



Consumer and Business Affairs

MEDIA RELEASE

MORE ONLINE HELP FOR TENANTS AND LANDLORDS

Tenants and landlords are now able to access dispute findings via the internet – a service designed to help them in their own rental situations.

Commissioner of Tenancies Richard O’Sullivan says about 40 percent of the Territory’s population lives in rented accommodation, compared with 15-20 percent elsewhere in the country.

“That’s a high number of tenants,” Mr O’Sullivan said. “And with that high number comes an inevitable number of disputes.

“Almost 40 percent of the matters raised on the Consumer and Business Affairs seven-day-a-week inquiry line are tenancy issues. We receive more than 18,000 inquiries each year. So around 7200 per year are tenancy inquiries.

“Of those, about 800 per year are disputes lodged for determination which are then resolved by conciliation or Inquiry or hearing where the Commissioner or a legally qualified delegate resolves the issue.

“It is those determinations or findings we are posting on our website for the interest of those involved in residential tenancies.”

The determinations deal with issues ranging from correct completion of condition reports, to notices to remove the tenant and claims of compensation where a landlord’s property has been damaged or not adequately cared for. Compensation can involve the use of rental bond monies.

“These are handy case studies for tenants, landlord, the real estate industry, in fact anyone involved in rental properties,” Mr O’Sullivan said. “There are a lot of issues and interest in this area. By posting the determinations on our website, we hope to demystify some of them and educate those involved in the industry on the issues around.”

The determinations are at www.caba.nt.gov.au under the forms and publications section of the Residential Tenancies page.

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