



Tenancy Division applications can be lodged online using [CTTT Online](http://www.cttt.nsw.gov.au) at www.cttt.nsw.gov.au

Refer to [A Guide to the CTTT](#) e-resource for an overview of how to resolve your dispute at the Consumer, Trader and Tenancy Tribunal.

APPLICANT

1. Applicant type:

Please tick one box

- | | | |
|-----------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Landlord | <input type="checkbox"/> Tenant | <input type="checkbox"/> Co-tenant |
| <input type="checkbox"/> Occupant | <input type="checkbox"/> Prospective tenant | <input type="checkbox"/> Other person |

2. Applicant details:

For multiple applicants attach details on a separate sheet

For co-tenant disputes, attach landlord's details on a separate sheet

Full name/s:


Postal address:

Postcode:

Contact details:

Daytime telephone:

Email address:

 Provide **email address** of applicant or applicant's representative and **tick the box** to receive the notice of hearing and other CTTT correspondence by email.

Do you want CTTT notices and correspondence emailed to you?

By ticking this box you agree to receive the notice of hearing and other future correspondence by email. Please ensure the email address provided above is accurate and the email account is checked regularly.

RENTED PREMISES

3. Address of rented premises

Postcode:

4. Rental Bond Number:

5. Real estate agency details:

If applicable, provide name and address of agency managing the rented premises

Postcode:

RESPONDENT

6. Respondent type:

Please tick one box

- | | | |
|---|------------------------------------|------------------------------------|
| <input type="checkbox"/> Landlord | <input type="checkbox"/> Tenant | <input type="checkbox"/> Mortgagee |
| <input type="checkbox"/> Landlord's agent (s.61 & s.134 only) | <input type="checkbox"/> Co-tenant | <input type="checkbox"/> Occupant |

7. Respondent details:

For multiple respondents attach details on a separate sheet

Full name/s:

Postal address:

Postcode:

Contact details:

Daytime telephone:

8. Unavailable dates:

Indicate dates you are **unable** to attend a hearing in the next four (4) weeks. Note: Your unavailability may affect the timely listing of this matter.

9. Special needs:

Such as hearing loop, wheelchair access etc.

10. Interpreter required:

Tick if an interpreter is needed for the hearing. Specify the language and dialect required.



For Applicant (specify language and dialect)

OFFICE USE ONLY:

File No: _____

ORDER DETAILS

11. What order/s do you want?

Write down the section/s of the *Residential Tenancies Act 2010* and terms of the order/s you want the Tribunal to make. Refer to the information attached for the sections of the Act and the types of orders that can be made.

Section/s	Terms of the order/s

12. What are your reasons for requesting the above order/s?

You must explain why you are asking for the order/s by providing as much relevant detail as possible. If you do not provide this information your application may be dismissed or adjourned to a later date. If the space below is insufficient, please attach additional information.

13. Extension of time

Time limits apply to certain orders (refer to the attached information for time limits). An extension of time to lodge an application outside the time limit may be granted in special circumstances. *Note: If an extension is not granted, the application may be dismissed because it is out of time.*

Do you require an extension of time? Yes No

If yes, please explain why the application was not lodged within the time limit

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14. CTTT related file number/s:

List any previous file number/s relating to these parties

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15. Important information: Application fee and attachments

Please read the below information and check the appropriate boxes. **Note:** If the application fee is not paid, your application may be delayed or dismissed.

Has the application fee been paid?

You must pay the application fee when lodging your application. Refer to the fee schedule at www.cttt.nsw.gov.au. Payment can be made by cheque or money order to 'Consumer, Trader and Tenancy Tribunal'. Cash, credit card and eftpos payments can be made at any CTTT Registry or Fair Trading Centre. If you are paying the concession fee, provide a photocopy of your pensioner or student concession card.

Have you included your attachments?

Attach any additional information to this form such as details of multiple applicants or respondents, or further information about the orders you are seeking. Keep a copy of your application and any attached information for your own records. **Note: A copy of this application and any attachments will be sent to the respondent/s.**

16. Your Name/s (Please print)

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Your Signature/s

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Date

/	/
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Return application with fee to: Registrar, Consumer, Trader and Tenancy Tribunal

For all CTTT Registry Offices  T: 1300 135 399  F: 1300 135 247  www.cttt.nsw.gov.au

Sydney Registry

Level 12, 175 Castlereagh Street
Sydney NSW 2000
GPO Box 4005, Sydney NSW 2001

Newcastle Registry

Level 1, 175 Scott Street
Newcastle NSW 2300
PO Box 792, Newcastle NSW 2300

Hurstville Registry

Level 3, 4-8 Woodville Street
Hurstville NSW 2220
PO Box 148, Hurstville BC NSW 1481

Tamworth Registry

Suite 3- 5, Kable Korner Complex
Cnr Kable Ave & Darling St
PO Box 1033, Tamworth NSW 2340

Liverpool Registry

Level 3, 33 Moore Street
Liverpool NSW 2170
PO Box 723, Liverpool BC NSW 1871

Wollongong Registry

Level 3, 43 Burelli Street
Wollongong NSW 2500
PO Box 319, Wollongong NSW 2520

Penrith Registry

Ground Floor, 2-6 Station Street
Penrith NSW 2750
PO Box 988, Penrith NSW 2751

CTTT online
www.cttt.nsw.gov.au

GUIDE TO COMPLETING THE APPLICATION FORM

Use the following information to help you complete a CTTT Tenancy Division application form. **Note:** Section headings and numbers match the questions on the application form.

