

[Business Queensland \(https://www.business.qld.gov.au\)](https://www.business.qld.gov.au)

Coronavirus (COVID-19) update: [Complete our 2-minute survey \(https://www.business.qld.gov.au/covid-survey\)](https://www.business.qld.gov.au/covid-survey) and tell us what information you need to help your business during COVID-19. Find [assistance and support for coronavirus affected businesses and industries \(https://www.business.qld.gov.au\)](https://www.business.qld.gov.au).

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Coronavirus (COVID-19) support for commercial landlords

If you own a commercial property and your tenant is a small to medium sized business affected by coronavirus (COVID-19), support is available to help you manage your leasing arrangements with them.

Government and banking support provided for landlords is conditional upon you passing on the benefits to your tenants, through rent reductions or relaxing of tenants' obligations.

You will need to negotiate with your tenant to make the necessary changes to your leasing arrangements.

Negotiating with your tenant

The Queensland Government has introduced regulations under the [COVID-19 Emergency Response Act 2020 \(https://www.legislation.qld.gov.au/view/html/inforce/current/act-2020-013\)](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2020-013), in response to the mandatory [code of conduct for commercial leasing \(PDF, 235KB\) \(https://www.pm.gov.au/sites/default/files/files/national-cabinet-mandatory-code-ofconduct-sme-commercial-leasing-principles.pdf\)](https://www.pm.gov.au/sites/default/files/files/national-cabinet-mandatory-code-ofconduct-sme-commercial-leasing-principles.pdf) released by the Australian Government.

The regulations guide landlords and tenants affected by COVID-19 in their negotiations for temporary changes to leasing arrangements.

Find out more about the code and how you can [negotiate with a tenant requiring commercial rent relief during COVID-19 \(https://www.business.qld.gov.au/running-business/support-assistance/qsbc/negotiating-rent-relief\)](https://www.business.qld.gov.au/running-business/support-assistance/qsbc/negotiating-rent-relief).

Negotiating is a skill that can be learned. Learn more about [negotiating successfully \(https://www.business.qld.gov.au/running-business/marketing-sales/managing-relationships/negotiating\)](https://www.business.qld.gov.au/running-business/marketing-sales/managing-relationships/negotiating).

Land tax relief for landowners

You may be eligible for [land tax relief \(https://www.qld.gov.au/environment/land/tax/covid-19\)](https://www.qld.gov.au/environment/land/tax/covid-19). If you receive this benefit, you must pass it on to your tenant in the form of rent relief.

Banking relief for landlords

You may be eligible to have your loan repayments deferred by your bank. A condition of the deferral is that you cannot terminate your tenant's lease or evict them for rent arrears as a result of COVID-19.

Find out how banks are [supporting commercial landlords \(https://www.ausbanking.org.au/banks-to-help-commercial-landlords-who-help-tenants\)](https://www.ausbanking.org.au/banks-to-help-commercial-landlords-who-help-tenants) on the Australian Banking Association website.

Dispute management

Always try and resolve disputes by having a discussion with your tenant first. In general, there are [5 steps to dispute resolution \(https://www.business.qld.gov.au/running-business/marketing-sales/managing-relationships/resolving-disputes\)](https://www.business.qld.gov.au/running-business/marketing-sales/managing-relationships/resolving-disputes). The first 3 steps involve attempting to resolve the dispute yourself. The final 2 steps involve liaising with third-party mediation services, courts and tribunals.

If you are unable to reach an agreement with your tenant about the concessions you will provide, you or your tenant may be eligible to refer the matter to the [Queensland Small Business Commissioner \(https://www.business.qld.gov.au/running-business/support-assistance/qsbc/news-updates-contacts\)](https://www.business.qld.gov.au/running-business/support-assistance/qsbc/news-updates-contacts) for mediation.

Learn more about your options for [commercial lease disputes \(https://www.business.qld.gov.au/starting-business/premises-location/leasing/disputes\)](https://www.business.qld.gov.au/starting-business/premises-location/leasing/disputes).

Also consider...

- Read the [Prime Minister's statement \(https://www.pm.gov.au/media/update-coronavirus-measures-070420\)](https://www.pm.gov.au/media/update-coronavirus-measures-070420) highlighting commercial tenancies.
 - Contact the [National Debt Helpline \(https://ndh.org.au/\)](https://ndh.org.au/) for free independent advice, resources and information on how to manage your debts or negotiate with creditors.
 - Find information on [business recovery \(https://www.business.qld.gov.au/running-business/covid-19-recovery\)](https://www.business.qld.gov.au/running-business/covid-19-recovery) to help you reopen and grow your business as coronavirus (COVID-19) business restrictions ease.
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