

04

URGENT REPAIR NOTICE

Residential Tenancies Act 1999 (NT) — Sections 59–63

Your rights when the landlord fails to act on an emergency repair

WHEN TO USE THIS BUNDLE

Use this bundle for the specific list of emergency repairs defined in s.63: a burst water service, a blocked or broken lavatory, a serious roof leak, a gas leak, a dangerous electrical fault, flooding, storm/fire/impact damage, failure of an essential service, an unsafe or insecure property, or a serious access fault.

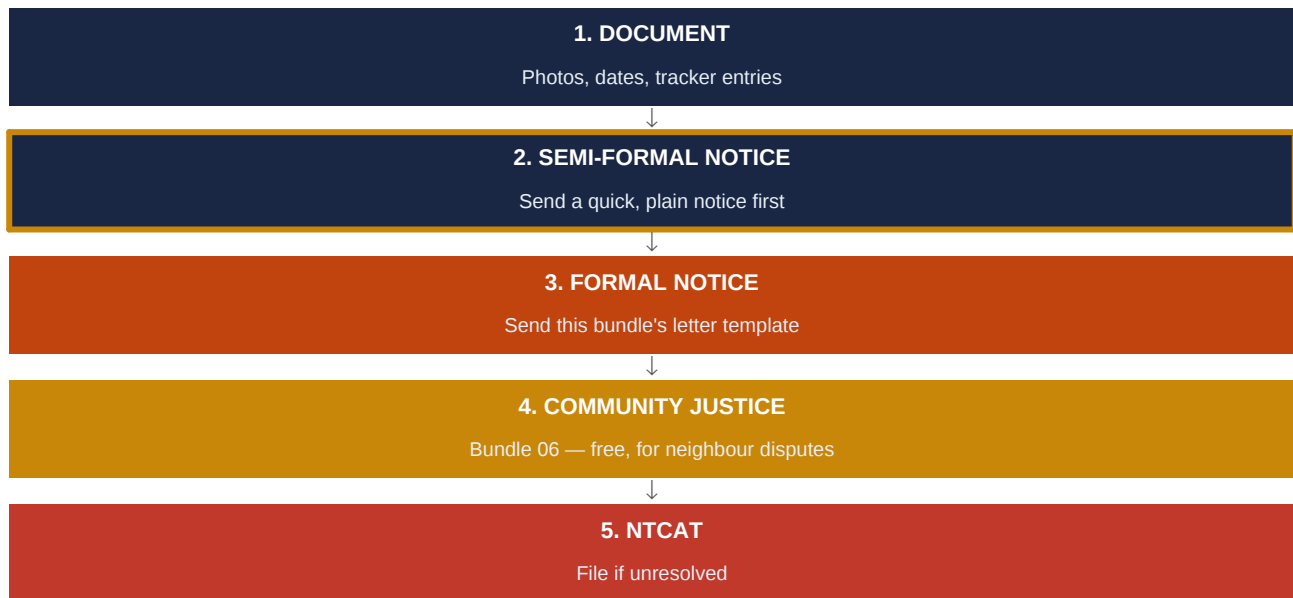
KNOW THE LAW — THE RIGHT TO SELF-HELP REPAIR (SS.59–63)

Section 63 defines emergency repairs as: a burst water service, a blocked or broken lavatory system, a serious roof leak, a gas leak, a dangerous electrical fault, flooding or serious flood damage, serious storm/fire/impact damage, a failure of gas/electricity/water supply, a failure of an essential water or cooking service, a fault making the premises unsafe or insecure, a fault likely to injure a person or damage property, or a serious staircase/lift/access fault. If the landlord fails to arrange repairs within 5 business days of your written notice, NTCAT can order specified repairs within a specified period. Tenant self-help under s.60 is capped at 2 weeks' rent (s.59).

WHAT QUALIFIES AS AN EMERGENCY REPAIR?