APPLICANT

1. Applicant type

The applicant is the person who is lodging the application form. Tick the box that best describes who you are.

2. Applicant details

Provide your full name. If there is a residential tenancy agreement, provide your name as it appears on the agreement. Include your postal address where you want your mail sent to.

Real estate agents who are lodging an application on behalf of a landlord will need to specify the landlord's name as it appears on the residential tenancy agreement.

If there are multiple applicants, specify the names of all applicants on the application form. If there is insufficient space on the form, you may attach the additional information on a separate sheet.

For co-tenant disputes, please also attach landlord details on a separate sheet.

Do you want CTTT notices and correspondence emailed to you? By ticking this box you agree to receive the notice of hearing and other correspondence by email. To change your email address after the application is lodged, visit the CTTT website at www.cttt.nsw.gov.au.

If you are the applicant's representative, please provide your email address to ensure you receive the notices of hearing, and not the email address of the person you are representing.

RENTED PREMISES

3. Address of rented premises

This is the address of the house or unit that is the rental property, as it appears on the residential tenancy agreement.

4. Rental Bond Number

This is the number on the receipt issued by NSW Fair Trading after the bond has been lodged.

5. Real estate agency details

If the rented premises is being managed by a real estate agency, please include the agency's name and postal address.

RESPONDENT

6. Respondent type

The respondent is the person you are making the application against. Tick the box that best describes who the respondent is.

7. Respondent details

Provide the respondent's name and their postal address. If there are multiple respondents, please specify the names of all respondents on the application form. If there is insufficient space on the form you may attach the additional information.

Note: Make sure that the respondent is named correctly. If the information provided about the respondent is incorrect, this may delay proceedings or result in orders being made that are unenforceable.

8. Unavailable dates

List any dates you will be **unable** to attend a hearing in the next four (4) weeks. The CTTT will make every effort to accommodate parties with their unavailable dates, however this may not always be possible as parties' unavailability may affect the timely listing of the matter.

9. Special needs

The CTTT aims to ensure that people with a disability get the necessary assistance to receive equal access to our dispute resolution services.

If you have a disability-related need, such as requiring hearing loop or wheelchair access, indicate the special need on the application form and the CTTT will make the necessary arrangements to meet those needs wherever possible.

10. Interpreter required

The CTTT provides interpreters at the hearing upon request free-of-charge. If you need language assistance during the hearing, please specify the language and dialect required.

ORDER DETAILS

11. What order/s do you want?

Specify the section of the *Residential Tenancies Act 2010* and the order/s you want the Tribunal to make. A full list of sections of the *Residential Tenancies Act 2010* and the orders the Tribunal can make are attached to this form. You may request more than one order.

Check that the order/s you are seeking are within the jurisdictional time limits. If you have a good reason for seeking an order out of time, apply for an extension of time order along with your other order/s.

If you are uncertain what order/s to select, contact one of the organisations listed on the CTTT's *Getting help* fact sheet or call NSW Fair Trading on 13 32 20.

12. What are your reasons for requesting the above order/s?

You must give a reason for each order you ask for. Your reasons must be detailed enough so that the respondent can understand what the dispute is about. If you do not provide this information your application may be dismissed or adjourned to a later date. If there is insufficient space, you may attach additional information on a separate sheet.

13. Extension of time

Applications made to the CTTT may be subject to time limits. Check the attached list of orders for time frames.

If the application is being made outside of the jurisdictional time frame, you will need to apply for an extension of time to lodge the application. An extension may be granted in special circumstances.

If the extension of time is not granted, the application may be dismissed because it is out of time.

14. CTTT related file number/s

If you are involved in a CTTT matter or have been involved in a matter previously relating to these parties, list all previous CTTT file number/s.

15. Important information: Application fee and attachments

The information in this section serves as a checklist. You should read each section and check the box if appropriate. If the application fee is not paid your application may be delayed or dismissed.

Has the application fee been paid?

You must pay the application fee when lodging your application. By ticking this box you are indicating that the fee has been paid. If a fee is not paid, the listing of your application may be delayed or dismissed.

The CTTT's fee schedule is available on www.cttt.nsw.gov.au. Fee payments can be made by cheque or money order made out to 'Consumer, Trader and Tenancy Tribunal'. Cash, credit card and eftpos payments can be made at any CTTT Registry or Fair Trading Centre.

Have you included attachments?

Include all relevant information with your application. Your application and any attachments will be forwarded to the respondent/s. Do not include any confidential information with your application.

