

05

MINIMUM HOUSING STANDARDS

Residential Tenancies Act 1997 (ACT) — Sections 19A–19C

ACT — ACAT

Your rights when the property doesn't meet minimum structural, weatherproofing, or safety standards

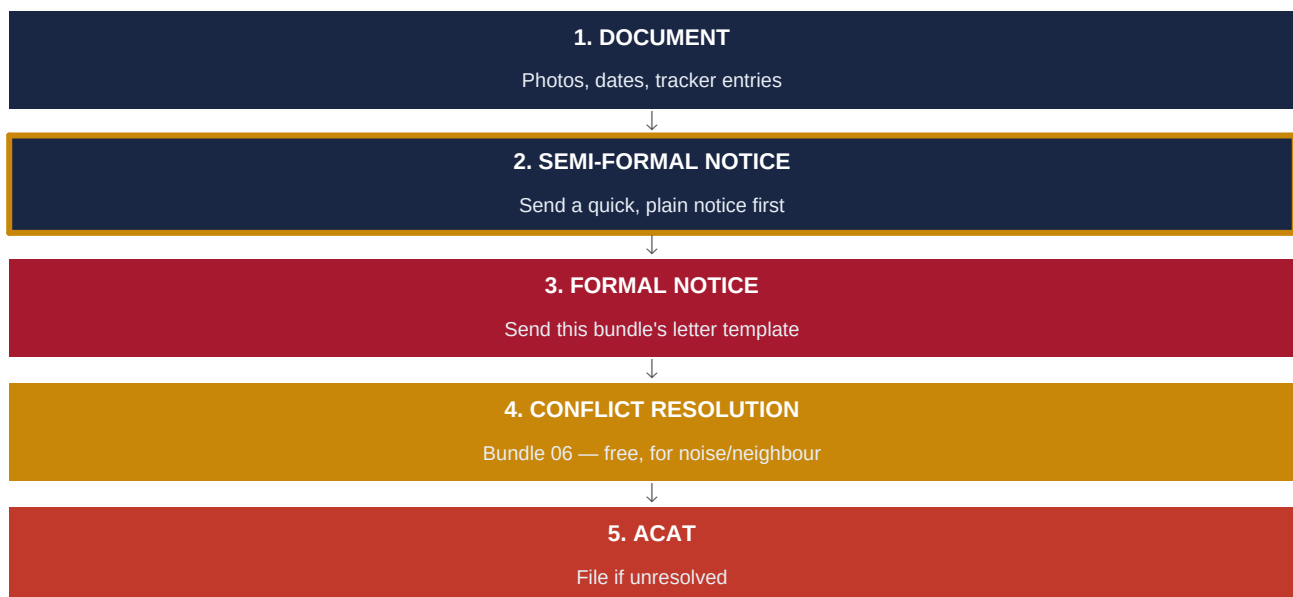
WHEN TO USE THIS BUNDLE

Use this bundle when the property has a deeper structural, weatherproofing, ventilation, light, or smoke alarm issue — not routine wear and tear, but a failure to meet minimum housing standards.

KNOW THE LAW — MINIMUM HOUSING STANDARDS (SS.19A–19C)

Sections 19A–19C of the Residential Tenancies Act 1997 require the lessor to ensure the premises comply with minimum housing standards, and to keep records demonstrating compliance. Clause 53A of Schedule 1 separately requires the lessor to install and maintain smoke alarms to the prescribed standard.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

05

STEPS TO SUCCESS

Residential Tenancies Act 1997 (ACT) — Sections 19A–19C

- 01 Identify the specific standard not met**
Be precise: structural, weatherproofing, ventilation, light, smoke alarm, or another prescribed standard.
- 02 Document with photos and video**
Take dated photographs showing the deficiency clearly.
- 03 Notify the lessor in writing**
Cite ss.19A–19C and describe the deficiency specifically.
- 04 Report to Access Canberra if ignored**
Access Canberra can provide guidance on tenancy and minimum standards issues.
- 05 Escalate to ACAT if unresolved**
A serious standards failure can be raised at ACAT alongside a general repair claim.

IF YOU NEED TO ESCALATE — WHAT ACAT CAN ORDER

ACAT can order the lessor to bring the premises up to minimum standards, and award compensation for the period the premises did not comply.

★ GOOD TO KNOW — SMOKE ALARMS ARE A SEPARATE, SPECIFIC OBLIGATION

Clause 53A of Schedule 1 requires the lessor to install and maintain smoke alarms to the standard prescribed by regulation — a missing or non-compliant smoke alarm is a clear, citable breach on its own.

■ CRITICAL — THIS IS SEPARATE FROM THE GENERAL REPAIR DUTY

Minimum housing standards under ss.19A–19C cover baseline structural and safety requirements — distinct from, and broader than, the day-to-day repair duty in Schedule 1.

1. COPY

Copy the letter below into a new email

2. FILLReplace every **[bracketed]** field with your details**3. SEND**

Email it — request a read receipt, save a copy

This is your first contact — a short, plain notice. Copy it into an email and send it the day you notice the issue. If it's ignored, use the formal template on the next page.

SUBJECT:**Property standards issue at [Insert Property Address]**Hi **[Insert Property Manager Name]**,

Just letting you know about an issue at the property that needs attention.

WHAT NEEDS FIXING

- Issue: **[Insert a clear, specific description — e.g., mould, no hot water, missing smoke alarm]**
- First noticed: **[Insert Date]**

WHAT I'M ASKING FOR

- Could you please arrange for this to be fixed within **[Insert Timeframe — e.g., 14 days]**?
- Let me know if you need photos or access arranged.

Thanks,

[Your Full Name]**[Property Address]****[Contact Number / Email]**

1. COPY

Copy the letter below into a new email

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Email it — request a read receipt, save a copy

*Fill in every **[bracketed]** field, then send via email — request a read receipt.***SUBJECT:****FORMAL NOTICE — MINIMUM HOUSING STANDARDS: [Insert Property Address]**

I am writing to formally notify you that the above-referenced property does not meet minimum housing standards under sections 19A–19C of the Residential Tenancies Act 1997.

1. STANDARD NOT MET

- Issue: **[Describe the specific standards deficiency — e.g., persistent structural damp, inadequate ventilation, missing smoke alarm.]**
- Date First Identified: **[Insert Date]**

2. EVIDENCE

- Dated photographic and video evidence is attached to this notice.

3. FORMAL REQUEST

- I request that this deficiency be remedied within **[Insert Timeframe — e.g., 14 days]**.
- If unresolved, I will report this matter to Access Canberra and reserve the right to apply to ACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]