



CONSUMER, TRADER AND TENANCY TRIBUNAL SUMMARY OF AFFAIRS JUNE 2008

INTRODUCTION

This document constitutes the Summary of Affairs as at June 2008, prepared in accordance with section 14 of the *Freedom of Information Act 1989* for the Consumer, Trader and Tenancy Tribunal (CTTT).

SECTION 1 - POLICY DOCUMENTS AND PUBLICATIONS

Annual Reports

- CTTT Annual Report 2006-2007
- CTTT Annual Report 2005-2006
- CTTT Annual Report 2004-2005
- CTTT Annual Report 2003-2004
- CTTT Annual Report 2002-2003
- CTTT Annual Report 2001-2002
- Fair Trading Tribunal Annual Report 2001-2002
- Residential Tribunal Annual Report 2001-2002
- Residential Tribunal Annual Report 2000-2001

Bulletins

- CTTT Bulletins 1/2003, 2/2003, 3/2003, 1/2004, 2/2004, 3/2004, 4/2004, 1/2005, 2/2005, 3/2005, 1/2006, 2/2006, 3/2006, 1/2007, 2/2007, 1/2008.
- Residential Tribunal Bulletins 1/2000, 1/2001, 2/2001

Chairperson's Directions

The following publications are available in English, Arabic, Vietnamese and Chinese:

- CD 2004-3 Summons to attend, produce or give evidence
- CD 2008-1 Acceptance of building claims
- CD 2004-1 Adjournments
- CD 2003-3 Procedure in home building claims over \$25,000
- CD 2003-2 Expert witness code of conduct

Application Forms

- Request to issue a summons
- Tenancy Division application
- Tenancy Division termination and possession application
- Tenancy Division rental bond application
- General Division consumer claim application
- General Division holiday parks application
- General Division pawnbrokers & second-hand dealers application
- Home Building Division application

- Motor Vehicles Division application
- Residential Parks Division application
- Strata and Community Schemes Division application for an Adjudicator's order or request for an interim order
- Strata and Community Schemes Division application to the Tribunal
- Commercial Division application
- Retirement Villages Division application
- Section 68 rehearing application
- Notice to renew proceedings application
- General Division conveyancing costs application

General Publications

- Client Service Standards – Our Guarantee of Service
- Application Fees and Charges
- FOI Summary of Affairs June 2004
- FOI Summary of Affairs June 2005
- Hearing Lists
- Listing Calendar
- Home Building Division - General Information
- Home Building Division - Questions and Answers
- Scott Schedule 1 – Claims for defective workmanship or materials
- Scott Schedule 2 – Claiming extra work
- What Happens at the Tribunal?
- Privacy Management Plan
- Registry Service Feedback
- Flowchart 1 – What happens to a CTTT application
- Flowchart 2 – Life of an electronic application
- Code of Conduct for Members of the Consumer, Trader and Tenancy Tribunal
- 10 Top Tips for Conciliation
- Communications Strategy 2008-2010

Fact Sheets

- Conciliation Fact Sheet
- Hardship Variation
- Need Advice or Legal Assistance?
- Residential parks rent increase applications
- Home building claims or disputes under \$25,000

Multimedia

- Video “*Get it Sorted*”
- CD-ROM “*CTTT – We’re talking YOUR language*”

SECTION 2 - MOST RECENT STATEMENT OF AFFAIRS

Information relating to the CTTT's management of Freedom of Information matters is contained in the CTTT's Annual Report. The most recent Annual Report for the CTTT is the 2006-2007 edition.

SECTION 3 - CONTACT ARRANGEMENTS

Many of the documents published by the Consumer, Trader and Tenancy Tribunal are available on its website at www.cttt.nsw.gov.au.

To access documents and enquiries concerning Freedom of Information matters can be made from Monday to Friday between 8.30am and 5.00pm on telephone (02) 9641 6468 or in writing to the Registrar, Consumer, Trader and Tenancy Tribunal, GPO Box 4005, Sydney 2001. Arrangements can be made for documents to be viewed at any of the CTTT's registries.