16. Your name, signature and date

You must print your name and sign and date the application form. If the application form is submitted without being signed, this will cause unnecessary delays.

EVIDENCE AND SUPPORTING MATERIALS

At the hearing, depending on the orders you want, you will need to provide evidence to support your side of the story.

Your evidence and supporting materials may include:

- Residential tenancy agreement (lease)
- Rent receipts and/or rent records (ledger) including payments made and current rent
- Ingoing and/or outgoing condition reports
- Termination notice details
- Copies of all correspondence between parties
- Details of goods and monetary value
- New tenant checklist (information statement)
- Repayment plan/s where you have negotiated a repayment arrangement to clear the unpaid rent.
- Photographs showing the condition and state of repair of the rent premises (or of other comparable premises if relevant)
- Copies of any quotes, accounts or receipts for work carried out or to be carried out on the premises
- Statements, statutory declarations or affidavits from witnesses or other interested persons
- Authority to act if you are being represented.

These documents will be provided to the other party. You should not provide any information you do not want disclosed to the other party.

TEN TOP TIPS FOR CONCILIATION

These Ten Top Tips can help you prepare for conciliation and get the most out of the process.

1. Think about what you want

Think carefully about your issues and the outcome you want to achieve. Write a summary of these issues.

Gather your evidence such as documents, invoices, and receipts that will support your claim.

2. Work out how you will negotiate

Be open-minded and flexible. Think about the other person's issues and how they will respond to your views.

Negotiation may involve some compromise to reach a solution you both find acceptable.

3. Tell your side of the story

Briefly explain your side of the story and show your evidence to the other person.

Explain how you would like to resolve the dispute. Focus on solutions. Try not to argue about who's right or wrong, or why.

4. Listen to the other person

Listen carefully to the other person and look at their evidence. You might want to take notes.

Allow them to talk and don't interrupt. Try to consider their point of view, even if you don't agree.

5. Focus on the issues, not the emotions

Stay focussed on the issues, not on your emotions or the behaviour of the other person.

6. Start negotiating

Start coming up with possible solutions. Make offers and counter-offers. A successful conciliation happens when both parties agree on a solution.

7. Only agree to what you think is acceptable

Be sure you only agree to an outcome you find acceptable. Keep in mind there has to be some give and take by both parties when coming to an agreement.

8. Ask for help if you're having problems

If you're having problems, ask the Conciliator, Tribunal Member or a Registry officer for help.

If you feel threatened by the other person, let the Conciliator or security officer know immediately.

9. If you reach an agreement

Write down your agreement on the form provided. If a Conciliator is available they can help you write it down.

Before your agreement is made into a legally binding order, you will be asked if you understand the agreement, and confirm you made it voluntarily.

10. If you don't reach an agreement

If you can't reach agreement, the hearing will go ahead on the same day or at a later date.

Think about whether your issues are important enough to come back on another day which may increase the time, cost and inconvenience to you.

LANDLORD ORDERS - under the Residential Tenancies Act 2010

The following orders can be applied for by landlords

An application should request at least one of the orders below. Please read this information before completing the application form. Refer to the section of the *Residential Tenancies Act 2010* for more details.

Orders about pre-agreement matters and residential tenancy agreements

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
11	An order that an agreement is or is not a residential tenancy agreement under the Act	Landlord or other person	Provide full details about the agreement and why you think it is or is not a residential tenancy agreement under the Act.
11	An order that premises are or are not premises to which the Act applies	Landlord or other person	Provide details about the premises and why you think they are or are not premises to which the Act applies.
21	An order that a term of a residential tenancy agreement is void or partly void because the term is inconsistent with the Act or Regulations	Landlord	Explain which part of the Act you believe the term of the agreement is inconsistent with.
25	An order about a holding fee	Landlord or other person who has paid, required or received a holding fee	Provide details about the holding fee and explain when it was paid.
31	An order about amending a condition report	Landlord	Provide details about the part of the condition report you wish to amend and why.

Orders about rent and other payments

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
45	An order reducing the rent payable where the premises are unusable or uninhabitable or destroyed <i>Note: The residential tenancy agreement may also be terminated in these circumstances (see s.109 orders)</i>	Landlord	Provide details of the current rent and how the premises are unusable or uninhabitable or destroyed.

Orders about access to residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
60	An order to allow the landlord or some other person to enter the residential premises	Landlord	Explain why this order is necessary and the dates and times when you require access.

Orders about alterations and additions to residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
69(1)(a)	An order prohibiting the tenant from removing a fixture	Landlord	Explain why this order is necessary. Provide details about the fixture the tenant wishes to remove.
69(1)(b)	An order that the tenant pay compensation for the cost of rectifying work done by tenant on the residential premises	Landlord	Explain why the tenant should pay compensation to you. Provide details about the work required.

Orders about security and safety of residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
73(a)	An order to allow a lock or security device to be changed or removed or added	Landlord	Explain why this order is necessary and what change you want made.
73(b)	An order authorising the landlord to refuse to give the tenant a copy of a key or other opening device or information	Landlord	Explain why this order is necessary.
73(c)	An order requiring a copy of a key or other opening device or information to be given to the landlord	Landlord	Explain why this order is necessary.

