

# Investigation request form

Residential Tenancies and Rooming Accommodation Act 2008

Use this form to request a Residential Tenancies Authority (RTA) investigation of an alleged offence committed under Queensland rental laws. You can also choose to lodge your request using our online form at [rta.qld.gov.au/compliance-enforcement](https://rta.qld.gov.au/compliance-enforcement).

You can now [anonymously report online](#) an advertised rental property that does not appear to meet minimum housing standards or where rent is not advertised/offered at a fixed price.

## What the RTA can investigate

As Queensland's rental sector regulator, the RTA performs the function of investigating allegations and taking enforcement action where offences are committed under the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act).

The RTA can investigate alleged offences listed under the Act. A tenant/resident or property manager/owner can submit this form if:

- the offence relates to a residential tenancy in Queensland
- an offence has been committed under the Act
- the offence occurred within the last 2 years, and
- consent is provided to use and disclose personal information provided in this form for the purpose of an RTA investigation.

## What the RTA cannot investigate

The Act does not apply to all tenancy agreements. Short-term rentals (less than 6 weeks), holiday lettings and student accommodation may be exempt in some circumstances. The RTA is also unable to investigate:

- tenancy disputes that do not constitute an offence under the Act
- the recovery of money on behalf of the tenant/resident or property manager/owner including bond disputes
- maintenance issues unrelated to contravening a repair order.

If your matter relates to any of the above you can contact the RTA to find out more about the resources and options available to you, including the RTA's free and confidential [dispute resolution service](#). You can also read our [Breach of agreement webpage](#).

**Important:** This form will help you determine whether your allegation constitutes an offence under the Act, which gives the RTA the authority to investigate.

To avoid delays in processing your request, please answer all questions listed below.

### Part 1/7: Eligibility for investigation

#### 1. Is the rental property within Queensland?

- ☐ Yes – Continue to question 2
- ☐ No – The RTA does not have authority to investigate tenancy matters outside of Queensland. Please contact the regulatory agency of the state/territory where the rental property is located for help

#### 2. Is the rental property either holiday or traveller accommodation rented for less than 6 weeks?

- ☐ Yes – This type of accommodation is exempt from the Act. The RTA is unable to proceed with an investigation. Please read the RTA's [tenancy agreements webpage](#) for a list of tenancy agreement types not covered by the Act
- ☐ No – Continue to question 3

#### 3. Is your tenancy agreement a rooming accommodation agreement?

- ☐ Yes
- ☐ No

#### 4. Did the offence occur within the last 2 years?

- ☐ Yes
- ☐ No – The RTA cannot investigate offences that occurred more than 2 years ago
- ☐ Unsure – You will be asked to confirm exact dates of the alleged offence/s during the investigation

# Investigation request form

Residential Tenancies and Rooming Accommodation Act 2008

## Part 2/7: Help completing this form (optional)

### 5. Do you require help with completing this form?

- ☐ Yes  
☐ No – Continue to question 7

### 6. What help do you require to complete this form?

- ☐ Writing/reading  
☐ Interpreter service, specify language

### 7. Are you completing this form on behalf of someone else?

- ☐ Yes  
☐ No – Continue to question 9

### 8. Details of person completing this form if helping another person

Name   
Phone  Email

## Part 3/7: Your details

### 9. I am the

- ☐ Tenant/resident ☐ Property owner ☐ Property manager/agent  
☐ Other – Please provide details

### 10. Your details

Name   
Unit/room   
Street address   
Town or suburb  State  Postcode   
Phone  Email

## Part 4/7: Details of the rental property and property manager/owner

### 11. Address of rental property relating to the allegation

- ☐ Same as above

Rental bond number   
Unit/room   
Street address   
Town or suburb  State  Postcode   
Phone  Email

# Investigation request form

Residential Tenancies and Rooming Accommodation Act 2008

## 12. Please provide the start and end date (if applicable) of the tenancy/rooming accommodation agreement

Start date  End date

## 13. Details of the person/company you are making the allegation against

They are a ☐ Property owner ☐ Property manager/agent ☐ Tenant/resident

☐ Other – Please provide details

Name (individual) or trading name (property manager/agent)

