

# A guide to the CTTT



**RESOLVING YOUR DISPUTE AT THE  
CONSUMER, TRADER AND TENANCY TRIBUNAL**



**CTTT**  
Consumer, Trader &  
Tenancy Tribunal

# Welcome

The Consumer, Trader and Tenancy Tribunal (CTTT) is an independent body that provides an accessible, efficient and affordable dispute resolution service for landlords, tenants, consumers and traders.

The CTTT resolves everyday disputes about what we buy and where we live, such as retail transactions, motor vehicle purchases and repairs, residential tenancies, agents' fees and commissions, residential building work, strata and community scheme living, residential parks and retirement villages.

We deal with an average of 60,000 disputes each year making us the largest tribunal in New South Wales.

This guide has been developed to explain our processes by outlining the key steps in the dispute resolution process, providing helpful tips for preparing for a hearing, answering common questions and helpful checklists. This is essential reading for anyone who may be involved in a case at the CTTT.

By reading this guide you will gain a better understanding of the CTTT and the service we provide to the community in New South Wales.

**Kay Ransome**  
Chairperson



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# 1 About the CTTT



The CTTT deals with a wide range of disputes between consumers and traders, and disputes about residential property.

We provide an informal and accessible service for you to resolve your dispute fairly in a cost-effective and efficient way.

## What is the CTTT?

The NSW Consumer, Trader and Tenancy Tribunal (CTTT) is a low-cost and accessible service for the resolution of disputes between landlords, tenants, consumers and traders in NSW.

The CTTT uses alternative dispute resolution methods such as conciliation to help parties settle their disputes, by negotiating and reaching an agreement often without the need for a hearing.

CTTT hearings are designed so that parties can generally run their case without legal representation. Orders made are final and binding, and are legally enforceable.

## Types of disputes resolved at the CTTT

We deal with a wide range of everyday disputes between consumers and traders and disputes about residential property.

- **Residential tenancies:** Disputes between tenants and landlords such as rental bond, repairs, rent arrears and termination of a tenancy.
- **Social housing:** Disputes between tenants and landlords relating to social housing tenancies.
- **Residential building work:** Disputes between home owners, tradespeople and insurers about residential building work.
- **Purchase and supply of goods and services:** Consumer claims about the supply of a wide variety of goods and services.
- **Motor vehicle repairs and sales:** Claims about motor vehicles purchased from a motor dealer or claims about repairs.
- **Residential parks:** Disputes between residential park residents and owners.
- **Retirement villages:** Disputes between retirement village residents and operators.
- **Strata and community schemes:** Disputes about strata scheme and community scheme living.
- **Commercial disputes:** Disputes about certain agent commissions and Travel Compensation Fund appeals.



Disputes are resolved in one of the CTTT's nine specialist Divisions. Visit [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) for information on the disputes dealt with in each Division and orders that can be made.

## 2 Applying to the CTTT



**If you have a consumer, trader or tenancy dispute with someone and you cannot resolve it yourself, you may want to lodge an application with the CTTT.**

**Applications can be completed and lodged online, by post or in person.**

### Completing an application form

When completing a CTTT application form you will need to provide the following information:

- Your name, address and contact details
- The name, address and contact details of the person or company you are having the dispute with
- The orders you want the CTTT to make
- An explanation of why you are asking for those orders.

Additional information or documents can be attached to the form if needed. A copy of the application and any attachments will be provided to the respondent. Do not include confidential information with your application, including attachments.

### Which order should I apply for?

Information about the orders you can apply for is available on the application form and at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au). Make sure your application is being made within any legislative time limits. You may want to seek independent advice if you need help selecting the right order (see Section 10: Resources and help).

### Fees and charges

Applications must be lodged with the correct lodgement fee. A reduced fee is available for concession card holders. Visit [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) for details.

### Online lodgement

Lodging your application online at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) allows you to complete, lodge and pay for your application at your convenience, and in most cases receive an electronic notice of hearing and other correspondence.





## Finding the respondent's correct details

You must provide accurate details for the respondent, otherwise your application may be dismissed or any orders made may not be enforceable. If your application is against an individual, give their full name, last known address and contact details.