Orders about termination of residential tenancy agreements

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
84	A termination order at the end of the fixed term <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide termination date.
85	A termination order after a 90 day notice <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide termination date.

LANDLORD ORDERS - under the Residential Tenancies Act 2010

Orders about termination of residential tenancy agreements (cont.)

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
86	A termination order as the property is being sold <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide termination date and the date the contract for sale was exchanged.
87	A termination order where the tenant has breached the residential tenancy agreement <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide details of breach. If you are seeking an order for termination and possession based on non-payment of rent provide termination date.
90	A termination order where the tenant or occupant is causing serious damage or injury <i>Note: Landlord may make application under this section without giving the tenant a termination notice.</i>	Landlord	Provide details of the damage or injury, including the date/s when this occurred.
91	A termination order due to unlawful use of the premises by the tenant or occupant <i>Note: Landlord may make application under this section without giving the tenant a termination notice.</i>	Landlord	Provide details of the unlawful use of the premises, including the date/s when this occurred.
92	A termination order where the tenant or occupant has threatened, abused, intimidated or harassed the landlord, the landlord's agent, employee or contractor <i>Note: Landlord may make application under this section without giving the tenant a termination notice.</i>	Landlord	Provide details of the threatening, abusive or intimidating behaviour or harassment, including the date/s when this occurred.
93	A termination order due to undue hardship <i>Note: Landlord may make application under this section without giving the tenant a termination notice.</i>	Landlord	Provide details explaining how you would suffer undue hardship if the tenancy were not terminated, for example financial statements or health records.
94	A termination order for a tenancy of 20 years or more <i>Note: Landlord may make application under this section without giving the tenant a termination notice.</i>	Landlord	Explain why this order is necessary.
95	An order for possession where the residential tenancy agreement has terminated and an occupant has not vacated <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide the termination date and details of when the tenant vacated and who remains in occupation.
98	An order revoking a termination notice given by a tenant because the landlord has remedied the breach <i>Time limit for applying: Before the termination date and within 7 days after being served the termination notice.</i>	Landlord	Provide details about the termination notice and how you have remedied the breach.
105	A termination order where a tenant has given a termination notice and has not vacated <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide the termination date and explain why this order is necessary.
108	A termination order due to the death of the sole tenant <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide the date for termination of the tenancy.
109	A termination order where the agreement is frustrated <i>Time limit for applying: Within 30 days after the termination date specified in the termination notice.</i>	Landlord	Provide details about when and how the premises have become unusable or uninhabitable or destroyed or appropriated by an authority.
111	An order declaring that a termination notice was or was not given in accordance with the Act	Landlord	Provide details about the termination notice and how it was served.

Orders about abandonment of residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
106	An order that the premises have been abandoned by the tenant on a specified date	Landlord	Explain why you think the premises have been abandoned and specify the abandonment date.
107	An order that the tenant must pay you \$ (insert full amount sought) as compensation for any loss (including rent) caused by the tenant abandoning the premises	Landlord	Provide details of your loss caused by the abandonment of the premises. Outline the steps you have taken to minimise your loss.

LANDLORD ORDERS - under the Residential Tenancies Act 2010

Orders about an occupation fee

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
123	An order for payment of an occupation fee	Landlord	Provide dates the tenant remained in occupation after the date for vacation of the premises.

Orders about goods left in residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
132	An order that a tenant or other person pay an occupation fee for goods left on the premises or stored by the landlord	Landlord or landlord's agent	Provide details about the abandoned goods and explain why you should be paid an occupation fee for storing them.
133(2)(a)	An order authorising the removal or other disposal of goods	Landlord	Provide details about the abandoned goods and explain what you would like to do with the goods.
133(2)(c)-(e)	An order authorising the sale of goods left at the residential premises and the payment of the proceeds of the sale	Landlord	Explain why you believe that the goods have been abandoned and why you think that the sale of the goods is the appropriate method of dealing with them.

Orders about claim for rental bond

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
175	An order regarding the payment of a rental bond <i>Time limit for applying: Within 6 months after the bond is paid.</i> <i>Note: You should notify NSW Fair Trading if you apply to the Tribunal for an order about a rental bond.</i>	Landlord or other person with an interest in the payment of the rental bond	Tell us the amount and details of each item claimed, with reasons why you should be paid all or part of the rental bond.

