

**TRACKERS ONLY**

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# NSW TENANCY ADVOCACY TOOLKIT

Evidence Trackers Only — 13 Bundles, No Guides or Templates  
New South Wales, 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 a tribunal takes seriously.*

**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 Chronological Evidence Index — the first document you present at NCAT.

This toolkit gives NSW renters plain-English guidance on their rights, grounded in the Residential Tenancies Act 2010 (NSW) as amended by the 2024 reforms — including the major changes in force from 19 May 2025. It is information only — not legal advice. For complex disputes, contact the Tenants' Union NSW or your local Tenants Advice & Advocacy Service.

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

#	BUNDLE	USE WHEN	KEY LAW
01	Condition Report Dispute	Move-in discrepancies — return your annotated report within 7 days	ss.29, 31
02	Minimum Standards Enforcement	Property fails fitness / minimum standards — mould, hot water, safety	s.52
03	Noise and Quiet Enjoyment	Persistent noise from landlord-controlled sources — diary evidence	s.50
04	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural	ss.63, 65
05	Urgent Repair Notice	Emergency — self-arrange and be reimbursed up to \$1,000	s.64
06	NCAT Application Pack	Any unresolved dispute — applications, fees, evidence index	NCAT CCD
07	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	RTA 2010
08	Rental Increase Contest	Excessive increase — NCAT challenge within 30 days of the notice	ss.42, 44
09	Entry, Privacy & Inspections	Deficient entry notice — wrong notice, hours, or over the 4/year cap	ss.55, 57
10	Pet Consent Request	Pet request — 21-day deemed-consent clock on the landlord	ss.70A–70D
11	Termination Notice Challenge	Notice received — no-grounds evictions are banned; test the notice	ss.86, 87E–87M
12	End of Tenancy & Cleaning	Moving out — 'reasonably clean' standard, not professional cleaning	RTA 2010
13	Bond Return Request	File your own RBO claim the day you vacate — 14-day clock on landlord	Pt 8, s.159

Each bundle contains a Bundle Guide PDF (your rights, the law, steps to take, and a ready-to-send letter template) and a colour-coded Evidence Tracker XLSX. Bundles 01, 06, 07, 08 and 13 include additional specialist sheets.

## KEY NSW CONTACTS

ORGANISATION	ROLE	CONTACT
NSW Fair Trading	Free complaints, conciliation, bond lodgement (RBO)	13 32 20 — <a href="http://fairtrading.nsw.gov.au">fairtrading.nsw.gov.au</a>
NCAT	Tenancy dispute hearings, orders, bond disputes	1300 006 228 — <a href="http://ncat.nsw.gov.au">ncat.nsw.gov.au</a>
Rental Bonds Online (RBO)	Bond lodgement and tenant-initiated bond claims	<a href="http://fairtrading.nsw.gov.au/rbo">fairtrading.nsw.gov.au/rbo</a>
Tenants' Union NSW	Free factsheets and your local advice service (TAAS)	<a href="http://tenants.org.au">tenants.org.au</a>
Legal Aid NSW	Free legal advice for eligible renters	1300 888 529 — <a href="http://legalaid.nsw.gov.au">legalaid.nsw.gov.au</a>
Community Legal Centres	Free legal help across NSW	<a href="http://clcnsw.org.au">clcnsw.org.au</a>
Domestic Violence Line	24/7 emergency support and safety planning	1800 656 463

## 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 landlord grounds for a termination notice and destroys your NCAT position. 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. NCAT requires specifics: exact dates, exact times, exact words. Your tracker is your witness.

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 section numbers when you escalate.**

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

## KEY SECTION NUMBERS — RTA 2010 (NSW) AT A GLANCE

When you apply to NCAT, citing the correct section number signals you are prepared and serious. These are the sections most commonly used in NSW residential tenancy disputes.

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
s.29	Condition report — return annotated copy within 7 days	Bundle 01
s.31	NCAT resolution of condition report disputes	Bundle 01
s.50	Quiet enjoyment — no interference with peace or privacy	Bundles 03, 09
s.52	Fit for habitation + the minimum standards	Bundle 02
ss.42, 44	Rent increases — 60 days notice; NCAT within 30 days	Bundle 08
ss.55, 57	Entry — 7 days notice, max 4/year, 8am–8pm, no Sundays	Bundle 09
s.61	NCAT remedies for unlawful entry	Bundle 09
s.63	Premises in reasonable repair at all times	Bundle 04
s.64	Urgent repairs — self-help to \$1,000, paid in 14 days	Bundle 05
s.65	NCAT repair orders — compliance, rent reduction	Bundles 04, 05
ss.70A–70 D	Pets — 21-day response, prescribed grounds only	Bundle 10
s.86	NCAT termination challenge — eviction can be stayed	Bundle 11
ss.87E–87 M	Prescribed termination grounds — no-grounds ban	Bundle 11
s.159	Bond lodgement via Rental Bonds Online	Bundle 13
ss.157–182	Bond — Part 8: all rules, claims and disputes	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. Tenants who document in real time win at NCAT. Tenants 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](http://therentalsystem.com).