

START HERE

ACT TENANCY ADVOCACY SYSTEM

Complete Renter's Toolkit — 13 Bundles, Legally Verified
Australian Capital Territory, Australia

Residential Tenancies Act 1997 (ACT) · Schedule 1 Standard Terms · ACAT

Access Canberra · Conflict Resolution Service · Legal Aid ACT · therentalsystem.com

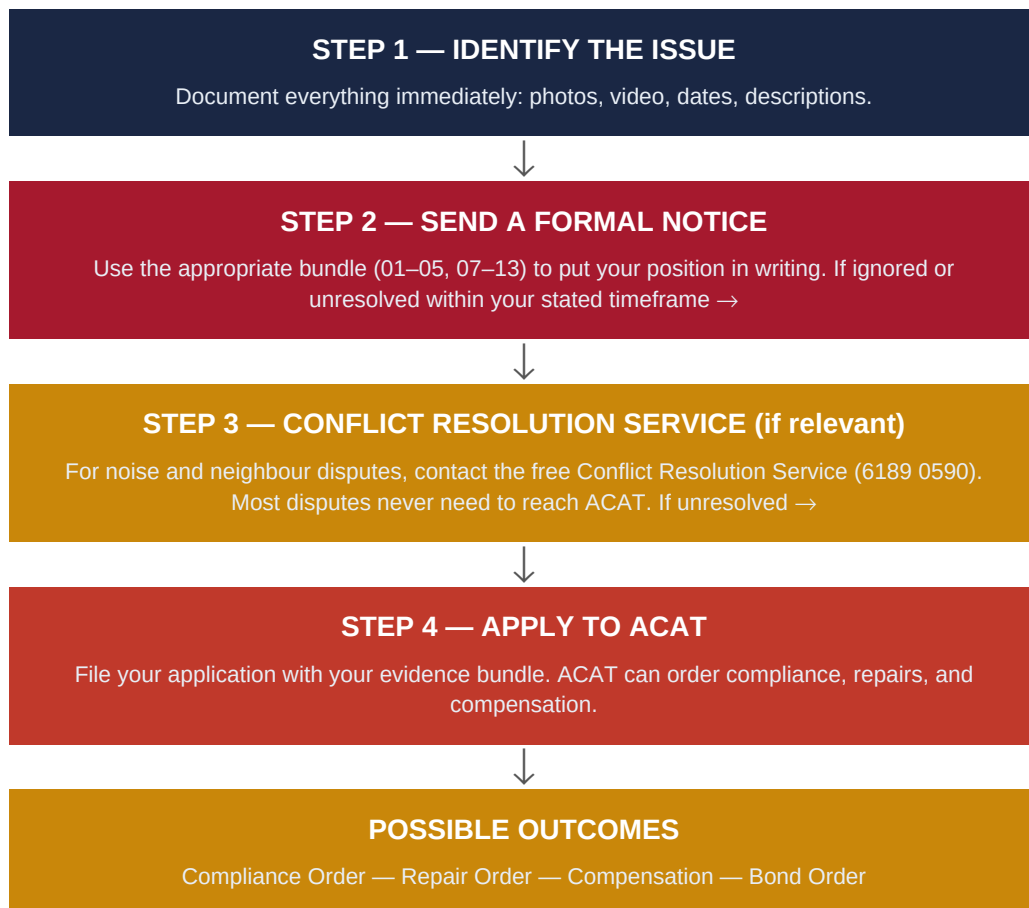
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You now hold a complete tenancy advocacy system built for ACT renters. Every template, tracker, and section reference in this bundle has been verified against the Residential Tenancies Act 1997, including Schedule 1 (Standard Residential Tenancy Terms). Use it systematically, document everything in real time, and you will have the strongest possible position — whether you're dealing with a negligent lessor, a stonewalling agent, or heading to ACAT. The ACT was the first Australian jurisdiction to abolish no-grounds terminations entirely — a genuine strength you should know you have.

