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CONDITION REPORT DISPUTE

Residential Tenancies Act 1999 (NT) — Sections 25–28

NT — NTCAT

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

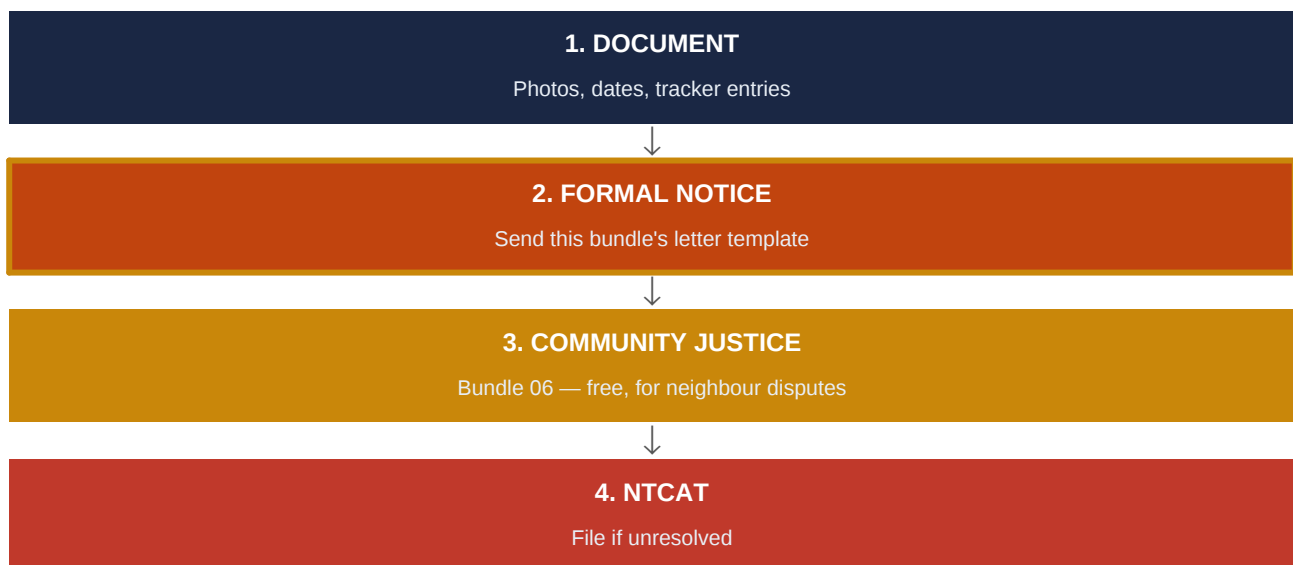
WHEN TO USE THIS BUNDLE

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 (SS.25–28)

Section 25 of the Residential Tenancies Act 1999 requires the landlord to give you a condition report at the start of the tenancy. You may accept it with modifications under s.26, apply to NTCAT under s.27 if agreement can't be reached, and the report — as modified — becomes conclusive of the state of the premises under s.28.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

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STEPS TO SUCCESS

Residential Tenancies Act 1999 (NT) — Sections 25–28

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 modified 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 Apply to NTCAT if agreement can't be reached

Section 27 lets you apply to NTCAT for a determination of the condition report.

06 Record all correspondence in the Tracker

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

IF YOU NEED TO ESCALATE — WHAT NTCAT CAN ORDER

Once modified and agreed (or determined by NTCAT), the condition report is conclusive of the state of the premises at the start of the tenancy under s.28 — it becomes the direct comparison point at bond time.

★ GOOD TO KNOW — THE REPORT IS CONCLUSIVE ONCE SETTLED

Section 28 makes your modified condition report conclusive evidence — get it right at the start, because it carries real weight at the end of the tenancy.

■ CRITICAL — A MODIFIED REPORT IS CONCLUSIVE UNDER S.28

Once your modifications are agreed — or determined by NTCAT — the condition report becomes conclusive of the state of the premises. This is your strongest evidence at bond time.

■ CRITICAL — NTCAT CAN DETERMINE A DISPUTED CONDITION REPORT

If you and the landlord can't agree on the modifications, s.27 lets you apply directly to NTCAT rather than leaving it unresolved.

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TEMPLATE — CONDITION REPORT DISPUTE

NT — NTCAT

Residential Tenancies Act 1999 (NT) — Sections 25–28

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 26 of the Residential Tenancies Act 1999, I am modifying the condition report to record 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. If we cannot reach agreement, I will apply to NTCAT under Section 27.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]