

01**CONDITION REPORT
DISPUTE**

Residential Tenancies Act 2010 (NSW) — Sections 29, 31

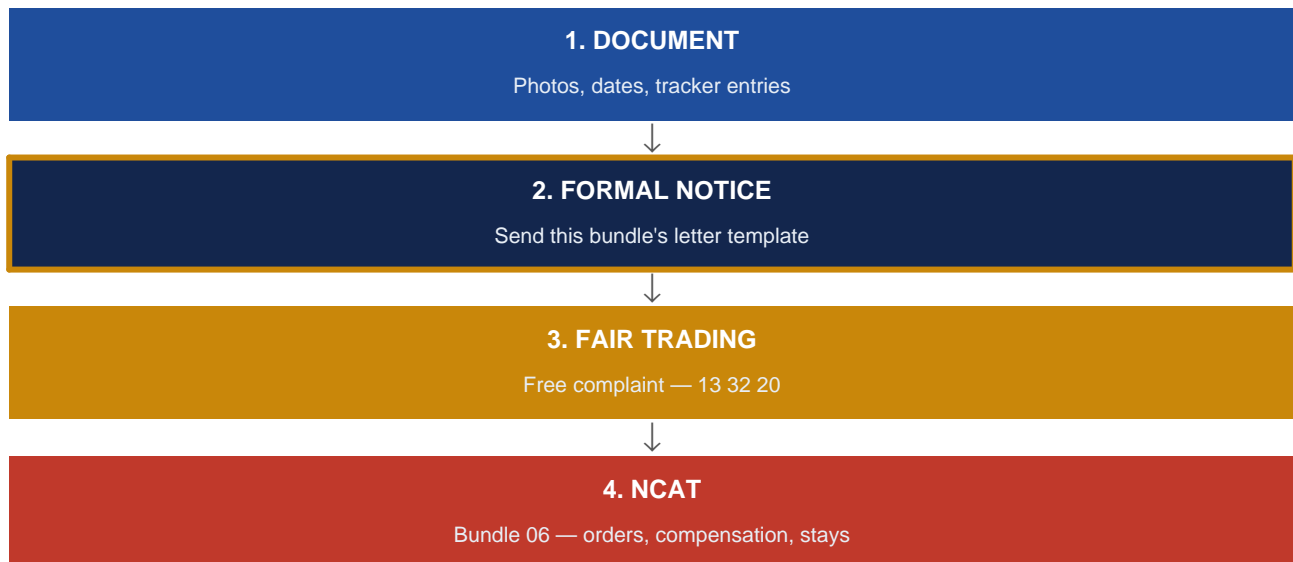
Your rights when the condition report does not reflect the actual state of the property at move-in

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. Strict timeframes apply — act on the day you move in.

KNOW THE LAW — THE CONDITION REPORT (SS.29, 31)

The landlord must give you a condition report at or before you sign. Under s.29 you have 7 days from taking possession to return your annotated copy recording every disagreement. Your annotations are your statutory record — they do not require the agent's approval. The completed report becomes the baseline for every end-of-tenancy claim, and disputes about its accuracy can be resolved at NCAT under s.31.

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 2010 (NSW) — Sections 29, 31

01 Photograph everything on move-in day

Every room, every fixture, every surface — especially anything already damaged. Timestamp the files and email them to yourself for an independent record.

02 Compare photos to the report item by item

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

03 Return the annotated report within 7 days

The s.29 window is strict — do not miss it. Return by email as well as any portal, so you hold the timestamp.

04 Send the dispute letter with your photos attached

Fill in the template and request written confirmation that the agent's copy has been updated to match your annotations.

05 Escalate if the agent refuses

A refusal to record your amendments can be resolved at NCAT under s.31 — use the NCAT Application Pack (Bundle 06) with your photos as exhibits.

IF YOU NEED TO ESCALATE — WHAT NCAT CAN ORDER

NCAT can resolve condition report disputes under s.31 and will treat your dated move-in photographs as the decisive evidence. An accurate report — or a documented dispute about it — is what defeats unjustified bond deductions a year later.

★ GOOD TO KNOW — YOUR ANNOTATIONS DON'T NEED APPROVAL

Returning your annotated report within 7 days is your statutory entitlement. The agent does not get to 'accept' or 'reject' your amendments — they form part of the tenancy record. Ask only for written acknowledgment that their copy matches.

■ CRITICAL — 7 DAYS TO RETURN — DO NOT MISS THIS WINDOW

Section 29 gives you 7 days from taking possession to return your annotated condition report. Missing this window significantly weakens your ability to dispute deductions at the end of the tenancy. Photograph first, annotate second, return by email — all in the first week.

■ CRITICAL — THIS DOCUMENT DECIDES YOUR BOND

The condition report is the baseline NCAT uses for every damage and cleaning claim. Twenty minutes of photography on day one is the cheapest insurance in renting.

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, attach your move-in photos, 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 for the above property. The report does not accurately reflect the actual state of the premises at the commencement of my tenancy.

1. NOTICE OF DISCREPANCY

- 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. AMENDMENTS ON RECORD

- Pursuant to Section 29 of the Residential Tenancies Act 2010, my annotated condition report — returned within the statutory 7-day window — records these discrepancies as part of the tenancy record. This is my statutory entitlement and does not require your approval.
- Dated photographic evidence of each discrepancy, taken on **[Insert Move-In Date]**, is attached.
- Please confirm in writing by **[Insert Date]** that your copy of the condition report has been updated to match.

3. ESCALATION

- If these amendments are disputed, I will apply to NCAT under Section 31 to have the report resolved, with the attached photographs as exhibits.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]