Compliance and enforcement action plan 2026–27

Our role

As Queensland's rental regulator, we uphold the integrity of rental laws through intelligence-led compliance and enforcement. We collaborate with stakeholders to address emerging risks and take proportionate action against repeat, opportunistic and serious non-compliance, protecting the community and strengthening confidence in a fair and trusted rental system.

This plan outlines the regulatory compliance priorities and enforcement actions we will take in 2026–27.

Priority offences

The RTA investigates reports of non-compliance and takes all concerns seriously. In 2026–27, we will focus on alleged conduct and offences that pose the greatest risk of community harm or undermines confidence in the rental sector including:

- Non-lodgement of bond
- Failure to provide/keep receipts, documents or records
- Rent increases within 12 months
- Evidence not provided for bond claim
- Unlawful entry
- Rent not offered at fixed price
- Non-compliance with tenancy application process

How we regulate

1 Investigate reports of alleged non-compliance in a timely, consistent way that is proportionate to the seriousness and level of offending.

2 Monitor emerging risks, trends and intelligence to deliver proactive compliance activities and inform regulatory priorities and future policy development.

3 Collaborate with other Queensland Government agencies, regulatory partners and sector stakeholders to strengthen intelligence-sharing and improve regulatory outcomes.

4 Promote compliance through targeted education, stakeholder engagement and accessible information and resources.

5 Continuously improve regulatory practices, processes and capability to align with best practice approaches and deliver efficient, effective and fair enforcement outcomes in the public interest.

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residential tenancies authority

Proactive compliance program

Our proactive compliance program focuses on priority offences identified through regulatory intelligence and sector insights where non-compliance may result in significant community harm or financial disadvantage.

We collaborate across government, industry and the community to drive compliance and improve renting outcomes through targeted education, communication and proactive regulatory campaigns.

July–September 2026
Evidence not provided for bond claim

October–December 2026
Non-compliance with tenancy application process

January–March 2027
Rent not offered at fixed price

April–June 2027
Rent increase within 12 months

Enforcement outcomes

We apply Queensland regulator model practices and principles to deliver fair, transparent and evidence-based decision-making to ensure responsible use of public resources and effective regulation. Enforcement action is proportionate to the severity of offence, public interest and community expectations.

Enforcement outcomes include:

Education
May be provided where there is no history of non-compliance and genuine attempts to comply are demonstrated.

Official warning
May be issued where there is no history of non-compliance, where it is an isolated incident or other mitigating circumstances apply.

Penalty infringement notice (fine)
Issued where legally possible and where there is repeat or serious non-compliance.

Prosecution
Pursued for systemic, serious non-compliant conduct and litigation is in the public interest.

RTA Strategic Plan 2026–30

This action plan supports delivery of the RTA Strategic Plan 2026–30 and contributes to achieving our vision of renting that works.

Acknowledgement of Country

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

Our commitment to human rights

We will respect, protect and promote human rights in our decision-making and actions.