### Applications against a business or company

If your application is against a business or company, you must provide the name of the individual or company that owns the business, the registered name and address, and their ABN or ACN. You may need to do a business or company search to find this information.

#### *Registered business search*

All businesses in NSW must register their name with NSW Fair Trading. Visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) to do a free online business name details check.

#### *Company search*

Visit ASIC's website [www.asic.gov.au](http://www.asic.gov.au) to do a free online company name search on the National Names Index.

## Help with your application

Call us on 1300 135 399 for help choosing the correct application form and information about our application process and procedures.

For information and assistance on your rights and responsibilities, contact NSW Fair Trading on 13 32 20 or visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).



The 'Getting help' fact sheet available from [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) lists a number of organisations that can provide you with independent advice and assistance.

## Applicant's checklist

- ✓ Check the CTTT has jurisdiction to make the orders you want and that your application is being made within time limits.
- ✓ If applying against a business, you may need to do a business or company name search.
- ✓ Carefully specify the orders you want the CTTT to make and give reasons why you think they should be made.
- ✓ Do not include confidential information with your application.
- ✓ Keep a copy of your application form for your own records.
- ✓ Pay the correct lodgement fee with your application.

# 3 Respondents



**A ‘respondent’ is a person or business that has had an application lodged against them.**

**If you are named as a respondent in a CTTT application, you will need to take action.**

## What can I do if an application is made against me?

You should decide whether you agree with the application, either in full or in part, or totally disagree with it.

Consider contacting the applicant and try to settle the dispute before the hearing day. You will also be asked to attempt settlement through conciliation when you attend the CTTT for the hearing (see Section 7: Conciliation).

If you want the CTTT to hear and decide the application, ask yourself honestly what outcome do you expect. Start getting yourself ready for the hearing. Think about your recollection of events and find any documents that may be relevant for the hearing.

If you choose to do nothing, you run the risk of having enforceable orders, such as an order to pay money, being made against you.

## Why should I go to the hearing?

The CTTT does not determine the merit of any application before listing the matter for hearing. Even if you think you have done nothing wrong, the hearing will go ahead with or without you and orders will be made.

If you do not agree with the application, it is in your best interests to go the hearing and tell the CTTT your version of events.

If you need advice or information on your rights and responsibilities, there are a number of organisations that can provide assistance (see Section 10: Resources and help).

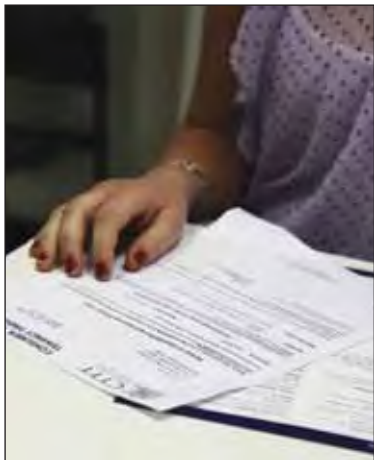


**If you are the respondent and you do not to attend the hearing, enforceable orders may be made against you.**

## Respondent’s checklist

- Decide whether you agree with the application (partially or in full) or whether you totally disagree with it.
- Consider contacting the applicant before the hearing to attempt to settle the dispute.
- Prepare to go to the hearing and put forward your version of events.
- Seek advice or information on your rights and responsibilities.

## 4 Receiving the notice



When an application is received at the CTTT, a 'Notice of Hearing' is sent to all parties.

The notice tells you when and where the hearing will be, and information about the type of hearing you will be attending.

The hearing will generally be held 2 to 5 weeks after the application is received. The hearing will be at a venue nearest to the place of contract or rented premises.

### Your file number

The notice of hearing will also include a unique file number for your dispute. This file number will be on all other correspondence from the CTTT. Quote your file number when you call or write to the CTTT about your matter.

### Do I have to go to the hearing?

If you are the **applicant** you must attend the hearing or your application may be dismissed. If you are the **respondent** and you do not attend, orders can be made in your absence.

If you have a good reason for being unable to attend the hearing, there are a number of options available to you.

