISSUES TENANTS FACE

Renting a home can be convenient and flexible, especially for people who move frequently, are studying, or want to avoid the long-term responsibility of owning a house. However, tenants often face a variety of issues during their tenancy that can cause stress and confusion if not handled properly. Understanding these common rental problems can help tenants stay prepared and deal with them effectively.

1. Delayed or Ignored Repairs

One of the most common issues tenants face is the delay in getting repairs done. Whether it is a leaking tap, broken light fixture, or a faulty heater, tenants often find themselves waiting too long for landlords or agents to respond. In some cases, urgent repairs like water leaks or electrical issues are not treated as a priority, which can make the home unsafe or uncomfortable.

2. Bond Disputes

Bond money is paid at the start of the tenancy as a security deposit. When the lease ends, disagreements often occur about how much of the bond should be returned. Tenants may face unfair deductions for things considered normal wear and tear, such as minor marks on walls or worn carpet. Without clear documentation and photos from the start of the lease, it can be hard to dispute these charges.

3. Rent Increases

Unexpected rent increases can create financial stress. While landlords are allowed to increase rent under certain conditions, tenants sometimes receive notices that

feel unfair or too frequent. This is especially difficult for long-term tenants who suddenly face higher living costs without any improvements made to the property.

4. Lack of Privacy and Entry Without Notice

Tenants have the right to privacy in their rental home. However, some report that landlords or agents show up without proper notice or enter the home without permission. This can be uncomfortable and even illegal if it goes against the terms of the lease or rental laws.

5. Poor Communication with Landlords or Agents

Clear and timely communication is essential in any tenancy. Unfortunately, many tenants struggle with unresponsive property managers who delay responses or ignore messages. This can make it hard to report problems, get updates on maintenance, or ask questions about the lease.

6. Unclear Lease Terms

Some tenants sign agreements without fully understanding the lease terms. This can lead to confusion over things like pet policies, subletting, responsibilities for gardening or cleaning, and early exit fees. Misunderstandings often arise when the lease is not explained clearly at the start.

7. Safety and Health Hazards

In some cases, rental homes may have issues that affect health or safety. These could include mould, pest infestations, poor ventilation, or broken smoke alarms. Tenants have a right to live in a safe environment, and landlords are required to fix such problems, but these issues are sometimes ignored or delayed.

Being aware of these common rental problems can help tenants take action early. Keeping records, reading the lease carefully, and knowing your rights can go a long way in making sure your rental experience is fair and stress-free. If needed, official services like the Residential Tenancies Authority (RTA) can also assist with resolving disputes.

DISPUTE SUPPORT FOR RENTERS IN GOLD COAST

The Residential Tenancies Authority (RTA)

The Residential Tenancies Authority oversees tenancy laws in Queensland.

Services provided by the RTA include:

- a phone-based tenancy information service
- bond management
- a free tenancy dispute resolution service.

The RTA provides information about your rights and responsibilities as a tenant in the:

- Pocket guide for tenants - house and units
- Pocket guide for tenants - caravan parks.



These booklets provide information you will need:

- when starting your tenancy
- during your tenancy
- when ending your tenancy.

If you need information or support, you can call the RTA on 1300 366 311 or submit an online enquiry.

Queensland Statewide Tenant Advice and Referral Service (QSTARS)

QSTARS is a free independent advice and referral service for all Queensland tenants. It is managed by Tenants Queensland and funded by the Queensland Government.

QSTARS can help you to:

- understand your rights and responsibilities
- resolve a tenancy issue and talk to your property owner or manager
- write a letter or fill in tenancy forms
- prepare for a Queensland Civil and Administrative Tribunal hearing.

You can call QSTARS on 1300 744 263.

Queensland Civil and Administrative Tribunal (QCAT)

QCAT is an independent tribunal. Its role is to provide a quick and inexpensive means to resolve disputes and make decisions.

Urgent tenancy disputes can go straight to QCAT without needing to go through RTA dispute resolution first.

You can call QCAT on 1300 753 228.

INSTANCE OF RENTAL ISSUE OR DISPUTE IN GOLDCOAST

Turmoil at Discovery Apartments, Helensvale – A Community in Crisis

Discovery Apartments, a recently built residential complex in Helensvale, Gold Coast, has been facing mounting problems since its completion. Residents have raised serious concerns about the living conditions, including multiple safety issues, lack of proper maintenance, and incomplete construction work. Complaints have emerged about malfunctioning lifts, poor-quality fittings, water leaks, and

unresolved defects. Many tenants and owners feel frustrated, with some even questioning the building's long-term safety.

The situation has created tension between residents, body corporate representatives, and building management. Disputes over who is responsible for the repairs and how quickly they should be addressed have further complicated matters. Several residents have expressed that they were not warned about these problems before moving in, while others fear the issues will lower the property value and affect their financial future.

Additionally, delays in addressing complaints and a lack of clear communication from responsible parties have left residents feeling ignored. Some have already contacted Queensland's building watchdog to report defects and seek intervention. Others have turned to media outlets to raise awareness about their predicament and demand accountability from developers and property managers.

This incident highlights broader concerns in the Gold Coast's fast-growing housing market, particularly regarding build quality and consumer protection. As demand for housing grows, experts are urging stricter regulations and faster response systems to protect buyers and tenants from poor construction standards.

For now, residents of Discovery Apartments continue to seek answers and urgent action to ensure their homes are safe, secure, and livable.