HOW THE SYSTEM WORKS — THE ESCALATION LOGIC

Every tenancy dispute follows the same path. The bundles in this system are designed to move you through it in a logical sequence — and in the ACT that path runs directly to ACAT, with the free Conflict Resolution Service as a useful first step for neighbour and noise disputes.



WHAT'S IN YOUR SYSTEM — 13 BUNDLES, IN TENANCY ORDER

#	BUNDLE	USE WHEN	KEY LAW
01	Condition Report Dispute	Move-in discrepancies between the report and the actual property	s.29
02	Noise and Quiet Enjoyment	Persistent noise from lessor-controlled sources — diary-based evidence	Sch 1 cl 52
03	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural damage	Sch 1 cl 54, 57
04	Urgent Repair Notice	Health/safety emergency — burst pipes, gas leak, heating failure	Sch 1 cl 60–62
05	Minimum Housing Standards	Structural, weatherproofing, or safety standards not met	s.19A–19C
06	ACAT Application Pack	Escalation when prior requests ignored	ss.72–84
07	Entry Notice Response	Deficient entry notice — inadequate notice, too many inspections	Sch 1 cl 77–82
08	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	n/a
09	Rental Increase Contest	Rent increase that is excessive or invalid	s.64AAA–64C
10	Pet Consent Request	Pet request — lessor must apply to ACAT to refuse	s.71AE–71AF
11	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	RTA 1997
12	Termination Notice Challenge	Termination notice received — check it states a valid ground	ss.43–60
13	Bond Return Request	End of tenancy — formal demand for bond release	s.20, ss.33–35

Each bundle contains a Bundle Guide PDF (instructions, the law, and a ready-to-send template) and an Evidence Tracker XLSX (How to Use tab + colour-coded Evidence Log). Bundles 06, 09, and 13 include additional specialist sheets.

■ CRITICAL — THE MOST IMPORTANT HABIT

The single most important habit in any tenancy dispute: open your Evidence Tracker the moment an issue arises and log every interaction as it happens. Renters who document in real time succeed at ACAT. Renters who reconstruct from memory rarely do.

THE FIVE GOLDEN RULES OF TENANCY ADVOCACY

01

If it isn't in writing, it didn't happen.

Every request, every response, every phone call — put it in writing and keep a copy. A verbal promise to fix something is worthless. An email confirming that promise is evidence.

02

Never, under any circumstances, withhold rent.

Withholding rent — even during an unresolved urgent repair — gives the lessor grounds for a termination notice and destroys your position at ACAT. Pay rent in full, always.

03

Update your Evidence Tracker in real time.

Log every interaction the moment it happens — not from memory two weeks later. ACAT requires specifics: exact dates, exact times, exact words.

04

Always follow a phone call with an email.

After any verbal conversation with your agent, send an email: 'Further to our phone conversation today, you confirmed [X]. Please reply to confirm.' This converts a verbal agreement into written evidence.

05

Cite clause and section numbers when you escalate.

Agents deal with tenants who don't know their rights every day. Quoting the correct clause or section of the Act immediately signals you are informed and serious.

HOW TO RUN YOUR EVIDENCE TRACKERS

1

Open one tracker per issue

Open the relevant bundle's Evidence Tracker the moment you send your first notice. Log that send as entry 1.

2

Let the Status column drive your follow-up

Use the colour-coded status dropdown: Outstanding → In Progress → Escalated → Resolved. Anything Outstanding for more than 14 days needs escalation.

3

Name your Evidence References consistently

Name every photo, screenshot, and email consistently: e.g., Photo_Bathroom_01_15Mar26.jpg. Log the filename in the tracker.

4

Set a Follow-Up Required By date — every time

Set this the moment you send anything. If no response by that date, escalate.

5

Print your tracker before you file

Your Evidence Log becomes your Evidence Index — the first document you present.

QUICK DECISION GUIDE — WHICH BUNDLE DO I NEED?

