

Your ref: MN10357-2025

25 February 2026

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

Dear Minister

RE: Statement of Intent – Residential Tenancies Authority (RTA)

Thank you for your Statement of Expectations dated 13 January 2026, detailing your expectations for how the RTA will administer its legislated functions under the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act) to 31 October 2028.

The RTA acknowledges the Crisafulli Government's commitment to ensuring every Queenslanders has access to safe, secure and suitable housing, and we recognise the importance of supporting these outcomes through our regulatory, advisory and customer service delivery functions.

This Statement of Intent outlines how the RTA will meet your expectations, and the emerging risks and opportunities you have shared, by strengthening our performance, our regulatory posture and our support for the people and sector that rely on our services.

We are committed to being a high-performing customer-focused service provider to Queensland and a trusted regulator that contributes to a stable and confident private rental sector. The Board is focussed on ensuring the RTA achieves the efficient and effective provision of the RTA's core functions of education and advice, dispute resolution, compliance and enforcement, and data collection and analysis.

The RTA will implement actions aligned with the following four priorities:

1. Prioritise exceptional customer service and improved dispute resolution processes

The RTA will focus on supporting tenants and rental property owners through consistent, high-quality service which is supported by timely and accurate communication and education. We will strengthen dispute resolution and compliance activities, so they are faster, more transparent and accessible. We will also continue collaborating with the Queensland Civil and Administrative Tribunal to help Queenslanders navigate and access dispute resolution services.

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

The RTA will deliver accessible and reliable services that support Queenslanders to understand their rights and obligations and access information about renting, particularly those experiencing vulnerability. We will ensure consistent service delivery that builds sector confidence and improves customer outcomes. We remain committed to guaranteeing prompt access to rental bond funds and maintaining a quality service experience for all customers and stakeholders.

3. Engage collaboratively with stakeholders and leveraging data to drive outcomes

The RTA will engage proactively with stakeholders and Queensland's property management industry in a consistent and objective way to identify opportunities and resolve emerging issues. We will strengthen the collection and use of RTA data to provide market intelligence and contribute to monitoring the effectiveness of Queensland's rental laws, identify emerging risks, and inform compliance and regulatory responses. Our collaborative engagement approach with stakeholders will continue to shape and improve a responsive, evidence-based regulator. We will also leverage stakeholder insights to continuously improve our services.

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

The RTA will build trust by delivering service excellence, creating genuine partnerships with stakeholders across Queensland and clearly promoting its role, functions and outcomes. We will enhance coordination with Queensland and interstate regulators to improve processes and strengthen regulatory practices. We will also work closely with the Department of Housing and Public Works on joint priorities, regulatory improvements and sustainability matters.

Governance, performance and reporting

The RTA Board of Directors will oversee implementation of this Statement of Intent and ensure that our legislative functions and powers are exercised appropriately, effectively and efficiently. These commitments will be embedded in the RTA's strategic and operational plans. We will report on progress with open and transparent communication in updates to the Minister, by working closely with the Department of Housing and Public Works and through the Annual Report.

As an independent statutory body, the RTA Board of Directors and senior management recognise our accountability to the Queenslanders who rent, property owners, stakeholders who support the sector and the Government.

The RTA is committed to being a modern, high-performing and customer focused regulator for the benefit of Queensland's rental sector. We look forward to working with you to support the Government's priorities and contribute to a fair, stable and well-functioning rental system.

As requested, the RTA will make the Statement of Expectations and Statement of Intent available to the Queensland public by publishing them on the RTA website within 14 days.

Yours sincerely

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Chair, Board of Directors
Residential Tenancies Authority

CC Steve Davidson
Chief Executive Officer
Residential Tenancies Authority