

TRACKERS ONLY

NT TENANCY ADVOCACY SYSTEM

Evidence Trackers Only — 13 Bundles, No Guides or Templates
Northern 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 Northern Territory renters plain-English guidance on their rights, grounded in the Residential Tenancies Act 1999 (NT). It is information only — not legal advice. For complex disputes, contact the Darwin Community Legal Service or a community legal centre.

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	ss.25–28
02	Noise and Quiet Enjoyment	Persistent noise from landlord-controlled sources — diary-based evidence	s.65
03	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural damage	s.57
04	Urgent Repair Notice	Emergency repairs — burst pipes, gas leak, dangerous electrical fault	s.63
05	Habitability & Minimum Standards	Premises not habitable, clean, or secure	ss.47–49
06	NTCAT Application Pack	Escalation when prior requests ignored	n/a
07	Entry Notice Response	Deficient entry notice — inadequate notice, too frequent	ss.70–74
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	ss.41–42
10	Pet Request	Pet request — 14-day deemed-consent clock on the landlord	ss.65A–65B
11	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	ss.78–81
12	Termination Notice Challenge	Termination notice received — test its validity before doing anything	ss.82–104
13	Bond Return Request	End of tenancy — formal demand for bond release	ss.110–116

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 NORTHERN TERRITORY CONTACTS

ORGANISATION	ROLE	CONTACT
NTCAT	Tenancy dispute hearings, bond orders, repair orders	ntcat.nt.gov.au
Consumer Affairs NT	General tenancy information and guidance	consumeraffairs.nt.gov.au
Community Justice Centre	Free mediation for neighbour and other disputes	nt.gov.au
Darwin Community Legal Service	Free legal advice for eligible renters	dcls.org.au
Tenants' Advice Service NT	Free tenancy advice and advocacy support	ntlawhandbook.org

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 position at NTCAT. 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. NTCAT 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 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 1999 (NT) AT A GLANCE

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

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
ss.25–28	Condition report — start of tenancy, modification, NTCAT if disputed	Bundle 01
ss.41–42	Rent increases — must be in agreement, 30 days notice, 6 months apart	Bundle 09
s.57	Landlord's obligation to repair — reasonable state of repair	Bundle 03
s.63	Emergency repairs — NTCAT order if landlord fails to act within 5 days	Bundle 04
s.65	Quiet enjoyment — landlord must not interfere with peace or privacy	Bundles 02, 07
ss.65A–65B	Pet requests — 14-day deemed-consent unless landlord applies to NTCAT	Bundle 10
ss.70–71	Entry — 7 days notice (routine), 24 hours (repairs)	Bundle 07
ss.110–113	Condition report at end of tenancy — bond disputes to NTCAT	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 NTCAT. 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.