

## Dispute Resolution Request

Residential Tenancies Act 1994 (Sections 233, 234)

### 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 Act, 1994* (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 booklet *Information Statement – Renting in Queensland* (Form 17a/b). This booklet is available from most Post Offices 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 We Do

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 Dispute Resolution Officer 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 Small Claims Tribunal (SCT).

### Applying to the Small Claims Tribunal

In most cases, the Act says tenants, lessors and agents must try to resolve a dispute using the Dispute Resolution Service before they can apply to the SCT. In some cases, tenants, lessors, and agents can apply to the Small Claims 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.

The collection of information on this form is authorised by both the *Residential Tenancies Act (1994)* and *Information Standard No 42*, and may be used by the RTA for purposes authorised or permitted by the Act. Information will be treated confidentially and will only be released if it is authorised by law or if it is necessary for certain types of law enforcement. Non-identifying rental industry statistical information is regularly released to interested parties.

**Keep this information sheet for future reference.**

**If you require further assistance, 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](http://www.rta.qld.gov.au)

**Dispute Resolution Request**

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**Please Use Block Letters**

**1** If necessary, the RTA can assist you in the following ways.

**Mark All That Apply**

- Interpreter service
- Auslan or signed English
- Writing/reading help

**2** Address of the rental premises

Postcode

**3** Which are you?

- Lessor  Lessor's Agent  Tenant/s

**4** What is/are your name/s?


Postal Address

Postcode

Day Time Phone Number

A/H Phone Number

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**5** With whom are you having this dispute?

- Lessor  Lessor's Agent  Tenant/s

What is/are their name/s?


Postal Address

Postcode

Day Time Phone Number

A/H Phone Number

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**6** Have you spoken to the other party about this dispute?

- No  Yes

**Rental Bond Number**

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**7** What is the cause of the dispute?

**Mark ALL that apply**

- |  |  |
|--|--|
| Rental arrears <input type="checkbox"/>        | Threats of injury/damage <input type="checkbox"/>            |
| Repairs <input type="checkbox"/>               | Disagreement of bond amount claimed <input type="checkbox"/> |
| Cleaning <input type="checkbox"/>              | Entry to premises by Lessor/Agent <input type="checkbox"/>   |
| Agreement ended early <input type="checkbox"/> | Claim greater than bond amount <input type="checkbox"/>      |
| Damage to premises <input type="checkbox"/>    | Pest Control <input type="checkbox"/>                        |
| Tenant Database <input type="checkbox"/>       |  |

Other  ▶ Specify (or attach brief details if necessary)


**8** Have you or the other party issued any notices in relation to this dispute?

- No  ▶ **Go to 10**  
 Yes  ▶ **Go to next question**

**9** Please mark which notices have been issued and attach copies if possible.

- |  |   |
|--|---|
| <b>Notice to remedy breach</b><br><i>(Form 11 given by lessor)</i><br><input type="checkbox"/> | <b>Notice to remedy breach</b><br><i>(Form 11 given by tenant)</i><br><input type="checkbox"/>      |
| <b>Notice to leave</b><br><i>(Form 12 given by lessor)</i><br><input type="checkbox"/>         | <b>Notice of intention to leave</b><br><i>(Form 13 given by tenant)</i><br><input type="checkbox"/> |

**10 Authorisation**

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

Date Issued

/	/	/
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Signature

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Print name/s

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