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# QUEENSLAND TENANCY ADVOCACY TOOLKIT

Complete Renter's Toolkit — 13 Bundles, Legally Verified  
Queensland, Australia

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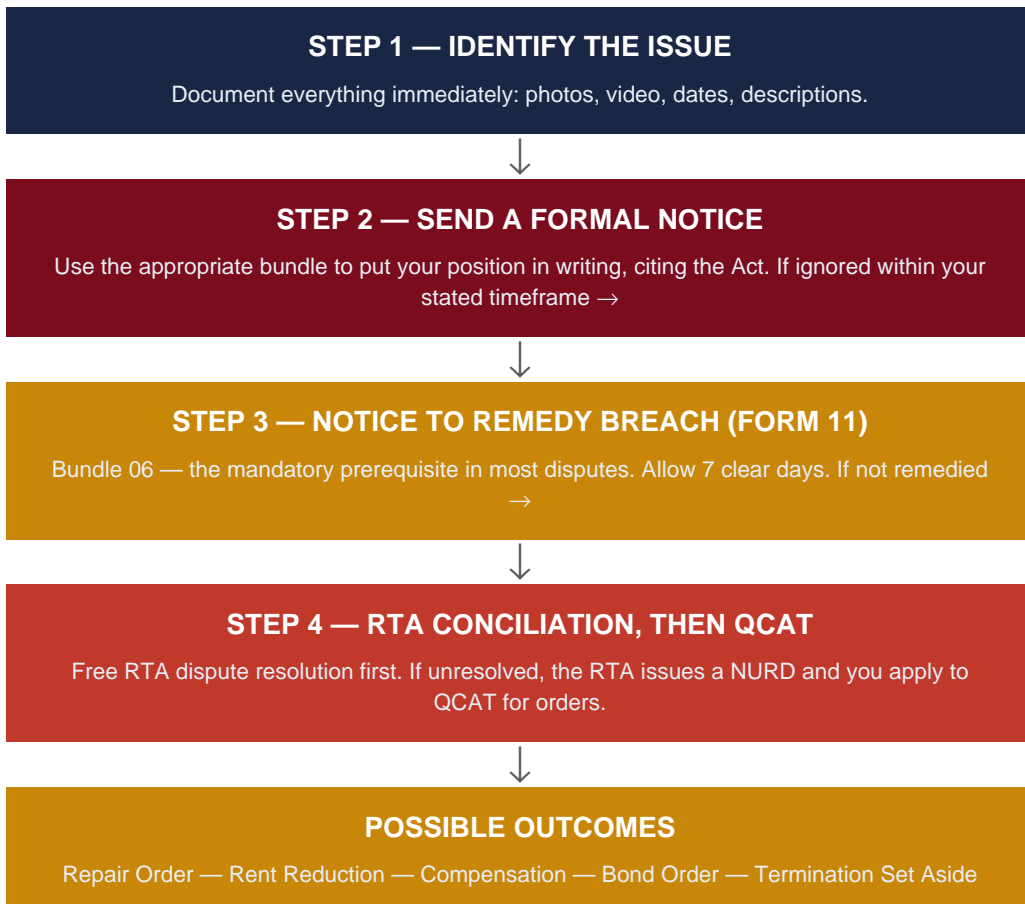
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Complete Renter's Toolkit — 13 Bundles, Legally Verified —  
Queensland, Australia

You now hold a complete tenancy advocacy system built for Queensland renters. Every template, tracker, and section reference in this toolkit has been verified against the Residential Tenancies and Rooming Accommodation Act 2008 as amended by the 2024 reforms — including the changes in force from 1 May 2025. Use it systematically, document everything in real time, and you will have the strongest possible position — whether you are dealing with a negligent lessor, a stonewalling agent, or heading to QCAT.

## HOW THE SYSTEM WORKS — THE QUEENSLAND ESCALATION PATH

Queensland requires free RTA dispute resolution before QCAT in most disputes. If conciliation fails, the RTA issues a Notice of Unresolved Dispute (NURD) — your ticket to the Tribunal.



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

#	BUNDLE	USE WHEN	KEY LAW
01	Entry Condition Report Dispute	Move-in discrepancies — return your annotated report within 3 business days	s.65
02	Minimum Housing Standards	Property fails prescribed standards — mould, hot water, safety	s.17A
03	Noise and Quiet Enjoyment	Persistent noise from lessor-controlled sources — diary evidence	s.105
04	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural	s.185
05	Emergency Repair Notice	Emergency — self-arrange up to 4 weeks' rent, reimbursed in 7 days	RTRAA
06	Notice to Remedy Breach	Formal escalation (Form 11) — mandatory before RTA/QCAT	s.405
07	Entry Notice Response	Deficient entry notice — wrong notice, hours, or purpose	s.192
08	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	RTRAA 2008
09	Rental Increase Contest	Increase more than once a year, or excessive against the market	s.93
10	Pet Approval Request	Pet request — 28-day deemed-approval clock on the lessor	RTRAA 2024
11	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	RTRAA 2008
12	Termination Notice Challenge	Notice to Leave (Form 12) received — test its validity before doing anything	RTRAA 2008
13	Bond Return Request	File your own RTA claim the day you vacate — 14-day clock on the lessor	ss.111–131

Each bundle contains a Bundle Guide PDF (instructions, the law, and a ready-to-send template) and an Evidence Tracker XLSX (How to Use tab + colour-coded logs). Bundles 01, 06, 08 and 13 include additional specialist sheets.

