

16 Dispute resolution request (Form 16)

Residential Tenancies and Rooming Accommodation Act 2008
(Sections 402 and 416)



Tenants and property owners/managers are encouraged to agree on solutions together. The RTA recommends you have a conversation with the other party and [attempt self-resolution before you apply](#).

By submitting this form to the Residential Tenancies Authority (RTA), each signatory affirms that, to the best of their knowledge, the information provided by them on this form is accurate and truthful and confirms that the document is not false or misleading in any material particular.

Page 1 of 2 – Complete all pages

Lodge the form online (rta.qld.gov.au), by post (details below)
or email to bonds@rta.qld.gov.au

Rental bond number

1 Have you spoken to the other party about the problem? ☐ No ☐ Yes

2 Have you/your tenants vacated the rental premises? ☐ No ☐ Yes

Date vacated

3 Has your tenancy ended/been affected by domestic and family violence? ☐ No ☐ Yes

4 Address of rental property (if rooming accommodation, include room number)

	Postcode

5 Who is lodging this dispute request? ☐ Owner ☐ Property manager ☐ Tenant/s ☐ Resident/s

1. Full name/trading name		Phone	
Email	<input type="checkbox"/> tick if you agree to receive RTA notices by email	Mobile	
Postal address		Postcode	
Optional for tenants – do you identify as: (mark all that apply)			
<input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability			

2. Full name/trading name		Phone	
Email	<input type="checkbox"/> tick if you agree to receive RTA notices by email	Mobile	
Postal address		Postcode	
Optional for tenants – do you identify as: (mark all that apply)			
<input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability			

6 Do you need the RTA's help with: (mark all that apply)

☐ Writing/reading help ☐ Auslan or signed English ☐ Interpreter service, specify language

7 Who is the dispute with? ☐ Owner ☐ Property manager ☐ Tenant/s ☐ Resident/s

1. Full name/trading name		Phone	
Email		Mobile	
Postal address		Postcode	

2. Full name/trading name		Phone	
Email		Mobile	
Postal address		Postcode	

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Page 2 of 2 – Complete all pages

IMPORTANT: Copy rental bond details and address of rental property from page 1

Rental bond number

Address of rental property (if rooming accommodation, include room number)

	Postcode

8 The dispute is about:

- ☐ Bond ☐ Rent arrears ☐ Repairs ☐ Claim greater than bond ☐ Domestic and family violence affected
☐ Entry ☐ Pet approval ☐ Pet damage ☐ Tenancy database
☐ Other (give details)

Note: If a property manager/owner lodges a bond dispute, they must provide evidence to the tenant within 14 days of lodging the dispute. Failure to comply with this obligation is considered an offence.

9 Have you issued/received any notices?

- ☐ Notice to leave (Form 12, R12) Expiry date
☐ Notice of intention to leave (Form 13, R13) Expiry date
☐ Notice to remedy breach (Form 11, R11) Expiry date
☐ Notice ending tenancy/residency interest (domestic and family violence) (Form 20, R20) Expiry date

10 Reason Notice issued:

11 Authorisation

I agree to the RTA starting a dispute resolution process. I acknowledge the RTA may contact the other person/s with my name and dispute details. Everyone requesting conciliation must sign below.

Print name/s

Signature/s

Date

	Print name/s	Signature/s	Date
1.	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>

Email form to bonds@rta.qld.gov.au, or post to RTA GPO Box 390 Brisbane Q 4001

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) and may provide your information to QCAT and other bodies in accordance with the RTA's functions. For more information see the RTA's [privacy plan](#) contained on the RTA website.

The RTA does not accept responsibility for any loss or damage which may result from providing incorrect information to the RTA.

Section 447 of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) makes it an offence for a person to knowingly give the RTA documents containing false or misleading information. Maximum penalty for such an offence – 20 penalty units.



Other languages: You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

