



# Quick guide for Tenancy Dispute Resolution Web Service – tenants/residents



The RTA's Tenancy Dispute Resolution Web Service offers a convenient, digital way for customers to request dispute resolution. Common tenancy dispute reasons include repairs, rent arrears, water charges or entry to the property.

The dispute reasons you can select in this process are tailored based on what type of customer you are and what stage of the tenancy you are in.

## 1 – Speak to the other party

Before submitting a request for dispute resolution, try to resolve the issue with the other party. Where possible, you should speak with them directly, share information and try to negotiate a mutually agreeable outcome. See the RTA website for [tips on how to self-resolve a tenancy dispute](#).

## 2 – Make sure you have all details and documentation ready

To submit a tenancy dispute resolution request online, you will need:

- your QGov login details (or [create a QGov account](#) – see step 4 for more details)
- a bond number for the tenancy. If no was bond lodged with the RTA for the tenancy, you will need to use the [paper Dispute resolution form](#)
- unique email addresses for all tenants
- the details of any notices\* you have issued or received

You may also find it useful to have a copy of the tenancy agreement on hand.

**\*Helpful hint:** a notice is a written document which formally notifies the other party about an issue with the tenancy and gives them a timeline to fix it. Notices for [general tenancies](#) and [rooming accommodation](#) can be downloaded from the RTA website.

## 3 – Accept the terms and conditions

Go to the RTA's [Tenancy Dispute Resolution Web Service 'before you begin' page](#) and click 'start now'. You'll need to read and accept the RTA's terms and conditions to use the Web Service.

**Helpful hint:** you'll need to scroll to the end of the terms and conditions to proceed.

## 4 – Verify your identity securely online

You will then be taken to the Queensland Government's QGov login page. You will need to log into your existing account or create a new QGov account to access the Web Service. To create an account, you will need 100 points of Australian or state-issued ID documents. Acceptable identification is listed [here](#).

QGov's online document verification system will securely crosscheck the personal information and reference numbers of ID documents you provide. This will prove that your digital identity matches your real-world identity and is a substitute for your signature on a paper form. QGov will not provide your identification documents to the RTA. The RTA only receives your name and email address.

This is an important part of keeping your personal information safe and secure. If you cannot verify your digital identity, you can use the RTA's paper [Dispute resolution request form](#).

## 5 – Submit a request for dispute resolution through the Web Service

As you complete the Web Service, information boxes tailored to your situation will guide you through the dispute resolution request process. It's important you read these carefully as they will give you



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important information such as:

- what steps you can take to resolve the dispute
- what notices you should issue
- whether your dispute is classified as an [urgent application](#) and should be referred directly to the [Queensland Civil and Administrative Tribunal \(QCAT\)](#).

Once you submit the request, you will receive an automatic confirmation email from the RTA within the hour to confirm receipt.

## 6 – Next steps

### For urgent disputes

The information boxes in the Web Service will tell you if your dispute is classified as ‘urgent’ under the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act). If your dispute is classified as urgent, you have two options:

1. wait for the RTA to contact you for free conciliation between you and the other party
2. apply directly to QCAT for a ruling on the dispute. Find out more information about applying to QCAT, including application fees, on their [website](#).

### For non-urgent disputes

Most disputes are not classified as urgent under the Act and must be assessed by the RTA. You cannot apply directly to QCAT for a resolution for non-urgent disputes.

Once you’ve submitted a request for dispute resolution, one of our trained staff members will contact you to discuss the next steps in the process. Depending on the circumstances of your dispute our staff may then:

- discuss and set up a telephone conference to facilitate free dispute resolution between you and the other party to help you reach agreement
- provide you with information about your rights and responsibilities under the Act to help you resolve the dispute
- issue a *Notice of unresolved dispute* allowing you to progress the dispute onto QCAT **OR**
- inform you that the issue is not suitable for dispute resolution.

**RTA conciliators can help disputing parties reach an agreement, but they cannot make decisions on a dispute.**

Refer to the RTA’s [applying for dispute resolution page](#) for more information.

## 7 – Lodging a dispute with QCAT

Unlike the RTA, QCAT can make decisions around tenancy disputes and issue orders. You can apply to QCAT for a decision on a dispute if:

- the dispute is classified as an [urgent matter](#) OR
- the RTA has issued a *Notice of unresolved dispute*.

You will need to fill in and submit a QCAT application form (visit the QCAT website, call 1300 753 228 or contact your local Magistrates court). [Time limits apply](#) and you will need to provide the *Notice of unresolved dispute* (unless the dispute is classified as an [urgent matter](#)) and pay the filing fee. Visit the [QCAT website](#) for more information.

## 8 – For help or more information

If you need guided support, we’re here to help. Call the RTA Contact Centre on 1300 366 311, Monday to Friday, 8.30am to 5pm.