General orders

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
187(1)(a)	An order that restrains any action in breach of a residential tenancy agreement #	Landlord or other person under the Act	Provide full details about the term/s of the agreement that have been broken.
187(1)(b)	An order that requires an action in performance of a residential tenancy agreement #	Landlord or other person under the Act	Provide full details about the term/s of the agreement that have been broken.
187(1)(c)	An order for the payment of an amount of money <i>Note: The Tribunal cannot make an order for an amount in excess of \$15,000.</i>	Landlord or other person under the Act	Provide full details as to why the Tribunal should order payment to you and list the particulars and amount of each item being claimed.
187(1)(d)	An order as to compensation <i>Note: The Tribunal cannot make an order for an amount in excess of \$15,000.</i>	Landlord or other person under the Act	Provide full details as to why the Tribunal should order the tenant to pay compensation to you.
187(1)(e)	An order that a party to a residential tenancy agreement perform such work or take such other steps as the order specifies to remedy a breach of the agreement #	Landlord or other person under the Act	Provide full details about the term/s of the agreement that have been broken and the remedy you are seeking.
187(1)(f)	An order that requires payment of part or all of the rent payable under a residential tenancy agreement to the Tribunal until the whole or part of the agreement has been performed or any application for compensation has been determined	Landlord or other person under the Act	Provide full details as to why the rent should be paid to the Tribunal.
187(1)(g)	An order that requires rent paid to the Tribunal to be paid towards the cost of remedying a breach of the agreement or towards the amount of any compensation	Landlord or other person under the Act	Provide full details as to why the Tribunal should order that rent paid should be used toward the cost of remedying a breach or toward compensation.
187(1)(h)	An order directing a tenant to comply with a requirement of this Act or the regulations	Landlord or other person under the Act	Provide full details about the section/s of the act that the tenant is failing to comply with.
187(1)(i)	A termination order or an order for possession of the premises	Landlord or other person under the Act	Explain why you would like the Tribunal to make this order.

Time limit for applying is within 3 months after becoming aware of the breach

TENANT ORDERS - under the Residential Tenancies Act 2010

The following orders can be applied for by tenants, former tenants or occupants

An application should request at least one of the orders below. Please read this information before completing the application form. Refer to the section of the *Residential Tenancies Act 2010* for more details.

Orders about pre-agreement matters and residential tenancy agreements

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
11	An order that an agreement is or is not a residential tenancy agreement under the Act	Tenant or other person	Provide full details about the agreement and why you think it is or is not a residential tenancy agreement under the Act.
16	An order that a landlord prepare and enter into a written residential tenancy agreement	Tenant	Provide details about the tenancy.
20(3)	An order that mandatory terms be included or varied for long term leases of 20 years or more	Tenant	Provide details about the tenancy.
20(4)	An order that the inclusion/variation or failure to include a term is unconscionable, unjust or harsh	Tenant	Provide details about the tenancy.
21	An order that a term of a residential tenancy agreement is void or partly void because the term is inconsistent with the Act or regulations	Tenant	Explain which part of the Act you believe the term of the agreement is inconsistent with.
25	An order about a holding fee	Prospective tenant, tenant or person who paid the holding fee	Provide details about the holding fee and explain when it was paid and why you want it returned.
31	An order about amending a condition report	Tenant	Provide details about the part of the condition report you wish to amend and why.

Orders about rent and other payments

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
44(1)(a)	An order that a rent increase is excessive <i>Time limit for applying: Within 30 days after notice of increase is given</i>	Tenant	Provide evidence of the general market level of rents for the same kind of premises in the same or similar area, and any other information such as the state of the premises or work you have done to the premises.
44(1)(b)	An order that the rent payable is excessive due to the reduction or withdrawal of any goods, services or facilities provided with the residential premises	Tenant	Provide details of the goods, services or facilities the landlord has reduced or withdrawn, and the date on which this occurred.
45	An order reducing the rent payable where the premises are unusable or uninhabitable or destroyed <i>Note: The residential tenancy agreement may also be terminated in these circumstances (see s.109 orders)</i>	Tenant	Provide details of the current rent and how the premises are unusable or uninhabitable or destroyed.
46	An order for the repayment of rent paid in excess of an amount specified by the Tribunal	Tenant	Provide copies of rent records or receipts.
47	An order for the repayment of rent or other payments made by the tenant contrary to the Act or the tenancy agreement	Tenant	Provide copies of rent records or receipts.

Orders about access to residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
61(1)	An order specifying or limiting the days and times, and purposes for which, entry to the residential premises by a landlord or other person is authorised	Tenant	List the days and times when you are proposing to give access to the landlord or other person.
61(2)	An order that the landlord or landlord's agent pay compensation for damage to or loss of the tenant's goods caused by the landlord or landlord's agent while accessing the premises	Tenant	List the goods that have been damaged or lost while the landlord or agent has been accessing the premises and provide details of the money amount you are claiming.

TENANT ORDERS - under the Residential Tenancies Act 2010

Orders about repairs

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
65(1)(a)	An order that the landlord carry out repairs	Tenant	Explain what repairs you want carried out.
65(1)(b)	An order that the landlord reimburse the tenant an amount of money for urgent repairs carried out by the tenant <i>Note: The maximum amount that a tenant is entitled to be reimbursed under this section is \$1,000</i>	Tenant	Provide full details of the urgent repairs carried out and the cost of the repairs.
65(5)	An order that all or part of the rent payable be paid into the Tribunal until repairs are carried out	Tenant	Explain why you are requesting this order.