Unit/room

Street address

Town or suburb  State  Postcode

Phone  Email

## Part 5/7: Details of the alleged offence/s

### 14. Does your allegation relate to a bond not being lodged with the RTA?

☐ Yes – Date bond paid by tenant/resident  (mandatory)  
☐ No

### 15. Does your allegation relate to a repair order issued by the Queensland Civil Administrative Tribunal?

☐ Yes  
☐ No

### 16. Does your allegation relate to any of the following? (select all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Unlawful entry to property                    | <input type="checkbox"/> Entry condition report                                     |
| <input type="checkbox"/> Rent increase within 12 months                | <input type="checkbox"/> Tenancy database listing                                   |
| <input type="checkbox"/> A condition or term in the agreement breached | <input type="checkbox"/> Unauthorised termination of agreement                      |
| <input type="checkbox"/> Rent not advertised/offered at fixed amount   | <input type="checkbox"/> Failure to provide written agreement                       |
| <input type="checkbox"/> How rent is to be paid                        | <input type="checkbox"/> Failure to comply with repair order                        |
| <input type="checkbox"/> Rental receipt/s not provided                 | <input type="checkbox"/> Providing false or misleading information                  |
| <input type="checkbox"/> Using rent for another purpose                | <input type="checkbox"/> Failure to provide evidence substantiating a claim on bond |
| <input type="checkbox"/> Application process                           | <input type="checkbox"/> Handling of personal information                           |
| <input type="checkbox"/> Other (please specify)                        |   |

## Part 6/7: Allegation details

### 17. Outline details of the allegation

### 18. Have you previously provided evidence to the RTA about these allegations?

- ☐ Yes – What date/s was evidence provided?  (mandatory)
- ☐ No

## Part 7/7: Declaration of person submitting this form

- ☐ I agree that the information contained within this investigation request, or provided to the RTA during an investigation, can be copied, used and disclosed by the RTA for the purpose of investigating offences alleged to have been committed under the *Residential Tenancies and Rooming Accommodation Act 2008* and for ancillary purposes related to any investigation the RTA may undertake.
- ☐ I acknowledge that the RTA may contact and provide details of this investigation request to the tenant/resident, property owner or property manager/agent named in this allegation.
- ☐ I acknowledge that it is an offence to provide the RTA with false or misleading information and hereby affirm that, to the best of my knowledge, the documents provided to the RTA are accurate and truthful and are not false or misleading in any material particular. I understand that providing the RTA with a false or misleading document constitutes a criminal offence
- ☐ I acknowledge that I may be required to provide a witness statement as part of the investigation and provide evidence at court if the matter proceeds to court.

Name

Date

# Investigation request form

Residential Tenancies and Rooming Accommodation Act 2008

## How to lodge this form

Please return this completed request form to the RTA using one of the following:

By email [complianceandenforcement@rta.qld.gov.au](mailto:complianceandenforcement@rta.qld.gov.au)

By post Compliance and Enforcement  
Residential Tenancies Authority  
Reply Paid 390  
Brisbane Q 4001

In person Level 11, Midtown Centre, 150 Mary St, Brisbane Q 4000  
Monday to Friday, 8:30am to 5:00pm (excluding public holidays)

Alternatively, you can choose to lodge your request using our **online form** at [rta.qld.gov.au/compliance-enforcement](https://rta.qld.gov.au/compliance-enforcement).



**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).

*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.*

## Process after lodgement

Your request will be assigned to an investigator within 2 weeks (this may be longer in peak periods). The investigator will carefully consider all the information and evidence provided by all parties to determine if an offence has occurred. An investigation may take anywhere from a few weeks to several months, depending on the complexity and seriousness of the case. The investigator will discuss individual case length with you. Learn more about what happens in an investigation at [rta.qld.gov.au/compliance-enforcement](https://rta.qld.gov.au/compliance-enforcement).

### Your questions answered

Allegations of breaches/offences of the Act are taken seriously by the RTA. It is important that a person who makes an allegation of an offence is aware that an allegation may result in the prosecution of an offender in the magistrates court.

### What happens now?

The RTA will provide an acknowledgment email on receiving an investigation request.

### What if I have not answered every question?

The questions contained in the investigation request are designed to gather the minimum information needed by the RTA to begin an investigation. You may be contacted to provide further information to support the allegations.

### What if I don't have evidence because the other party refuses to provide it?

Before submitting an investigation request, contact the other party and request the required documents. Written communication is recommended as it may be considered evidence. If you are making an investigation request because requested documents have not been provided, provide details of the steps you have taken to request the documents in the 'allegation details' section of the investigation request.

### How will I know if my investigation request has proceeded to an investigation assessment?

An investigation request that includes all mandatory information will proceed for initial assessment. The request will be reviewed to identify whether an offence under the Act may have occurred. A notification will be sent via email to confirm that an investigation will begin or outline reasons the allegations are unsuitable for an investigation. An RTA officer may also contact you to discuss the initial assessment.

### How long will it take?

The initial assessment will occur within 28 days of receipt of the request. This can take longer if your request is not complete and we need to collect additional information to proceed with your request. The duration of the investigation process will vary depending on the complexity but can take up to several months.