

# ***Indigenous Creole Fast Facts Sheet # 7.***

## **Resolving Disputes.**

If you think that your landlord has breached the Tenancy Agreement, or, if you disagree with a decision the landlord has made about your tenancy, then you and your landlord are in dispute.

If possible, talk to your landlord and see if you can sort out your concerns. This is usually the quickest and easiest way of dealing with any tenancy problem.

If that doesn't work, then **you** need to issue your landlord with a **Form 11 – a Notice to Remedy Breach**. This form is used during the tenancy, by either the **tenant** or the **landlord**, if either party thinks that there has been a breach of the terms of the Tenancy Agreement.

If **you** issue a **Form 11** and the landlord responds within the timeframe that you indicated on the Form, then usually, the matter can be resolved.

On the other hand, if you **receive** a **Form 11**, it means that the landlord is letting you know that there is a problem or dispute and you need to take some action to fix up the problem or dispute, within a certain time.

- **Don't ignore this Notice!**
- **Keep it! and**
- **Respond to it!**

### **For own protection!**

Always keep copies of all paperwork between you and your landlord.

If you are not satisfied with your landlord's response to your Form 11, then you can lodge a **Form 16 – a Dispute Resolution Request**.

When you fill out the **Form 16**, keep a copy for yourself and send the original to the **Residential Tenancies Authority (RTA)**. Their details are on the Form. Be sure to include your contact number. This will help to make the conciliation process happen quicker and easier.

When the **RTA** receives your **Form 16**, they will start the **Conciliation** process. An **RTA conciliator** will contact both you and the landlord and try to sort out the problem (resolve the dispute).

If the dispute can't be resolved by conciliation, then the **RTA** will send you a **Notice of Unresolved Dispute (NURD)**. In this Notice, they will encourage you to make an application to have your case heard in the **Small Claims Tribunal (SCT)**.

**Don't panic! Call someone who can help!**

**Call the Tenants' Union North Queensland on 40 31 31 94 or statewide on 1800 177 761.**

We can help you prepare your case for the **Small Claims Tribunal**.

*For information about RTA notices and forms, see Indigenous Creole Fast Facts Sheet # 9.*

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## **Solve E Problem**

If you think your landlord e be breach the Tenancy Agreement, or, you disagree where decision the landlord be mekem about your tenancy, then you ane your landlord are in dispute.

If possible, talk po you landlord ane see if you can sort out da problem. This way e more quick ane easy po dealing with any problem you gad where your tenancy.

If e no work, then **you** need to issue landlord blo you where **Form 11 – a Notice to Remedy Breach**. This form e used during da tenancy, by either da **tenant** or da **landlord**, if either party thinks that there has been a breach of da terms of da Tenancy Agreement.

If **you** issue a **Form 11** ane da landlord responds within da timeframe that you be indicate on da Form, then usually, da matter can be resolved.

On da other hand, if you receive a Form 11, e mean that da landlord e spik you the landlord e gad one problem where your tenancy ane you need po sort the problem out within a certain time.

- Don't ignore this Notice!
- Keep em! Ane
- Respond to it!

### **Po your own protection!**

Remember po keep e all them copy blo **ALL** them paperwork where you ane your landlord be mekem.

If you no happy with da way your landlord be answer po your Form 11, then you can fill out ane send a **Form 16 – a Dispute Resolution Request**.

When you fill out da **Form 16**, keep a copy po yourself ane send da original to da **Residential Tenancies Authority (RTA)**. Dempla details e antap da Form. No forget po include your contact number antap da Form. This will help to make da conciliation process happen quicker ane easier.

When da RTA receives your Form 16, thempla e go start da Conciliation process. An RTA conciliator will contact both you ane da landlord ane em go try po sort out da problem. (Fix e da problem)

If da dispute can't be resolved by da conciliation, then da RTA e go send you a Notice of Unresolved Dispute (NURD). Inside this notice, dempla go encourage you po place an application to have your case heard in da **Small Claims Tribunal (SCT)**.

### **No Panic! Ring up someone who can help!**

Ring up the **Tenants Union North Queensland on 40 31 31 94** or **statewide on 1800 177 761**.

Dempla can help e you po prepare your case po da **Small Claims Tribunal**.

***Po information about RTA notices ane forms, luk Indigenous Creole Fast Facts Sheet # 9***

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