

START HERE

SA TENANCY ADVOCACY SYSTEM

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

Residential Tenancies Act 1995 (SA) · Amendment Act 2023 · SACAT

Consumer and Business Services (CBS) · Uniting Communities Mediation Service · Legal Services Commission of SA · therentalsystem.com

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You now hold a complete tenancy advocacy system built for South Australian renters. Every template, tracker, and section reference in this bundle has been verified against the Residential Tenancies Act 1995 as amended by the 2023–2026 reforms — including the abolition of no-grounds terminations and the new pet request rights, both in force from 1 July 2024. Use it systematically, document everything in real time, and you will have the strongest possible position — whether you're dealing with a negligent landlord, a stonewalling agent, or heading to SACAT.

HOW THE SYSTEM WORKS — THE ESCALATION LOGIC

Every tenancy dispute follows the same path. The bundles in this system are designed to move you through it in a logical sequence — and in SA that path runs through Consumer and Business Services before SACAT.



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

#	BUNDLE	USE WHEN	KEY LAW
01	Condition Report Dispute	Move-in discrepancies between the inspection sheet and the actual property	Reg 4
02	Noise and Quiet Enjoyment	Persistent noise from landlord-controlled sources — diary-based evidence	s.65
03	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural damage	s.68
04	Urgent Repair Notice	Health/safety emergency — burst pipes, gas leak, heating failure	s.68(5)
05	Minimum Housing Standards	Structural, weatherproofing, or safety standards not met	HIA 2016
06	SACAT Application Pack	Escalation when prior requests ignored — CBS conciliation then SACAT	n/a
07	Entry Notice Response	Deficient entry notice — inadequate notice, wrong hours	s.72
08	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	n/a
09	Rental Increase Contest	Rent increase that is excessive or invalid	s.55
10	Pet Request	Pet request — landlord may only refuse on prescribed grounds	s.66C
11	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	RTA 1995
12	Termination Notice Challenge	Termination notice received — check it names a valid, prescribed ground	s.79
13	Bond Return Request	End of tenancy — formal demand for bond release via RBO	s.61

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 Evidence Log). Bundles 06, 09, and 13 include additional specialist sheets.

■ 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. Renters who document in real time succeed at conciliation and SACAT. Renters who reconstruct from memory rarely do.

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 urgent repair — gives the landlord grounds for a termination notice and destroys your position at conciliation or SACAT. 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. CBS and SACAT require specifics: exact dates, exact times, exact words.

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

Cite section numbers when you escalate.

Agents deal with tenants who don't know their rights every day. Quoting the correct section of the Act immediately signals you are informed and serious.

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 Evidence Index — the first document you present.

QUICK DECISION GUIDE — WHICH BUNDLE DO I NEED?

I NEED TO...	USE BUNDLE
Dispute discrepancies in my inspection sheet	01 — Condition Report Dispute
Document noise affecting quiet enjoyment	02 — Noise and Quiet Enjoyment
Report a non-urgent repair (appliance, plumbing, damage)	03 — General Repair Request
Report an urgent/emergency repair (gas, heating, flooding)	04 — Urgent Repair Notice
Raise a structural, weatherproofing, or safety standards issue	05 — Minimum Housing Standards
Escalate to conciliation or SACAT	06 — SACAT Application Pack
Respond to a deficient entry notice	07 — Entry Notice Response
Keep a payment ledger / dispute an arrears allegation	08 — Rent Payment Protection
Challenge an excessive or invalid rent increase	09 — Rental Increase Contest
Request approval to keep a pet	10 — Pet Request
Request permission to assign or sublet	11 — Lease Assignment & Subletting
Challenge a termination notice	12 — Termination Notice Challenge
Request my bond back at end of tenancy	13 — Bond Return Request

ESCALATING TO CBS AND SACAT

What is SACAT?

Consumer and Business Services offers a free conciliation service that resolves most tenancy disputes informally — call 131 882. Unresolved disputes escalate to the South Australian Civil and Administrative Tribunal (SACAT), a low-cost, accessible tribunal designed for self-represented parties.

What SACAT can order:

- Compliance order (landlord must fix the issue by a set date)
- Compensation for losses suffered
- Repair order
- Bond order (full or partial release)
- Rent increase disallowed where invalid or excessive (s.55)

Before you file, you must have:

- A documented history of prior written requests
- Your chronological evidence index (tracker printout)
- Copies of all formal notices sent
- Dated photos / video evidence
- A CBS conciliation attempt on record

Check SACAT's website for current filing fees.

Low-income concessions may be available.

KEY SECTION NUMBERS — RTA 1995 (SA) AT A GLANCE

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

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
Reg 4	Inspection sheet — landlord must give a signed copy at the start of the tenancy	Bundle 01
s.55	Rent increases — once per 12 months, 60 days notice, 90-day SACAT challenge	Bundle 09
s.61	Bond — maximum 4 or 6 weeks' rent depending on rent level	Bundle 13
s.65	Quiet enjoyment — landlord must take reasonable steps to protect it	Bundles 02, 07
s.68	Landlord's duty to keep the premises in a reasonable state of repair	Bundle 03
s.68(5)	Urgent repairs — defined list, reasonable diligence, uncapped self-help reimbursement	Bundle 04
s.66C	Pet requests — landlord may only refuse on prescribed grounds	Bundle 10
s.72	Right of entry — notice periods and permitted hours	Bundle 07
s.79	Termination — no-grounds notices abolished; a prescribed ground is required	Bundle 12

FREE RESOURCES FOR SOUTH AUSTRALIAN RENTERS

ORGANISATION	ROLE	CONTACT
Consumer and Business Services (CBS)	Free tenancy conciliation, bond administration, guidance	131 882 — cbs.sa.gov.au
SACAT	Tenancy dispute hearings, bond orders, compliance orders	sacat.sa.gov.au
Residential Bonds Online (RBO)	Bond lodgement, bond release claims	cbs.sa.gov.au
Uniting Communities Mediation Service	Free (low/no income) or low-cost neighbour dispute mediation	8202 5960 — unitingcommunities.org
Legal Services Commission of SA	Free legal advice for eligible renters	lsc.sa.gov.au
Housing SA	Public and community housing, crisis and homelessness accommodation	housing.sa.gov.au
National Debt Helpline	Free, independent financial counselling if rent arrears stem from financial hardship	1800 007 007 — ndh.org.au
Translating and Interpreting Service	Free phone interpreting for renters who need support in another language	131 450 — tisonline.gov.au