

Property Investor Report



RESOLVING DISPUTES *The RTA Conciliation Process*

Disputes in Residential Tenancies can occur over everything from money matters to repairs.

The RTA encourages people to communicate with each other to resolve such issues.

But if an agreement cannot be reached, the RTA offers a free dispute resolution service.

Dispute resolution team leader Lalita D'Netto said the service helped to re-open the lines of communication.

"Our conciliators help people find common ground," Lalita said. Most people are reasonable when they are made aware of the issues and sometimes it helps to talk through concerns with an impartial person."

RTA conciliators cannot instruct people what to do, nor can they make decisions for them.

Lalita said most people want to resolve the dispute rather than having the Queensland Civil and Administrative Tribunal (QCAT) make a ruling on their behalf.

The RTA conducts dispute resolution in three ways:

- three-way telephone conference
- face-to-face conciliation
- telephone shuttle: where RTA conciliators hold separate telephone enquiries with each disputing person

The conciliator will choose the best way to deal with the dispute depending on the circumstances involved.

The most common disputes occurred during a tenancy and at the end of a tenancy (mainly involving bond refunds), Lalita said.

If the dispute cannot be resolved, either party can lodge a *Dispute resolution request* (Form 16) with the RTA.

Once the RTA receives the form, it is registered, a conciliator is allocated and letters are sent out to each party inviting them to take part in a telephone conference.

Lalita said people who wanted to use the dispute resolution service should have prepared documentation like receipts.

She said disputes were assessed depending on urgency but most cases were dealt with within 28 days.

If a resolution cannot be reached, a Notice of unresolved dispute is issued to the person who lodged the Form 16. When the issue relates to a bond dispute, under the legislation the party has seven days to apply to QCAT and notify the RTA of their intentions.

People applying to QCAT must lodge the RTA's Notice of unresolved dispute with their tribunal application.

The exception to this rule is if the application is classed as 'urgent'.

The RTA received over 21,000 dispute resolution requests in 2010-11. Approximately 14 per cent went on to become applications to QCAT.

Source : RTA Update (03 August 2011)

Leased in October

Twilight Ct, Caboolture	3-Bed House, ens, SLUG	\$290 (decr \$5)
Rivulet Pl, Bellmere	3-Bed Duplex, ens, a/c, DLUG	\$300 (decr \$10)
Wayland Cct, Morayfield	3-Bed Duplex, ens, a/c, SLUG	\$300 (new listing)
Schofield Cct, Caboolture	4-Bed House, ens, a/c, DLUG	\$310 (decr \$10)
Goodfellows Rd, Kallangur	3-Bed T/House, ens, a/c, SLUG	\$315 (decr \$5)
Ridgegarden Dr, Morayfield	4-Bed House, ens, a/c, DLUG	\$325 (same)
Camryn Ct, Kallangur	3-Bed Duplex, ens, a/c, DLUG	\$330 (same)
Burns Pde, Kallangur	3-Bed Duplex, ens, a/c, DLUG	\$330 (same)
Adrian St, Caboolture	4-Bed House, ens, a/c, DLUG	\$340 (same)
Seabiscuit Cres, Kallangur	3-Bed Duplex, ens, a/c, DLUG	\$340 (incr \$10)
McCorley Ct, Caboolture	4-Bed House, ens, a/c, DLUG	\$340 (same)
College Ct, Caboolture	4-Bed House, ens, a/c, DLUG	\$340 (same)
Willowleaf Ct, U/Caboolture	4-Bed House, ens, a/c, DLUG	\$340 (same)
Ferny Cres, Burpengary	4-Bed House, ens, a/c, DLUG	\$370 (same)
Seabiscuit Cres, Kallangur	4-Bed House, ens, a/c, DLUG	\$400 (same)
Bearcat Ct, Bray Park	4-Bed House, ens, a/c, DLUG	\$400 (same)
Summerfields Dr, Caboolture	5-Bed House, 2ens, Duct a/c, DLUG	\$420 (same)



Calendar Dates for November

Disbursements

Mid-Month
Tue 15th Nov

End of Month
Wed 30th Nov

Office Holidays

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New Rent Payment System

I am pleased to announce that we have introduced a new system that will make it much easier for your tenants to pay their rent.

The new system will include several new options for tenants to pay rent – including BPAY, Credit Card, and Direct Debit. This will be our preferred payment method for all new leases and lease renewals – but tenants on an existing lease will be given the option to start using the new method immediately if they choose.

There may be a transition period where tenants will need to get used to the new procedure, and payments may initially be delayed for a few days. However, we are confident that by providing more convenient methods of rent payments, tenants will be less likely to miss payments ... with the aim of putting rent money in your pocket on time.

Laura Valenti, Managing Director



* Insurance * Renewals

We are required to have your updated building & landlord insurance details on our files.

If you have renewed your insurance since you last provided this to us, please email or fax your policy statement to the office as soon as possible.