Orders about alterations and additions to residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
68(1)(a)	An order that the tenant may install a fixture or make a renovation, alteration or addition to the residential premises	Tenant	Explain why this order is necessary. Provide details about the fixture you wish to install or the renovation, alteration or addition you wish to make.
68(1)(b)	An order that the tenant may remove a fixture installed by the tenant	Tenant	Explain why this order is necessary. Provide details about the fixture you wish to remove and how you will rectify any damage which may result.

Orders about security and safety of residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
73(a)	An order to allow a lock or security device to be changed or removed or added	Tenant	Explain why this order is necessary and what change you want made.
73(b)	An order authorising the tenant to refuse to give the landlord a copy of a key or other opening device or information	Tenant	Explain why this order is necessary.
73(c)	An order requiring a copy of a key or other opening device or information to be given to the tenant	Tenant	Explain why this order is necessary.

Orders about change of tenants

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
75(5)	An order that the tenant may transfer a tenancy or sub-let the residential premises <i>Note: This order only applies if an original tenant under the tenancy agreement remains (see s.75(2) of the Act)</i>	Tenant	Explain why this order is necessary and provide details of how you wish to partially transfer the tenancy or sub-let the premises.
77	An order recognising a person as a tenant or joining the person as a party to any proceedings relating to the premises, or both	Person occupying the residential premises	Explain why you would like the Tribunal to make this order, and whether you were living in the premises when the tenant died or left the premises.
79	An order recognising a remaining occupant as a tenant if the tenant or co-tenant is prohibited by a final apprehended violence order from having access to the residential premises	Remaining occupant or co-tenant	Explain why you would like the Tribunal to make this order and provide details about the final apprehended violence order (AVO).

Orders about termination of residential tenancy agreements

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
101	An order requested by one co-tenant, terminating the residential agreement, where a termination notice has previously been given by another co-tenant	Co-tenant only	Explain why you want the Tribunal to make this order. Provide details of the termination notice and termination date. Provide a copy of the residential tenancy agreement.
102	An order requested by one co-tenant, terminating their own tenancy or the tenancy of another co-tenant under the agreement, or terminating the residential tenancy agreement entirely	Co-tenant only	Explain why you want the Tribunal to make this order, including the special circumstances of the case. Provide a copy of the residential tenancy agreement and the landlord's details.
103	A termination order where the landlord has breached the residential tenancy agreement † <i>Time limit for applying: Within 3 months after becoming aware of the breach</i>	Tenant	Provide details about the breach, including the date/s when the breach occurred.

† A tenant may make an application under this section without giving the landlord a termination notice

TENANT ORDERS - under the Residential Tenancies Act 2010

Orders about termination of residential tenancy agreements (cont.)

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
104	A termination order due to hardship †	Tenant	Explain how you would suffer undue hardship if the tenancy were not terminated, for example financial statements or health records.
108	A termination order due to death of the sole tenant	Legal personal representative of deceased tenant	Provide the date for termination of the tenancy.
109	A termination order where the agreement is frustrated	Tenant	Provide the termination date and details about how and when the premises have become unusable or uninhabitable or destroyed or appropriated by an authority.
111	An order declaring that a termination notice was or was not given in accordance with the Act	Tenant	Provide details about the termination notice and how it was served.
115	An order declaring that a termination notice has no effect because it was a retaliatory notice <i>Time limit for applying: Within 30 days after being served with the termination notice, if notice was given under s.85 (termination of periodic agreement) or within 14 days in any other case</i>	Tenant	Provide details about the termination notice and explain how you believe it was retaliatory.

† A tenant may make an application under this section without giving the landlord a termination notice

Orders about mortgagee repossession

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
122	An order for the repayment of any amount of rent, fee or other charge paid to occupy the residential premises after receiving notice to vacate where a mortgagee is entitled to possession	Former tenant	You must provide us with the date of the notice to vacate and list any amounts of rent, fees or other charges paid after that date.

Orders about vesting of tenancy

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
125	An order vesting a tenancy over the residential premises <i>Time limit for applying: Within 30 days after being given notice of the proceedings for recovery of possession of the premises</i>	Person in possession of the premises as a tenant or former tenant holding over after termination	Explain whether you were a tenant or former tenant when legal proceedings were started and provide us with the reasons why the tenancy should be given to you.

Orders about goods left in residential premises

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
134(1)(a) and (b)	An order requiring the landlord to pay compensation for goods disposed of or damaged by the landlord or landlord's agent <i>Time limit for applying: Within 30 days after becoming aware either that the goods were disposed of otherwise than in accordance with the Act or that the goods have been damaged</i>	Former tenant or person with an interest in the goods	List the goods and provide details of the monetary value of the goods.
134(1)(c)	An order that the landlord or landlord's agent deliver goods into the former tenant's or other person's possession <i>Time limit for applying: Within 3 months after becoming aware that the goods are in the possession of the landlord or landlord's agent</i>	Former tenant or person with an interest in the goods	Provide details about the goods which are held by the landlord or other person.
134(1)(d)	An order requiring the landlord or landlord's agent to pay the proceeds of sale, or an amount equivalent to the value of the goods, to the former tenant or other person <i>Time limit for applying: Within 6 months after the residential tenancy agreement is terminated</i>	Former tenant or person with an interest in the goods	List the goods and provide details of the monetary value of the goods.