## 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 emergency repair — gives the lessor grounds for a Notice to Leave and destroys your QCAT 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. RTA conciliation and QCAT both require 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

### **Use the RTA before you go to QCAT.**

In most disputes you must attempt free RTA dispute resolution first. It is fast, confidential, and often resolves the matter without ever reaching a hearing.

## HOW TO RUN YOUR EVIDENCE TRACKERS

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.

## QUICK DECISION GUIDE — WHICH BUNDLE DO I NEED?

I NEED TO...	USE BUNDLE
Dispute discrepancies in my entry condition report	01 — Entry Condition Report
Report a property failing minimum standards (mould, safety)	02 — Minimum Housing Standards
Document noise affecting quiet enjoyment	03 — Noise and Quiet Enjoyment
Report a non-urgent repair (appliance, plumbing, damage)	04 — General Repair Request
Report an emergency repair (gas, burst pipe, no hot water)	05 — Emergency Repair Notice
Formally escalate a lessor obligation failure	06 — Notice to Remedy Breach
Respond to a deficient entry or inspection notice	07 — Entry Notice Response
Keep a payment ledger / dispute an arrears allegation	08 — Rent Payment Protection
Challenge an excessive or unlawful rent increase	09 — Rental Increase Contest
Request approval to keep a pet (2024 reforms)	10 — Pet Approval Request
Request permission to assign or sublet	11 — Lease Assignment & Subletting
Challenge a Notice to Leave (Form 12)	12 — Termination Notice Challenge
Get my bond back — file first via RTA Web Services	13 — Bond Return Request

## APPLYING TO QCAT — WHAT YOU NEED TO KNOW

### What is QCAT?

The Queensland Civil and Administrative Tribunal hears tenancy disputes that cannot be resolved through RTA conciliation. Apply online at [qcat.qld.gov.au](http://qcat.qld.gov.au). Check the current filing fee before applying.

### What QCAT can order:

- Repair order (lessor must fix by a set date)
- Compensation for losses suffered
- Rent reduction (applied retroactively)
- Bond order (full or partial release)
- Rent increase disallowed
- Termination notice set aside

### Before you file, you must have:

- Attempted RTA dispute resolution (except emergencies)
- A Notice of Unresolved Dispute (NURD) from the RTA
- A Notice to Remedy Breach (Form 11) on record
- Your chronological evidence index (tracker printout)
- Copies of all notices and correspondence sent

### Check QCAT's website for current filing fees.

Low-income concessions may be available.

## KEY SECTION NUMBERS — RTRAA 2008 (QLD) AT A GLANCE

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

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
s.65	Entry condition report — return your annotated copy within 3 business days	Bundle 01
s.17A	Minimum housing standards — apply to all tenancies from 1 Sept 2024	Bundle 02
s.105	Quiet enjoyment — no interference with reasonable peace, comfort or privacy	Bundles 03, 07
s.185	Lessor's general obligation — premises in good repair and fit to live in	Bundle 04
s.192	Entry to premises — notice periods and permitted purposes	Bundle 07
s.405	Notice to Remedy Breach (Form 11) — prerequisite before RTA/QCAT	Bundle 06
s.93	Rent increase — once per year maximum, linked to the property	Bundle 09
ss.111–131	Bond — Part 3: lodgement, claims, and refunds through the RTA	Bundle 13
RTRAA 2024	Pets — Form 21, 28-day response period, deemed approval	Bundle 10
Reg 2025	Minimum housing standards — prescribed requirements	Bundle 02

### ■ 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 RTA conciliation and QCAT. Tenants who reconstruct from memory rarely do.

## FREE RESOURCES FOR QUEENSLAND RENTERS

ORGANISATION	ROLE	CONTACT
Residential Tenancies Authority (RTA)	Bond management, free dispute resolution, forms	1300 366 311 — <a href="http://rta.qld.gov.au">rta.qld.gov.au</a>
QCAT	Tenancy dispute hearings, orders, bond disputes	1300 753 228 — <a href="http://qcat.qld.gov.au">qcat.qld.gov.au</a>
RTA Web Services	Bond lodgement and tenant-initiated bond refund claims	<a href="http://rta.qld.gov.au">rta.qld.gov.au</a>
Tenants Queensland	Free advice and your local Tenancy Advice & Advocacy Service	<a href="http://tenantsqld.org.au">tenantsqld.org.au</a>
Legal Aid Queensland	Free legal advice for eligible renters	1300 65 11 88 — <a href="http://legalaid.qld.gov.au">legalaid.qld.gov.au</a>
Community Legal Centres	Free legal help across Queensland	<a href="http://communitylegalqld.org.au">communitylegalqld.org.au</a>
DVConnect	24/7 emergency support and safety planning	1800 811 811
Housing Queensland	Social housing, crisis and homelessness accommodation	<a href="http://housing.qld.gov.au">housing.qld.gov.au</a>
National Debt Helpline	Free, independent financial counselling if rent arrears stem from financial hardship	1800 007 007 — <a href="http://ndh.org.au">ndh.org.au</a>
Translating and Interpreting Service	Free phone interpreting for renters who need support in another language	131 450 — <a href="http://tisonational.gov.au">tisonational.gov.au</a>