

01

ENTRY CONDITION REPORT DISPUTE

QLD — QCAT

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —
Section 65

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

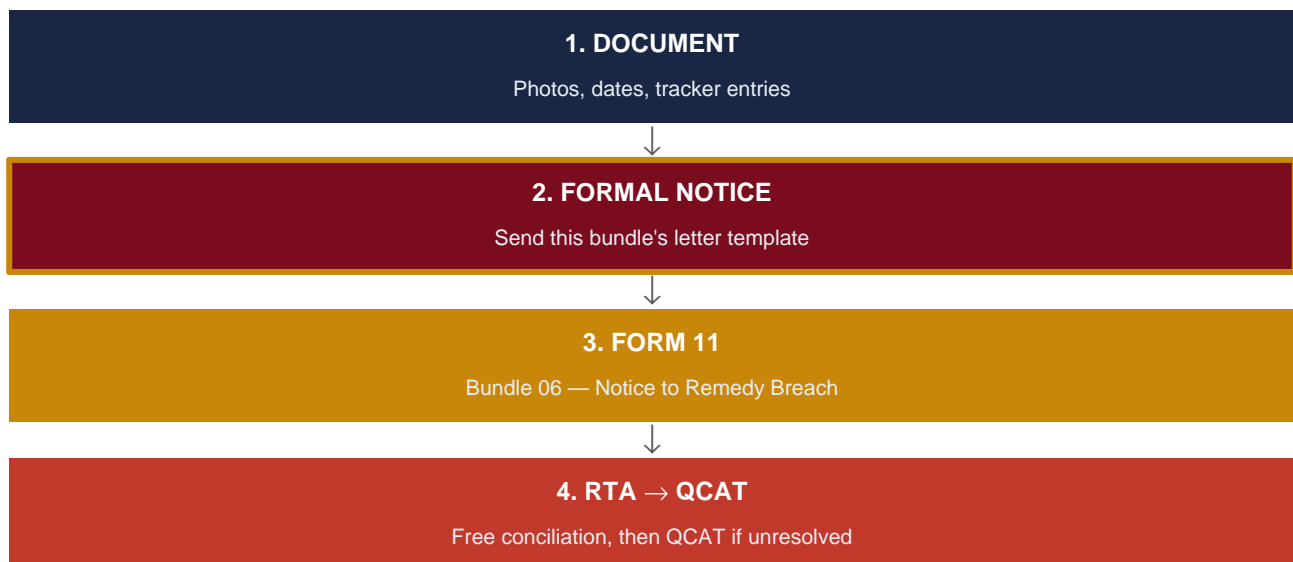
WHEN TO USE THIS BUNDLE

Use this bundle at the start of your tenancy if the entry condition report does not accurately reflect the actual state of the property at move-in. Strict, short timeframes apply — act on the day you move in.

KNOW THE LAW — THE ENTRY CONDITION REPORT (S.65)

The lessor must give you an entry condition report before or when you move in. Under s.65 you have 3 BUSINESS DAYS from taking possession to return your annotated copy recording every disagreement — a shorter window than Victoria or NSW, and weekends and public holidays do not count. Your annotations are your statutory record — they do not require the lessor's approval. The completed report becomes the baseline for every end-of-tenancy bond claim.

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

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01 Photograph everything on move-in day

Every room, every fixture, every surface — especially anything already damaged. Timestamp the files and email them to yourself for an independent record.

02 Compare photos to the report item by item

Note every discrepancy, no matter how minor. Minor discrepancies at move-in become major bond disputes at move-out.

03 Return the annotated report within 3 BUSINESS DAYS

The s.65 window is strict and shorter than other states — do not miss it. Weekends and public holidays do not count towards the 3 days. Return by email so you hold the timestamp.

04 Send the dispute letter with your photos attached

Fill in the template and request written confirmation that the lessor's copy has been updated to match your annotations.

05 Keep your evidence for the end of tenancy

If the lessor disputes your annotations later, escalate using Bundle 06 — Notice to Remedy Breach — with your photos as exhibits.

IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

Your dated move-in photographs are the decisive evidence at RTA conciliation and QCAT alike. An accurate entry condition report — or a documented dispute about it — is what defeats unjustified bond deductions a year later.

★ GOOD TO KNOW — BUSINESS DAYS — NOT CALENDAR DAYS

The 3-day return window is business days — not calendar days. Weekends and public holidays do not count. This is one of the shortest windows in Australia — treat move-in day as day zero of your evidence-gathering, not a day to unpack.

■ CRITICAL — 3 BUSINESS DAYS TO RETURN — DO NOT MISS THIS WINDOW

Section 65 gives you only 3 business days from taking possession to return your annotated entry condition report — shorter than Victoria (5 days) or NSW (7 days). Photograph first, annotate second, return by email — all before the end of the first working week.

■ CRITICAL — THIS DOCUMENT DECIDES YOUR BOND

The entry condition report is the baseline used for every damage and cleaning claim at bond time. Twenty minutes of photography on day one is the cheapest insurance in renting.

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TEMPLATE — ENTRY CONDITION REPORT DISPUTE

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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, attach your move-in photos, then send via email — request a read receipt.

SUBJECT:

FORMAL DISPUTE OF ENTRY CONDITION REPORT: [Insert Property Address]

Please accept this formal notice that I dispute the accuracy of the entry condition report for the above property. The report does not accurately reflect the actual state of the premises at the commencement of my tenancy.

1. NOTICE OF DISCREPANCY

- 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. AMENDMENTS ON RECORD

- Pursuant to Section 65 of the Residential Tenancies and Rooming Accommodation Act 2008, my annotated entry condition report — returned within the statutory 3-business-day window — records these discrepancies as part of the tenancy record. This is my statutory entitlement and does not require your approval.
- Dated photographic evidence of each discrepancy, taken on **[Insert Move-In Date]**, is attached.
- Please confirm in writing by **[Insert Date]** that your copy has been updated to match.

3. RECORD KEEPING

- This dispute, the attached photographs, and the date of service are logged in a chronological evidence index for any future RTA conciliation or QCAT proceedings.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]