Orders about rental bonds

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
175	An order regarding the payment of a rental bond <i>Time limit for applying: Within 6 months after the bond is paid.</i> <i>Note: You should notify NSW Fair Trading if you apply to the Tribunal for an order about a rental bond.</i>	Tenant or other person with an interest in the payment of the rental bond	Tell us the amount and details of each item claimed, with reasons why you should be paid all or part of the rental bond. Also tell us if the bond was not lodged with NSW Fair Trading or was previously paid out.

TENANT ORDERS - under the Residential Tenancies Act 2010

General orders

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
187(1)(a)	An order that restrains any action in breach of a residential tenancy agreement <i>Time limit for applying: Within 3 months after becoming aware of the breach.</i>	Tenant or other person under the Act	Provide full details about the term/s of the agreement that have been broken.
187(1)(b)	An order that requires an action in performance of a residential tenancy agreement <i>Time limit for applying: Within 3 months after becoming aware of the breach.</i>	Tenant or other person under the Act	Provide full details about the term/s of the agreement that have been broken.
187(1)(c)	An order for the payment of an amount of money	Tenant or other person under the Act	Provide full details as to why the Tribunal should order payment to you and list the particulars and amount of each item being claimed.
187(1)(d)	An order as to compensation	Tenant or other person under the Act	Provide full details as to why the Tribunal should order the landlord to pay compensation to you.
187(1)(e)	An order that a party to a residential tenancy agreement perform such work or take such other steps as the order specified to remedy a breach of the agreement <i>Time limit for applying: Within 3 months after becoming aware of the breach.</i>	Tenant or other person under the Act	Provide full details about the term/s of the agreement that have been broken and the remedy you are seeking.
187(1)(f)	An order that requires payment of part or all of the rent payable under a residential tenancy agreement to the Tribunal until the whole or part of the agreement has been performed or any application for compensation has been determined	Tenant or other person under the Act	Provide full details as to why the rent should be paid to the Tribunal.
187(1)(g)	An order that requires rent paid to the Tribunal to be paid towards the cost of remedying a breach of the residential tenancy agreement or towards the amount of any compensation	Tenant or other person under the Act	Provide full details as to why the Tribunal should order that rent paid should be used toward the cost of remedying a breach or toward compensation.
187(1)(h)	An order directing a landlord or landlord's agent to comply with a requirement of the Act or the regulations	Tenant or other person under the Act	Provide full details about the section/s of the Act that the landlord is failing to comply with.
187(1)(i)	A termination order or an order for the possession of the premises	Tenant or other person under the Act	Explain why you would like the Tribunal to make this order.
187(1)(j)	An order directing a landlord or landlord's agent to give a former tenant or person authorised by a former tenant access to residential premises for purpose of recovering goods of the former tenant or fixture that the former tenant is entitled to remove	Tenant or other person under the Act	Provide details about the goods or fixture which remain at the residential premises and explain why you would like the Tribunal to make this order.

Orders about residential tenancy databases

Section	Orders the CTTT can make	Who can apply?	Information, documents or details required
217	An order that personal information about a person in a residential tenancy database be wholly or partly removed, be amended or not be listed	Tenant or person about whom personal information is listed	Explain why this order is necessary. Provide details about your listing in the residential tenancy database, including the name and address of the database provider.

INFORMATION FOR NON-ENGLISH SPEAKING PEOPLE

If you need interpreting or translating help, telephone the Translating and Interpreting Service (TIS) office in your State. Telephone interpreting is available 24 hours a day, 7 days a week on 13 14 50. The translation service operates during business hours.

ARABIC

إذا كنت بحاجة للمساعدة في الترجمة الشفهية أو الكتابية، اتصل بمكتب خدمة الترجمة الكتابية و الشفهية (TIS) في الولاية حيث تقم بتوافر الترجمة الشفهية على الهاتف 131450. 24 ساعة في اليوم 7 أيام في الأسبوع ساعات العمل للخدمات في الترجمة الكتابية خلال ساعات الدوام.

CHINESE

如果您需要口譯或筆譯服務，請打電話給您所在州的翻譯服務處（TIS）。電話口譯每週 7 天，每天 24 小時提供服務，電話號碼 13 1450。筆譯服務僅在辦公時間內提供。

CROATIAN

Ako su Vam potrebne usluge tumača ili prevoditelja, nazovite Službu za prevodenje i tumačenje (TIS) u Vašoj državi. Telefonska prevodilačka služba stoji Vam na usluzi 24 četiri sata dnevno, 7 dana u tjednu ako nazovete 13 1450. Služba pismenog prevodenja na usluzi Vam je za vrijeme redovnog radnog vremena.