### Can I change the hearing date?

If the hearing is set for a date or time you cannot make, write to the CTTT and ask for another hearing date or time. This is called an 'adjournment'.

Adjournment requests must be made in writing and as soon as possible, at least 5 days before the hearing.

If your adjournment request is successful, you will be contacted and a new notice of hearing will be issued. If your adjournment request is refused, the hearing will go ahead on the scheduled hearing day. Detailed information about adjournments is available on [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).

### Can I attend the hearing by telephone?

If you are unable to attend the hearing because you live too far away from the hearing venue, or you have health or other personal reasons that prevent you from attending in person, you can make a request to the CTTT to appear at the hearing by telephone. Detailed information is available in the 'Hearings by Telephone' fact sheet available on [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).

### Interpreters

The CTTT arranges professional interpreters free of charge upon request for people who request language assistance. Family and friends are not permitted to interpret during proceedings.

If you need an interpreter, contact the CTTT on 1300 135 399 as soon as possible before the hearing date.

## Can someone else represent me?

Parties are encouraged to represent themselves at the hearing. Although this may seem a difficult task, CTTT hearings are designed for you to put forward your own case. You can expect to have your matter heard and determined fairly and according to law.

In tenancy disputes, landlords are often represented by their property manager (real estate agent) and tenants can be represented by a tenancy advocate.

In consumer and trader disputes, the trader will be represented by the owner, a director or other person who holds an official position in the business or company.

If you want to be represented, send a written request to the nearest CTTT Registry before the hearing date and arrange for your representative to bring a signed and dated written letter of authority to give to the Tribunal Member at the hearing. The Tribunal Member will decide on the hearing day if you can be represented.

## Legal representation

The CTTT is designed for people to represent themselves at their hearing. Parties can be legally represented in matters where the amount claimed is more than \$30,000 or if the matter is a strata or community schemes dispute.

## Support and assistance

If you have a disability-related need, this can be indicated on the application form. If you do not wish to specify this on the form, or you are the respondent, contact the CTTT Registry on 1300 135 399 as soon as possible before the hearing.

## Withdrawing the application

If you are the applicant and you no longer want to proceed with the hearing, you must withdraw your application. Withdrawing an application cancels the hearing and finalises the matter.

To withdraw your application you must make your request in writing. Visit the CTTT website [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) to download and complete the 'Request to withdraw application' form.

## Receiving the notice checklist

- ✓ Quote your file number if you call or write to the CTTT about your matter.
- ✓ If you need to request an adjournment, do this as early as possible and in writing.
- ✓ Be prepared to represent yourself at the hearing.
- ✓ Call the CTTT to arrange for an interpreter or other support and assistance if needed.
- ✓ If you are the applicant and no longer need a hearing, write to the CTTT to withdraw your application.

# 5 Preparing for hearing



**It is important to be prepared for the hearing. As soon as you receive the notice of hearing you should start getting ready for the hearing day.**

**Take the time to carefully consider all of the issues and find evidence and other documents in support of your case.**

## Things to organise before the hearing

Regardless of whether you are the applicant or the respondent (the “parties”), you need to prepare for the hearing.

### **Write down your issues**

Think about the dispute and make a list of all the issues that are important to you. This will help you organise your case and start thinking about the evidence you will need to bring.

### **Chronology of events**

Writing out a chronology that lists all the important facts, date and events can be helpful for both yourself and the Tribunal Member.

### **Gather your evidence**

Collect all the documents and other things that you are going to rely upon during the hearing. Organise your documents in a folder for easy access.

### **Practise presenting your case**

Practise presenting your case to a friend or family and remember to refer to your supporting documents. This might be particularly useful if you are nervous about the hearing.

### **Stick to the facts**

You will need to leave your emotions and frustrations at home. Prepare yourself to just stick to the facts when presenting your case during the hearing.

### **Learn about the CTTT**

Read published decisions on [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au), watch the CTTT's videos or come along to a hearing to watch how the CTTT resolves disputes.

## Evidence

You will need to present evidence in order to prove your case at the hearing and answer any questions or challenges from the other party.