I NEED TO...	USE BUNDLE
Dispute discrepancies in my condition report	01 — Condition Report Dispute
Document noise affecting quiet enjoyment	02 — Noise and Quiet Enjoyment
Report a non-urgent repair (appliance, plumbing, damage)	03 — General Repair Request
Report an urgent/emergency repair (gas, heating, flooding)	04 — Urgent Repair Notice
Raise a structural, weatherproofing, or safety standards issue	05 — Minimum Housing Standards
Escalate to ACAT	06 — ACAT Application Pack
Respond to a deficient entry notice	07 — Entry Notice Response
Keep a payment ledger / dispute an arrears allegation	08 — Rent Payment Protection
Challenge an excessive or invalid rent increase	09 — Rental Increase Contest
Request approval to keep a pet	10 — Pet Consent Request
Request permission to assign or sublet	11 — Lease Assignment & Subletting
Challenge a termination notice	12 — Termination Notice Challenge
Request my bond back at end of tenancy	13 — Bond Return Request

APPLYING TO ACAT — WHAT YOU NEED TO KNOW

What is ACAT?

The ACT Civil and Administrative Tribunal (ACAT) hears residential tenancy disputes under ss.72–84 of the RTA 1997. It is a low-cost, accessible tribunal designed for self-represented parties. For noise and neighbour disputes, the free Conflict Resolution Service is a useful first step before ACAT.

What ACAT can order:

- Compliance order (lessor must fix the issue by a set date)
- Compensation for losses suffered
- Repair order
- Bond order (full or partial release)
- Rent increase disallowed where invalid or excessive (ss.64AAA–64C)

Before you file, you must have:

- A documented history of prior written requests
- Your chronological evidence index (tracker printout)
- Copies of all formal notices sent
- Dated photos / video evidence
- A Conflict Resolution Service attempt on record (for neighbour disputes)

Check ACAT's website for current filing fees.

Low-income concessions may be available.

KEY SECTIONS & CLAUSES — RTA 1997 (ACT) AT A GLANCE

When you escalate to ACAT, citing the correct section or clause number signals you are prepared and serious. These are the provisions most commonly used in residential tenancy disputes — many sit in Schedule 1 (Standard Residential Tenancy Terms) rather than the numbered Act itself.

SECTION / CLAUSE	WHAT IT COVERS	RELEVANT BUNDLE
s.29	Condition report — required at the start of the tenancy	Bundle 01
s.30A	Final inspection and condition report at end of tenancy	Bundles 01, 13
Sch 1 cl 52	Quiet enjoyment — lessor must not interfere with peace, comfort, privacy	Bundles 02, 07
Sch 1 cl 57	General repairs — must be completed within 4 weeks of notice	Bundle 03
Sch 1 cl 60–62	Urgent repairs — defined list, tenant self-help up to 5% of annual rent	Bundle 04
s.19A–19C	Minimum housing standards — lessor's obligations and record-keeping	Bundle 05
Sch 1 cl 77–79	Routine inspections — max 2 per 12 months, 1 week's notice	Bundle 07
s.64AAA–64C	Rent increases — once per 12 months, amount capped, ACAT review	Bundle 09
s.71AE–71AF	Animal/pet consent — lessor must apply to ACAT to refuse	Bundle 10
s.20	Bond — maximum 4 weeks' rent	Bundle 13

FREE RESOURCES FOR ACT RENTERS

ORGANISATION	ROLE	CONTACT
ACAT	Tenancy dispute hearings, bond orders, compliance orders	acat.act.gov.au
Access Canberra	Tenancy and animal nuisance information, general enquiries	13 22 81 — accesscanberra.act.gov.au
Conflict Resolution Service	Free dispute coaching and mediation for neighbour disputes	(02) 6189 0590 — crs.org.au
Legal Aid ACT	Free legal advice for eligible renters	legallaidact.org.au
Tenants' Union ACT	Free tenancy advice and advocacy support	tenantsact.org.au
Housing ACT	Public and community housing, crisis and homelessness accommodation	housing.act.gov.au
National Debt Helpline	Free, independent financial counselling if rent arrears stem from financial hardship	1800 007 007 — ndh.org.au
Translating and Interpreting Service	Free phone interpreting for renters who need support in another language	131 450 — tisonational.gov.au