

TRACKERS ONLY

ACT TENANCY ADVOCACY SYSTEM

Evidence Trackers Only — 13 Bundles, No Guides or Templates
Australian Capital Territory, Australia

HOW TO RUN YOUR EVIDENCE TRACKERS

This is a trackers-only pack — your Evidence Tracker is the whole system. Five habits turn it into evidence that stands up when you escalate.

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.

This system gives ACT renters plain-English guidance on their rights, grounded in the Residential Tenancies Act 1997 (ACT), including Schedule 1 (Standard Residential Tenancy Terms). It is information only — not legal advice. For complex disputes, contact a community legal centre or Legal Aid ACT.

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 to document your interactions, dates, and costs.

KEY ACT CONTACTS

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	legalaidtheact.org.au
Tenants' Union ACT	Free tenancy advice and advocacy support	tenantsact.org.au

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.

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

■ 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.

★ GOOD TO KNOW — THESE TRACKERS ARE ONLY HALF THE SYSTEM

This Quick Start pack gives you the 13 colour-coded Evidence Trackers — the essential habit. The Complete System adds a plain-English Bundle Guide and a ready-to-send letter template for every one of these 13 bundles, citing the exact section of the Act every time. It's how a renter knows to lodge their own bond claim the day they vacate — instead of waiting for the agent — and every other move like it, already written for you, ready to copy, fill, and send. Get the Complete System at therentalsystem.com.