

Solving your dispute

The Residential Tenancies Authority (RTA) encourages lessors, agents and tenants to attempt to resolve disputes themselves. This is done by:

- talking to each other
- finding out about rights and responsibilities under the *Residential Tenancies and Rooming Accommodation Act 2008* (The Act)
- sharing information.

Our Dispute Resolution Service can help people resolve disputes if they are unable to reach agreement themselves. There is information about the Dispute Resolution Service and your rights and responsibilities under the Act in the RTA booklets *Renting a house or unit in Queensland* (Form 17a) and *Renting a caravan or moveable dwelling in Queensland* (Form 17b). These booklets are available from most Australia Post outlets or by contacting the RTA's Forms Distribution Service on 1300 136 939.

Here's what you do

- Speak to the other party to try and resolve the dispute.
- If you can't do this, complete the attached form and send it to the RTA at the above address.

Here's what the RTA does

After we receive the request, we help you and the other party to resolve your dispute. It may take just a few phone calls. If required, we can also arrange a meeting or a telephone hook-up between you and the other party to the dispute with a conciliator to assist in resolving the matter.

If the dispute cannot be resolved, the RTA will issue a *Notice of Unresolved Dispute*. This allows an application for a hearing to be made to the Tribunal.

Applying to the Tribunal

In most cases, the Act says lessors, agents and tenants must try to resolve a dispute using the Dispute Resolution Service before they can apply to the Tribunal. In some cases, lessors, agents and tenants can apply to the Tribunal without lodging a *Dispute Resolution Request* (Form 16) with the RTA. The Act calls these 'urgent applications'. For information about urgent applications, please contact the RTA on 1300 366 311.

The collection of information on this form is authorised by both the *Residential Tenancies and Rooming Accommodation Act 2008* and Queensland Government *Information Standard No 42 (Privacy)*, and may be used by the RTA for purposes authorised or permitted by the Act. Limited personal information may be disclosed to the Tribunal. Non-identifying rental industry statistical information is regularly released to interested parties. Unless authorised or required by law, the RTA will not disclose your personal information to any other third party without your consent.

**If you require further help, contact the Residential Tenancies Authority
on 1300 366 311.**



33 Herschel Street
GPO Box 390
Brisbane Q 4001
Phone: 1300 366 311
Fax: (07) 3361 3688
Internet: www.rta.qld.gov.au



Form 16 Dispute Resolution Request

Residential Tenancies and Rooming Accommodation Act 2008
(Section 402, 416)

Please print

1 If necessary, the RTA can assist you in the following ways.
Do you require (Mark all that apply):

- Interpreter service Writing/reading help
 Auslan or signed English

Language:

2 RTA recommends self resolution in the first instance.
What steps have you taken to resolve this matter first?

- Spoken to other party
 Issued *Notice to Remedy Breach* (Form 11)

Other:

3 Address of the rental premises

Postcode

4 You are?

- Lessor Lessor's agent Tenant/s

5 What is/are your name/s?

Postal address

Postcode

Email address

Phone number (B/H)

Phone number (A/H)

6 Who are you having the dispute with?

- Lessor Lessor's agent Tenant/s

What is/are their name/s?

Postal address

Postcode

Email address

Phone number (B/H)

Phone number (A/H)

Rental Bond Number

7 What is the cause of the dispute?

Mark all that apply

- Agreement ended early
 Breach of agreement
 Changes between agreements
 Claim greater than bond amount
 Disagreement of bond amount claimed
 Entry to premises by lessor/agent
 Rent arrears
 Repairs to premises
 Risk of injury or damage
 Sale of premises
 Tenant database
 Other, please specify (or attach brief details if necessary)

8 Please mark which notices have been issued/received and **attach copies** if possible.

- Notice to Remedy Breach* (Form 11 given by lessor/tenant) *Notice of Intention to Leave* (Form 13 given by tenant)
 Notice to Leave (Form 12 given by lessor)

9 Authorisation

I/We authorise the RTA to commence conciliation proceedings with the party whose actions/notice I/we dispute.

Date issued

/ /

Signature/s

Print name/s

RETURN THIS COPY TO RTA – Please keep a copy for your records