

02

MINIMUM HOUSING STANDARDS

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —
Section 17A

Your right to a home that meets the mandatory minimum housing standards — for the whole tenancy

WHEN TO USE THIS BUNDLE

Use this bundle when the property fails a minimum housing standard — no hot water, persistent mould, unsafe electrical, broken locks, inadequate ventilation — whether at move-in or any time during the tenancy.

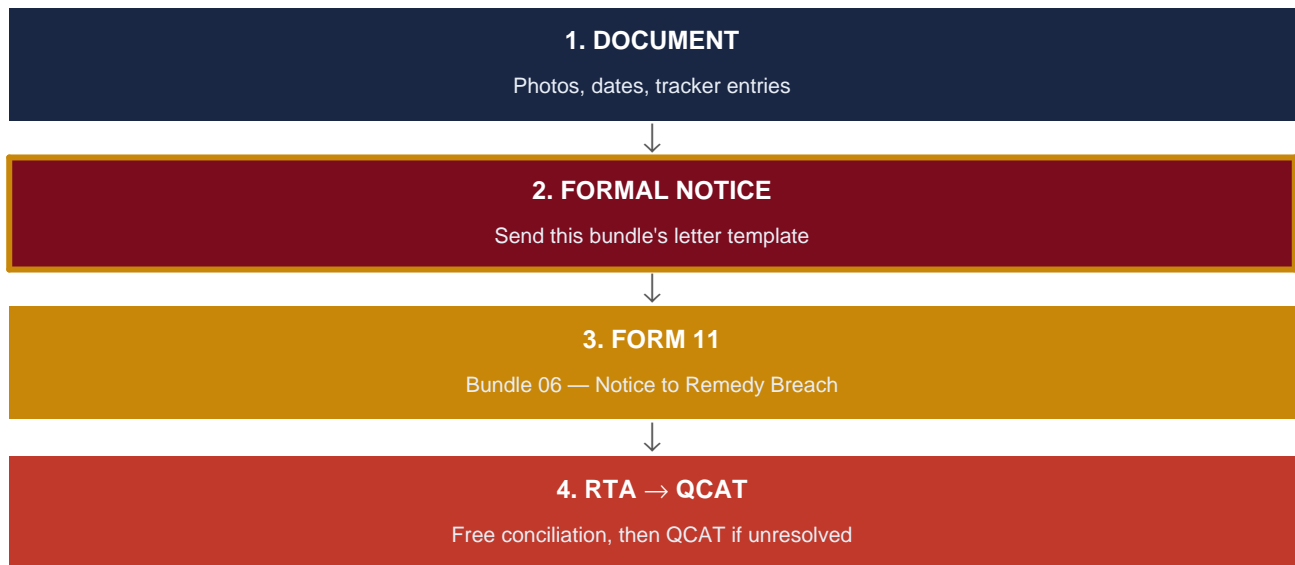
KNOW THE LAW — MINIMUM HOUSING STANDARDS (S.17A)

Since 1 September 2024, every rental property in Queensland must meet mandatory minimum housing standards: structurally sound and weatherproof; adequate ventilation and lighting; free from serious mould; functioning locks and window/door security; and working electricity, gas, and plumbing including hot and cold running water. This obligation runs for the entire tenancy under s.17A — not just at move-in — and no lease clause can contract out of it.

THE MINIMUM STANDARDS CHECKLIST

STANDARD	COMMON BREACHES
Structurally sound	Rising damp, rotting floors, roof leaks, unsafe balconies
Ventilation	Windows that don't open, no exhaust fans, persistent mould
Lighting	Rooms without adequate natural or artificial light
Electricity / gas	Unsafe wiring, too few sockets, faulty switchboards
Plumbing & hot water	No or intermittent hot water, blocked drains, leaks
Locks & security	Broken locks, doors or windows that don't secure

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

01 Walk the property against the checklist

Do it at move-in and whenever something degrades. Photograph every failure with a timestamp — mould, failed hot water, and unsafe electrical are the most common and most winnable breaches.

02 Report the breach in writing, citing s.17A

Name the standard that is failing and describe the failure specifically. Vague complaints are easy to ignore; a s.17A citation is not.

03 Set a reasonable rectification timeframe

14 days is standard for non-urgent standards failures. If the failure makes the property unsafe or cuts an essential service, treat it as an emergency repair — use Bundle 05 instead.

04 Escalate with a Notice to Remedy Breach if ignored

Use Bundle 06 (Form 11) citing s.17A. This is the mandatory step before RTA dispute resolution and QCAT.

05 Lodge free RTA dispute resolution if still unresolved

The RTA will contact the lessor and attempt conciliation at no cost. If it fails, you receive a NURD and can apply to QCAT.

IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

QCAT can order the lessor to bring the premises up to standard by a set date, award compensation for the period you lived with the breach, and reduce your rent retroactively. A dated photographic record against the statutory checklist is the strongest evidence you can bring.

★ GOOD TO KNOW — MOULD IS USUALLY A STANDARDS BREACH

Persistent mould almost always traces to a ventilation or structural failure — which makes it the lessor's problem under s.17A, not a 'cleaning issue' to pin on you. Photograph it, report it in writing, and reject any suggestion that you caused it without evidence.

■ CRITICAL — THE STANDARDS APPLY FOR THE WHOLE TENANCY

Fitness under s.17A is not a move-in test. If the hot water fails in year two, or mould spreads in winter, the lessor is in breach the day it happens. Report it the day you find it.

■ CRITICAL — NO LEASE CLAUSE CAN REMOVE THESE RIGHTS

The minimum housing standards cannot be contracted out of. Any lease term purporting to make you accept or maintain a property below the standards is void.

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 photos, then send via email — request a read receipt.

SUBJECT:

FORMAL NOTICE — BREACH OF MINIMUM HOUSING STANDARDS (s.17A): [Insert Property Address]

I am writing to formally notify you that the above premises do not meet the minimum housing standards required by Section 17A of the Residential Tenancies and Rooming Accommodation Act 2008.

1. PARTICULARS OF THE BREACH

- Standard not met: **[e.g., adequate ventilation / hot and cold water supply / premises structurally sound]**
- Details: **[Describe the failure specifically — e.g., 'black mould across the main bedroom ceiling; the bedroom window is painted shut with no functioning exhaust ventilation.']**
- Date first identified: **[Insert Date]**. Dated photographs are attached.

2. YOUR STATUTORY OBLIGATION

- Under Section 17A, the premises must meet the minimum housing standards for the duration of the tenancy. This cannot be excluded by the tenancy agreement.
- I require rectification within a reasonable period — which I consider to be **[e.g., 14 days]** given the nature of the failure. If any element is urgent, it must be addressed as an emergency repair.

3. ESCALATION PATH

- If rectification is not commenced within the stated period, I will issue a Notice to Remedy Breach (Form 11) and, if necessary, lodge RTA dispute resolution and apply to QCAT for rectification orders, compensation, and a rent reduction.
- All evidence — dated photographs, this notice, and all correspondence — is being maintained in a chronological evidence index.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]