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Mr Brook Monahan  
Chair  
Residential Tenancies Authority Board  
GPO Box 390  
Brisbane QLD 4001

Dear Mr Monahan 

I am writing to issue the Residential Tenancies Authority (RTA) Statement of Expectations, which outlines my expectations of your organisation and provides clear direction for its performance of functions under the *Residential Tenancies and Rooming Accommodation Act 2008* (RTRA Act) to 31 October 2028.

The Crisafulli Government is committed to ensuring every Queenslanders has access to safe, secure and stable housing. This commitment comes at a time when the rental market faces significant challenges, including historically low vacancy rates and rising rents. Investor confidence in the rental sector is essential to maintaining supply, and the RTA plays a central role in supporting this confidence through its statutory functions.

The RTA will play an important role in delivering a legislative and regulatory environment built on stability and certainty. This will strengthen investor confidence in Queensland, drive an increase in housing supply and help deliver housing security for homeowners and renters. With more than a third of Queenslanders renting, the effective administration and enforcement of the RTRA Act is critical to Queenslanders having a place to call home that is safe, secure and functional.

Through its core functions – education and advice, bond management, dispute resolution, compliance and enforcement, and data collection and analysis – the RTA safeguards the rights of renters and property owners while maintaining the integrity of the rental system. The Board is accountable for ensuring these functions are delivered efficiently, effectively, and in a way that meets community expectations.

In recent years, the focus of the RTA has been on providing information and advisory services about rental law changes. With recent leadership changes and much needed stability in Queensland rental laws required, this is an opportune time for the RTA to focus on becoming a more dynamic, high performing, customer-focused, and proactive regulator.

To achieve this, I expect the RTA to deliver on the following priorities:

**1. Prioritise exceptional customer service and improved dispute resolution processes**

- Focus on supporting renters and rental property owners through timely, accurate communication and education.
- Deliver dispute resolution and compliance activities that are fairer, faster and more transparent.
- Collaborate with the Queensland Civil and Administrative Tribunal where possible to help customers navigate and access dispute resolution services.

**2. Deliver high-quality services for all Queensland renters and the real estate sector**

- Provide more accessible services for all Queenslanders, particularly those experiencing vulnerability to understand their rights, and access information and advice about renting.
- Ensure consistent service delivery that builds sector confidence.
- Guarantee prompt access to rental bond funds.

**3. Engage collaboratively with stakeholders and leverage data to drive outcomes**

- Work with stakeholders and industry to identify and resolve any emerging issues. Gather, listen to and respond to feedback on RTA operations.
- Leverage the RTA's data collection to monitor and evaluate the effectiveness of rental laws, inform compliance and regulatory responses, and provide market intelligence.

**4. Improve confidence in the regulator to restore certainty and stability**

- Build trust in the RTA as a regulator by creating genuine partnerships with key stakeholders, and by promoting its role, functions and the outcomes it delivers.
- Collaborate with Queensland and interstate regulators to improve processes and practices and deliver coordinated enforcement responses.
- Work closely with the Department of Housing and Public Works on joint priorities and regulatory improvements, resourcing and the sustainability of the RTA.

I expect the RTA to incorporate these expectations into business plans and report progress against these expectations in its Annual Report. As an independent statutory agency, the RTA remains accountable to the Government, Parliament and Queenslanders. I expect the RTA to ensure its internal performance and reporting framework aligns with measurable outcomes and provides transparent reporting on results.

This Statement of Expectations remains in effect until 31 October 2028, unless otherwise amended by me. I ask that you provide a written response through a Statement of Intent by 31 March 2026, which outlines how the RTA intends to meet the expectations. Both statements should be published on the RTA's website within 14 days of the Statement of Intent being issued.

I look forward to working with you to strengthen confidence in Queensland's rental sector and deliver best practice in the administration and enforcement of the RTRA Act.

Yours sincerely



Sam O'Connor MP  
**Minister for Housing and Public Works**  
**Minister for Youth**

Cc: Mr Steve Davidson  
Chief Executive Officer  
Residential Tenancies Authority