CATEGORY	EXAMPLES
Water / plumbing	Burst water service, blocked or broken lavatory system, serious roof leak
Safety hazard	Gas leak, dangerous electrical fault
Flood / fire / storm	Flooding or serious flood damage, serious storm, fire, or impact damage
Essential services	Failure of gas, electricity, or water supply; essential water/cooking service
Access / structural	Serious fault in a staircase, lift, or access area
Security	Fault or damage that makes the premises unsafe or insecure

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

04

STEPS TO SUCCESS

NT — NTCAT

Residential Tenancies Act 1999 (NT) — Sections 59–63

- 01 Document and photograph immediately**
Take timestamped photos and video of the fault. Note the exact date and time of discovery.
- 02 Notify the landlord in writing under s.58**
This creates both a timestamped written record and starts the 5-business-day clock.
- 03 Attempt the landlord's nominated repairer first**
If a nominated repairer exists under s.62, take reasonable steps to engage them first.
- 04 Arrange the repair yourself if the landlord is unresponsive**
If you can't reasonably engage the nominated repairer within a reasonable time, obtain 2 quotations and use the lower quote (s.62(3)).
- 05 Claim reimbursement in writing**
Send the invoice to the landlord in writing under s.61. If refused, this becomes an NTCAT claim.
- 06 Log everything in your Evidence Tracker**
Record exact times for all contacts — not just dates.

IF YOU NEED TO ESCALATE — WHAT NTCAT CAN ORDER

If the landlord refuses to reimburse self-arranged emergency repairs within the 2-week-rent cap, or fails to arrange repairs at all, NTCAT can order specified repairs within a specified period under s.63, and determine reimbursement disputes under s.61(4).

★ GOOD TO KNOW — THE 2-WEEK RENT CAP IS A RECOVERY LIMIT, NOT A SPENDING LIMIT

Section 59 caps what you can recover from the landlord at 2 weeks' rent — for a \$500/week tenancy that's \$1,000. If a genuine emergency repair will cost more, apply to NTCAT under s.63 for an order rather than relying on self-help alone.

■ CRITICAL — NTCAT CAN ORDER SPECIFIED REPAIRS WITHIN A SPECIFIED PERIOD

If the landlord fails to arrange repairs within 5 business days of your s.58 notice (or arranges them but they aren't completed within 14 days), s.63 lets you apply to NTCAT for an order.

■ CRITICAL — DO NOT WITHHOLD RENT

Even during an unresolved emergency repair, rent must be paid in full.

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

This is your first contact — send it immediately, by phone AND email/text. Copy the written part below into your message. If there's no prompt action, use the formal template on the next page.

SUBJECT:

Urgent repair needed at [Insert Property Address]

Hi **[Insert Property Manager Name]**,

I need to let you know about an urgent repair issue at the property that needs attention as soon as possible.

WHAT'S HAPPENED

- Issue: **[Describe the urgent repair issue clearly and specifically.]**
- Date and time first identified: **[Insert Date and Time]**

WHAT I'M ASKING FOR

- Please arrange for this to be attended to urgently.
- Please confirm you've received this and let me know the arrangements being made.

Thanks,

[Your Full Name]

[Property Address]

[Contact Number / Email]

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

*Fill in every **[bracketed]** field, then send via email — request a read receipt.***SUBJECT:****URGENT REPAIR NOTICE — IMMEDIATE ACTION REQUIRED: [Insert Property Address]****1. NOTICE OF BREACH**

- Take notice that the premises are in a state of disrepair requiring emergency repairs within the meaning of Section 63 of the Residential Tenancies Act 1999.

2. PARTICULARS OF DISREPAIR

- Issue: **[Describe the emergency repair issue clearly and specifically.]**
- Date and Time First Identified: **[Insert Date and Time]**
- Safety / Habitability Impact: **[Describe why this issue renders the property unsafe or uninhabitable.]**

3. FORMAL DEMAND

- This notice is given under Section 58. I require repairs to be arranged within 5 business days.
- If repairs are not arranged within this period, I will engage a suitable tradesperson independently and hold you liable for the reasonable cost incurred, up to the limit prescribed under Section 59.

4. EVIDENCE LOGGED

- All correspondence, photographic evidence, and recordings relating to this matter are being maintained in a chronological evidence index for potential NTCAT proceedings.

Yours sincerely,**[Your Full Name]****[Property Address]****[Date]****[Contact Number / Email]**