4 THINGS LANDLORDS ARE NOT ALLOWED TO DO

Renting a property comes with responsibilities on both sides, but it's important for tenants to know that landlords also have legal limits. While most landlords follow the law and respect their tenants, some may overstep boundaries—knowingly or unknowingly. Whether you're renting in Gold Coast or anywhere else in Australia, here are four key things landlords are not allowed to do:

1. Enter the Property Without Proper Notice

Landlords cannot enter a rental property whenever they feel like it. In most states and territories, including Queensland, landlords must give at least 24 hours' written notice before entering the premises, and even then, it must be for a valid reason—

like inspections, repairs, or to show the property to prospective tenants or buyers. Tenants have the right to enjoy quiet and private use of the home. Emergency situations are the only exceptions where landlords can enter without notice, such as when there's a fire, water leak, or urgent electrical fault.



2. Increase Rent Without Following Proper Procedure

Landlords can raise the rent, but not randomly or without notice. In Queensland, for example, rent cannot be increased during a fixed-term lease unless it's written into the agreement. Even then, tenants must receive at least 2 months' notice in writing. Rent increases must be fair and not excessive. If a tenant believes the rise is unjustified, they have the right to dispute it through the relevant tenancy authority. This rule helps prevent price gouging and ensures fair treatment for tenants.

3. Ignore Repair Requests or Delay Essential Maintenance

A landlord is legally required to maintain the property in a safe and liveable condition. This includes ensuring plumbing, electrical, and structural components are functioning properly. If tenants report issues—especially urgent ones like a broken toilet, leaky roof, or faulty heater—the landlord must respond promptly. Failing to carry out necessary repairs can not only lead to fines but may also give tenants the right to seek action through local tenancy bodies. Tenants should always report issues in writing and keep records of communication.

4. Retain the Bond Without a Valid Reason

At the end of a lease, tenants are often concerned about whether they'll get their full bond back. Landlords are not allowed to keep any part of the rental bond unless there's a legitimate reason—like unpaid rent, significant property damage beyond normal wear and tear, or if the tenant failed to clean the home properly. Even then, deductions must be clearly explained, and the process should follow legal steps. In Queensland, bond disputes are handled through the Residential Tenancies Authority (RTA). If no agreement is reached, the matter can be escalated to a tribunal.

Understanding your rights as a tenant is essential for a safe and respectful renting experience. If your landlord is doing any of the above without following proper rules, you're within your rights to challenge it through the correct legal channels. For further information, tenants in Queensland can contact the **Residential Tenancies Authority (RTA)**. Always stay informed, keep written records, and don't be afraid to ask questions when something feels off. A well-maintained tenant-landlord relationship benefits everyone—and it starts with knowing the rules.

TIPS TO COMMUNICATE WITH YOUR LANDLORD OR AGENT TO RESOLVE THE DISPUTE

Disputes between tenants and landlords are common, especially when it comes to rent, maintenance, or bond issues. However, many of these disagreements can be avoided or resolved with clear and respectful communication. Whether you're

living in a rental apartment or house, here are some helpful tips to communicate effectively with your landlord or agent.

1. Stay Calm and Professional

No matter how frustrating the situation might be, always approach the conversation calmly. Losing your temper or using aggressive language will only make things worse. Stay focused on the issue and avoid getting personal. A respectful tone helps keep communication productive and shows you're willing to resolve the matter sensibly.

2. Put It in Writing

When addressing important issues like repairs, bond disputes, or rental agreements, always document your communication. Send emails or messages and keep copies for your records. Written communication can help avoid misunderstandings and provide evidence if the dispute escalates. If you talk on the phone or in person, follow up with a summary email to confirm what was discussed.

3. Be Clear and Specific

Explain the issue clearly without overloading the message with too many complaints at once. Mention specific problems and include details like dates, times, or previous requests. For example, if a window has been broken for two weeks despite previous notices, include those dates in your message. Clear communication helps landlords or agents respond more effectively.

4. Know Your Rights

Before approaching your landlord, make sure you understand your legal rights and responsibilities. Tenancy laws vary by state and territory. In Queensland, for example, tenants can refer to the Residential Tenancies Authority (RTA) for guidelines. Knowing your rights gives you more confidence when negotiating and helps you avoid making demands that aren't backed by law.

5. Offer Solutions

Instead of just pointing out the problem, suggest possible solutions. For example, if your landlord hasn't fixed a leaky tap, you can propose getting a quote for the

repair and ask if they'd prefer you to organise it. Being proactive shows that you're interested in resolving the issue fairly and efficiently.



6. Follow Up Politely

If you don't get a response within a reasonable timeframe, send a gentle follow-up. A short message asking for an update helps keep the process moving. Avoid accusing or demanding responses—just express your concern and request a timeframe for resolution.

7. Seek Mediation if Needed

If communication breaks down and the issue remains unresolved, consider using a free mediation service provided by tenancy bodies such as the RTA in Queensland. Mediation offers a chance for both sides to share their views and reach an agreement without going to court.

Good communication is key to solving most rental disputes. By staying calm, documenting everything, and being reasonable, you'll improve your chances of a fair outcome. Disputes may not always be avoidable, but how you handle them makes all the difference.



CONCLUSION

Dealing with rental issues in the Gold Coast requires a clear understanding of tenancy laws, open communication, and proactive involvement from both tenants and landlords. This guide has outlined essential areas—from handling disputes and understanding common problems to legal obligations and effective negotiation strategies.

By staying informed and calm during conflicts, most rental issues can be resolved without legal escalation, saving time and stress for everyone involved.

Whether you're a first-time renter or a long-term tenant, the key to a positive rental experience lies in mutual respect and clear documentation.

With the growing demand for rental properties in suburbs like Helensvale, Southport, and Robina, understanding your rights and responsibilities is more important than ever. Being prepared and staying connected with support services will ensure that your tenancy journey remains smooth, secure, and fair.

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