

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

WHEN TO USE THIS BUNDLE

Use this bundle when you identify a maintenance issue at your rental property that is not an emergency — for example: a faulty appliance, plumbing fault, damaged fixture, structural problem, or any defect affecting the habitability or amenity of the property.

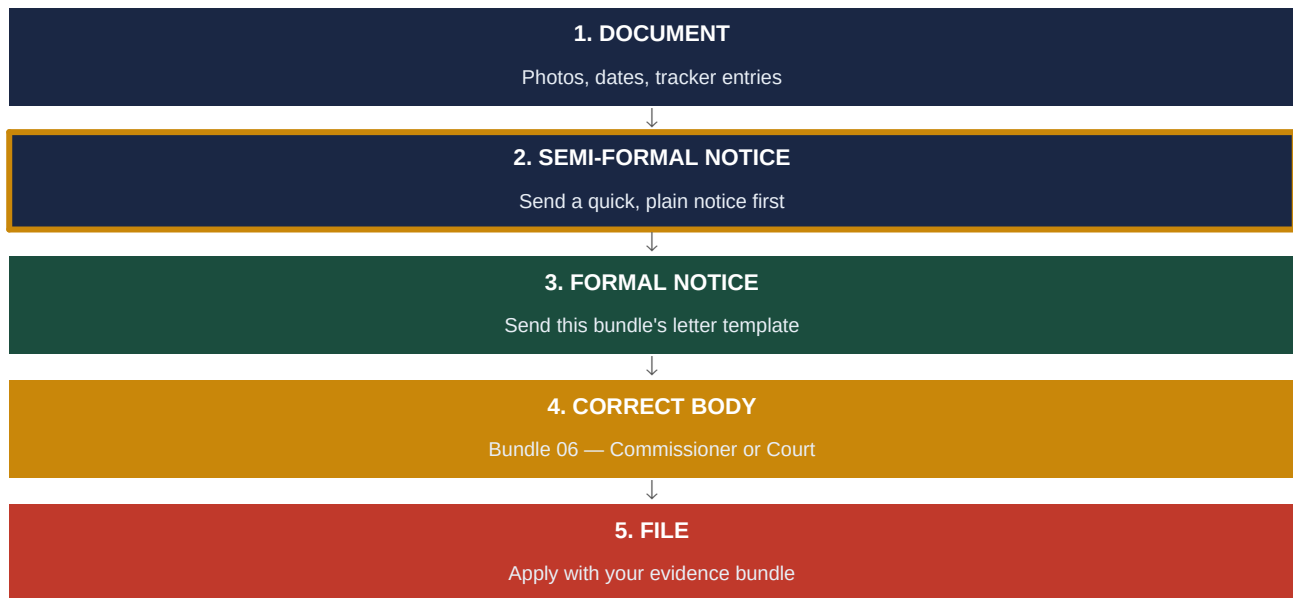
KNOW THE LAW — THE OWNER'S REPAIR DUTY (S.32)

Section 32 of the Residential Tenancy Act 1997 requires the owner to attend to repairs within a set timeframe once notified — this ranges from around 7 to 28 days depending on the type and seriousness of the repair.

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, pest infestation
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.

03

STEPS TO SUCCESS

Residential Tenancy Act 1997 (Tas) — Section 32

TAS —
Magistrates
Court

01 Document the issue immediately

Take dated photographs and video. Note when you first identified it.

02 Notify the owner in writing

Email is best — it creates an automatic timestamp and starts the repair timeframe under s.32.

03 Calculate your repair deadline

The timeframe depends on the type of repair — typically 7 to 28 days. Mark this date immediately.

04 Request written confirmation

Ask for written confirmation of a tradesperson booked and a proposed repair date.

05 Update your Evidence Tracker

Log every interaction immediately — date, method, summary, and the owner's response or non-response.

06 Escalate if the deadline passes

Lodge a repair dispute with the Residential Tenancy Commissioner (Bundle 06).

IF YOU NEED TO ESCALATE — WHAT MAGISTRATES COURT CAN ORDER

The Residential Tenancy Commissioner can order the owner to carry out specified repairs by a set date and award compensation for losses suffered as a result of the disrepair.

★ GOOD TO KNOW — REPAIR DISPUTES GO TO THE COMMISSIONER, NOT THE COURT

In Tasmania, repair disputes are decided by the Residential Tenancy Commissioner, with a right of appeal to the Magistrates Court — filing at the Court directly for a repair issue will just get you redirected.

■ CRITICAL — DO NOT WITHHOLD RENT

Under no circumstances withhold rent to pressure repairs. This gives the owner grounds for a termination notice and seriously damages your position.

03

NOTICE OF REPAIRS — GENERAL REPAIR REQUEST

TAS —
Magistrates
Court

Residential Tenancy Act 1997 (Tas) — Section 32

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

This is your first contact — a short, plain notice. Copy it into an email or text message and send it the day you notice the issue. If it's ignored, use the formal template on the next page.

SUBJECT:

Repairs needed at **[Insert Property Address]**

Hi **[Insert Property Manager Name]**,

Just letting you know the following needs repair at the property. Could you please arrange this soon, or let me know if that's not possible.

WHAT NEEDS FIXING

- Issue: **[Insert a clear, specific description of the maintenance issue.]**
- First noticed: **[Insert Date]**

WHAT I'M ASKING FOR

- Please arrange for a tradesperson to inspect and repair this as soon as reasonably possible.
- Let me know if you need more information or access arranged.

Thanks,

[Your Full Name]

[Property Address]

[Contact Number / Email]

1. COPY

Copy the letter below into a new email

2. FILLReplace 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 GENERAL REPAIR: [Insert Property Address]**Dear **[Insert Property Manager Name]**,

Please accept this correspondence as formal notification of a maintenance issue at the above-referenced 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.]**

2. OWNER'S STATUTORY OBLIGATION

- Under Section 32 of the Residential Tenancy Act 1997, the owner must attend to this repair within the timeframe prescribed for its type.
- I request that these repairs be completed within that period — by **[Insert Date]**.

3. COMMUNICATION AND RECORD KEEPING

- Please provide written confirmation 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 reserve the right to lodge a dispute with the Residential Tenancy Commissioner.

Yours sincerely,**[Your Full Name]****[Property Address]****[Date]****[Contact Number / Email]**