GREEK

Εάν χρειάζεστε εξυπηρέτηση από διερμηνέα ή μεταφραστή, τηλεφωνήσατε στο γραφείο Μεταφραστών και Διερμηνέων (TIS) στην Πολιτεία σας. Η υπηρεσία διερμηνέων μέσω τηλεφώνου διατίθεται 24 ώρες την ημέρα, 7 μέρες την εβδομάδα στον αριθμό 13 1450. Η υπηρεσία μεταφραστών λειτουργεί κατά τις κανονικές ώρες εργασίας.

INDONESIAN

Sekiranya anda memerlukan bantuan penerjemah lisan (juru bahasa), silahkan menelepon Kantor di negara bagian anda. Pelayanan penerjemahan lisan melalui telepon tersedia selama 24 jam 7 hari seminggu pada nomor 13 1450. Pelayanan penerjemah bahan tertulis tersedia selama jam-jam kerja.

ITALIAN

Per ottenere l'aiuto di un interprete o di un traduttore telefona al servizio traduzioni e interpreti (TIS) nel tuo stato di residenza. Per avvalerti di un interprete puoi telefonare al numero 13 1450, 24 ore al giorno, 7 giorni la settimana. Il servizio traduzioni opera durante il normale orario di ufficio.

JAPANESE

通訳や翻訳のサービスが必要な方は、今いらっしゃる州の通訳、翻訳サービス(TIS)に連絡してください。電話通訳サービスは週日、週末を問わず、24時間いつでも利用できます。電話番号は13 14 50です。翻訳サービスはビジネス時間に受け付けています。

KOREAN

만약 당신이 통역이나 번역의 도움이 필요하시면 주정부의 「번역 및 통역 서비스」(TIS)기관에 전화하십시오. 전화번호 131 450으로 거시면 하루 24시간 주 7일 전화통역이 가능하며 번역서비스는 비즈니스 시간 동안 운영됩니다.

LAO

ຖ້າວ່າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເຮືອງມາຍພາສາ ຫຼືວ່າການແປທັງສີ່ໂທລະສັບຫາຫ້ອງການບໍລິການມາຍພາສາແລະການແປທັງສີ່ (TIS) ຢູ່ຮັດຂອງທ່ານ ມາຍພາສາທາງໂທລະສັບມີໄວ້ຮັບໃຊ້ 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດຕາມໂຕເວີ 131 450 ບໍລິການແປທັງສີ່ເປີດຍາມໂມງເຮັດວຽກ

MACEDONIAN

Ako vi e potrebna pismena ili usmena prevodувачка pomoш, telefonирајте во канцеларијата за писмени и усмени преводувачки услуги (TIS) во вашата држава. Преводување преку телефон стои на располагање 24 часа во денот, седум дена во неделата на број 13 1450. Писмената преводувачка служба работи во нормално бизнисно работно време.

PORTUGUESE

Se necessita de ajuda para interpretação ou tradução, telefone ao escritório do Serviço de Intérpretes e Tradutores (TIS) no seu Estado. Pode obter um Intérprete pelo telefone 24 horas por dia, 7 dias por semana ligando para 13 1450. O serviço de traduções funciona durante as horas de expediente.

RUSSIAN

Если Вам требуются услуги устного или письменного переводчика, позвоните в Переводческую Службу (TIS) в вашем штате. Перевод по телефону предоставляется круглосуточно 7 дней в неделю по номеру 13 1450. Служба письменного перевода работает в обычные часы работы учреждений.

SERBIAN

Ako су Vam потребне усмене или писмене преводилачке услуге, обратите се телефоном Служби за усмено и писмено превођење (TIS) у својој држави. Телефонске преводилачке услуге су на располагању 24 сата сваког дана на телефон 13 1450. Писмено превођење се врши у току нормалног радног времена.

SPANISH

Si necesita asistencia en materia de interpretación o traducción sírvase llamar al Servicio de Traducción e Interpretación (TIS) en su estado. El servicio telefónico de interpretación opera las 24 horas del día, 7 días a la semana en el teléfono 13 1450. El servicio de traducción está abierto durante horas de oficina.

TURKISH

Yazılı veya sözlü çevirmenliğe gerek duyuyorsanız, eyaletinizdeki Yazılı ve Sözlü Çeviri Servisine (TIS e) telefon ediniz. Telefonda çeviri, günün 24 saatinde ve haftada 7 gün, 13 1450 numarada mevcuttur. Yazılı Çeviri Servisi çalışma saatleri içinde faaliyet gösterir.

VIETNAMESE

Nếu cần được giúp đỡ về thông ngôn và phiên dịch, xin điện thoại cho Sở Thông Ngôn và Phiên Dịch (TIS) tại Tiểu Bang của quý vị. Dịch vụ thông ngôn qua điện thoại phục vụ 24 giờ mỗi ngày, 7 ngày một tuần, điện thoại số 13 1450. Dịch vụ phiên dịch chỉ hoạt động trong giờ làm việc.