

# 04

## GENERAL REPAIR REQUEST

QLD — QCAT

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —  
Section 185

*Your rights when the lessor won't fix non-urgent maintenance issues*

### WHEN TO USE THIS BUNDLE

Use this bundle when you identify a maintenance issue that is not an emergency — a faulty appliance, plumbing fault, damaged fixture, structural problem, or any defect affecting habitability or amenity.

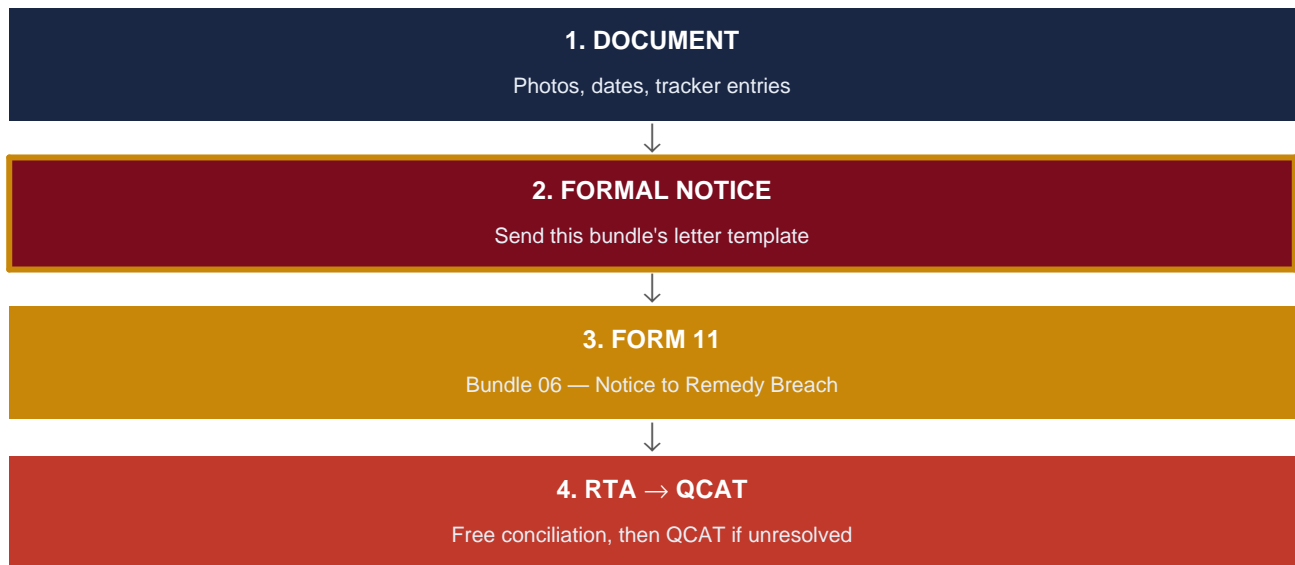
### KNOW THE LAW — THE LESSOR'S REPAIR DUTY (S.185)

Under s.185 the lessor must provide and maintain the premises in good repair, having regard to their age, and fit for you to live in. The duty applies even to older and cheaper properties — fair wear and tear is the lessor's to fix, not yours. If repairs are not carried out, escalation through the RTA and QCAT can secure a repair order, compensation, and a rent reduction.

### WHAT COUNTS AS DISREPAIR?

ISSUE TYPE	EXAMPLES
Appliances	Oven not heating, dishwasher not working, rangehood broken
Plumbing	Dripping tap, slow drain, leaking pipe (non-burst)
Structural	Cracked wall, damaged ceiling, broken window latch
Fixtures	Broken door handle, loose cupboard, damaged flooring
Habitability	Inadequate hot water, mould from structural cause, pests
Outdoor	Broken fence, damaged guttering, non-urgent roof issue

## HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

- 01 Document the issue immediately**  
Dated photographs and video. Note when you first identified it and how it affects your use of the property.
- 02 Notify the lessor in writing**  
Email creates the timestamp. Describe the issue specifically and state a reasonable repair timeframe — 14 days is standard and defensible.
- 03 Request written confirmation**  
Ask for confirmation within 48 hours of the tradesperson booked and a repair date. Follow any phone response with an email the same day.
- 04 Escalate with a Notice to Remedy Breach if ignored**  
Use Bundle 06 (Form 11) citing s.185. This is the mandatory step before RTA dispute resolution and QCAT.
- 05 Lodge free RTA dispute resolution if still unresolved**  
If conciliation fails, the RTA issues a NURD and you can apply to QCAT for a repair order, compensation, or rent reduction.

## IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

QCAT can order the lessor to carry out the repairs by a set date, reduce your rent until they do, and award compensation for losses. A tracker showing every request and every ignored deadline is the exhibit that wins these applications.

### ★ GOOD TO KNOW — 'GOOD REPAIR' INCLUDES OLD PROPERTIES

The lessor cannot rely on the age of the property to avoid the duty entirely — age affects the standard, not the existence, of the obligation. An old oven must still work; an old roof must still keep water out.

### ■ CRITICAL — DO NOT WITHHOLD RENT

Under no circumstances withhold rent to pressure repairs. Rent arrears grounds a Notice to Leave and destroys your QCAT position. Pay in full, always — QCAT can order compensation and rent reductions instead.

### ■ CRITICAL — 14 DAYS IS REASONABLE — NOT A STATUTORY DEADLINE

There is no fixed repair deadline in the Act — the standard is a reasonable time. Requesting 14 days is standard and defensible, but never describe it as a statutory period.

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

**SUBJECT:****FORMAL REQUEST FOR REPAIRS: [Insert Property Address]**

Please accept this correspondence as formal notification of a maintenance issue at the above property. I respectfully request your prompt attention.

**1. PARTICULARS OF DISREPAIR**

- Issue: **[Insert a clear, specific description of the maintenance issue.]**
- Date First Identified: **[Insert Date]**
- Impact: **[Describe how the issue is affecting your use or enjoyment of the property.]**
- Proposed Resolution: I request that a suitably qualified professional be engaged to inspect and repair this issue.

**2. LESSOR'S STATUTORY OBLIGATION**

- Under Section 185 of the Residential Tenancies and Rooming Accommodation Act 2008, you must provide and maintain the premises in good repair and fit to live in.
- I request that these repairs be completed within a reasonable period — which I consider to be 14 days given the nature of the issue. If this is not achievable, please advise in writing with a proposed schedule.

**3. COMMUNICATION AND RECORD KEEPING**

- Please provide written confirmation within 48 hours confirming the appointment of a tradesperson and a proposed repair date.
- I am maintaining a chronological evidence log of all correspondence. If no response is received, I will issue a Notice to Remedy Breach and, if necessary, lodge RTA dispute resolution and apply to QCAT.

Yours sincerely,

**[Your Full Name]**

**[Property Address]**

**[Date]**

**[Contact Number / Email]**