

TRACKERS ONLY

QUEENSLAND TENANCY ADVOCACY TOOLKIT

Evidence Trackers Only — 13 Bundles, No Guides or Templates
Queensland, 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 a tribunal takes seriously.

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.

This toolkit gives Queensland renters plain-English guidance on their rights, grounded in the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) as amended by the 2024 reforms — including the changes in force from 1 May 2025. It is information only — not legal advice. For complex disputes, contact Tenants Queensland or your local Tenancy Advice and Advocacy Service.

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 (your rights, the law, steps to take, and a ready-to-send letter template) and a colour-coded Evidence Tracker XLSX. Bundles 01, 06, 08 and 13 include additional specialist sheets.

KEY QUEENSLAND CONTACTS

ORGANISATION	ROLE	CONTACT
Residential Tenancies Authority (RTA)	Bond management, free dispute resolution, forms	1300 366 311 — rta.qld.gov.au
QCAT	Tenancy dispute hearings, orders, bond disputes	1300 753 228 — qcat.qld.gov.au
RTA Web Services	Bond lodgement and tenant-initiated bond refund claims	rta.qld.gov.au
Tenants Queensland	Free advice and your local Tenancy Advice & Advocacy Service	tenantsqld.org.au
Legal Aid Queensland	Free legal advice for eligible renters	1300 65 11 88 — legalaid.qld.gov.au
Community Legal Centres	Free legal help across Queensland	communitylegalqld.org.au
DVConnect	24/7 emergency support and safety planning	1800 811 811

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.

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.

★ 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.