

01

CONDITION REPORT DISPUTE

Residential Tenancies Act 1997 (ACT) — Section 29

Your rights when the condition report does not reflect the actual state of the property at move-in

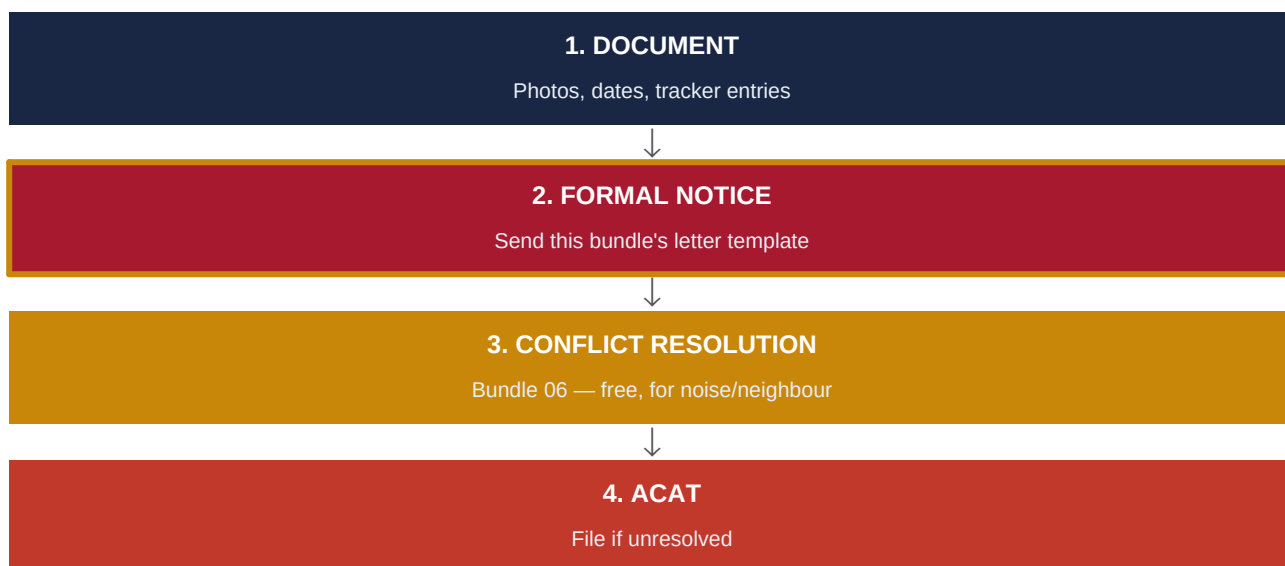
WHEN TO USE THIS BUNDLE

Use this bundle at the start of your tenancy if the condition report does not accurately reflect the actual state of the property at move-in.

KNOW THE LAW — THE CONDITION REPORT OBLIGATION (S.29)

Section 29 of the Residential Tenancies Act 1997 requires the lessor to give you a condition report at the start of the tenancy. Section 30A requires a final inspection and condition report at the end of the tenancy, which is measured directly against your original report.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

01

STEPS TO SUCCESS

Residential Tenancies Act 1997 (ACT) — Section 29

01 Photograph everything on move-in day

Take dated photographs and video of every room, every fixture, every surface — especially anything already damaged. Timestamp all files immediately.

02 Compare photos to the condition report item by item

Note every discrepancy, no matter how minor. Minor discrepancies at move-in become major disputes at bond time.

03 Return your annotated copy promptly

Return by email to create a timestamped record and keep your own signed copy.

04 Send the dispute template with photographic evidence

Fill in all [bracketed] fields and send with your photos attached. Request written confirmation that your amendments have been recorded.

05 Record all correspondence in the Tracker

Log every interaction in your Discrepancy Log and Communication Log immediately.

IF YOU NEED TO ESCALATE — WHAT ACAT CAN ORDER

Your annotations do not need the lessor's approval to be valid — they are your own evidence, and become the direct comparison point at the final inspection under s.30A if a cleaning or damage deduction is later disputed.

★ GOOD TO KNOW — ACT PROMPTLY — THE FINAL INSPECTION COMPARES BACK TO THIS REPORT

Your original condition report is exactly what the s.30A final inspection is measured against at the end of the tenancy — the more thorough and prompt your annotations now, the stronger your position later.

■ CRITICAL — YOUR ANNOTATIONS ARE VALID WITHOUT THE LESSOR'S APPROVAL

This is your own record — it doesn't require sign-off to count as evidence at bond time under s.30A's final inspection.

■ CRITICAL — ACT ANNOTATIONS ARE THE BASELINE FOR THE FINAL INSPECTION

Section 30A's final inspection at the end of the tenancy is measured directly against your original condition report — thoroughness now protects your bond later.

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 — request a read receipt.

SUBJECT:**FORMAL DISPUTE OF CONDITION REPORT: [Insert Property Address]**

Please accept this formal notice that I dispute the accuracy of the condition report provided for the above-referenced property. The report does not accurately reflect the actual state of the premises at the commencement of my tenancy.

1. NOTICE OF DISCREPANCY

- I have identified the following discrepancies between the condition report and the actual state of the premises at move-in:
- Item / Area: **[e.g., Carpet — Living Room]** | Report States: **[e.g., Clean / Good]** | Actual Condition: **[e.g., Stained / Worn]**
- Item / Area: **[e.g., Bathroom Tiles]** | Report States: **[e.g., Good]** | Actual Condition: **[e.g., Cracked / Damaged grout]**
- **[Add further items as required in the same format.]**

2. DOCUMENTARY EVIDENCE ATTACHED

- Dated photographic evidence of each discrepancy is attached to this notice.
- These photos were taken on **[Insert Move-In Date]** and clearly document the condition of the property at the commencement of the tenancy.

3. AMENDMENTS ON RECORD

- Pursuant to Section 29 of the Residential Tenancies Act 1997, my annotated condition report records these discrepancies as part of the tenancy record.
- Please confirm in writing by **[Insert Date]** that your copy of the report has been updated to match.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]