Make sure all your evidence is ready for the hearing day. Place your evidence in a folder and label your papers for easy access during the hearing. Bring copies of your evidence to give to the other party and the CTTT.

Be truthful and accurate as you may be asked to take an oath or affirmation, and you will be asked questions about your evidence.

### **Expert evidence**

Experts can be used by a party when evidence of a technical nature is needed, such as in home building or motor vehicle disputes. Detailed information about using an expert to give evidence or provide you with a report for your hearing is available in the ‘Engaging an expert’ fact sheet available on [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).

## What evidence will I need?

Your evidence should be relevant to your dispute. Bring documents and items such as:

- Residential tenancy agreement and condition report
- Written proof of sale or service invoice, original purchase agreement or sales advice
- Invoices or demands for payment, receipts, quotes, reports and payment records
- Warranties in relation to the goods or service
- Correspondence between you and the other party
- Photographs showing the condition and state of repair of the goods or the rented premises.

## Witnesses

If somebody else was very involved in the events, you may consider having them as a witness to give evidence at your hearing. If your witness appears in person at the hearing they will need to give their evidence under oath or affirmation. Alternatively you can also ask your witness to give you a written statement in the form of an affidavit or statutory declaration.

## Summons

If you believe a person or company representative should attend your hearing to provide evidence, or that a person or company has documents that could be used as evidence, you can request the CTTT to issue a summons.

A summons directs a person or company that they must appear before the CTTT at a specific time and place to give evidence and/or produce documents or other things that are required as evidence. Detailed information about requesting a summons is available at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).

### Preparing for hearing checklist

- Gather together all your evidence such as copies of all letters, invoices, documents, contracts, photographs and records of conversations.
- Label your evidence and put in a folder for easy access during the hearing.
- Practise presenting your case and sticking to the facts.
- Bring a pen and paper to take notes during the hearing.

# 6 Attending the CTTT



**On the hearing day, allow yourself plenty of time to get to the hearing.**

**Don't forget to bring the notice of hearing and your evidence in a folder for easy access.**

**When you arrive you may need to report to security and have your bags inspected.**

## On the hearing day

The date and time of your hearing is printed on the Notice of Hearing. It is important to bring this notice with you. Make sure you allow plenty of time to get to your hearing. Parties are asked to arrive at least 15 minutes before the hearing starts.

You don't need to dress formally, but it helps to look neat and tidy so that you make a good impression. A friend can come along with you for support.

Depending on the hearing location, there may be different hearing rooms. Check the hearing room signage or notice board, or ask a Tribunal officer to find your hearing room.

## Running late

If you are running late for your hearing, telephone the CTTT Registry immediately and let them know you are on your way. If you do not notify the Registry promptly the hearing may be held and orders made in your absence.

## Security

When you arrive at the hearing venue you may need to report to a security officer. You will be asked to turn off your mobile phone or other devices, and you will be asked to present the contents of your pockets and bags for inspection.

## Mobile phones and other devices

Mobile phones must not be used during a hearing and must be switched off. If you need to make a telephone call you will need to leave the hearing room.

Do not bring any cameras, video recorders or sound recording devices as they are not permitted in the hearing room and may be confiscated.



**Remember to leave your emotions and frustrations at home.**

## Attendance checklist

- Aim to arrive 15 minutes early to your hearing.
- If running late, contact the CTTT Registry immediately.
- Bring your notice of hearing and all documents and evidence you will be relying upon.
- You can take a friend or relative along for moral support.

# 7 Conciliation



**When you come to the CTTT you may be asked to resolve your dispute by conciliation.**

**Conciliation is a voluntary process where parties negotiate and attempt to settle the dispute themselves.**

**All parties are encouraged to reach agreement through conciliation before their hearing can take place.**

## What happens in conciliation?

Conciliation is a confidential alternative dispute resolution process which brings the parties together to talk about their dispute and reach an agreement.

The parties are usually directed to a room or area outside the hearing room where they discuss the issues in dispute, show each other their evidence, try to understand and respect each other's different points of view, negotiate differences and discuss possible solutions.

If an agreement is reached during conciliation, the parties write it down on the form provided. If a Conciliator is available they will help the parties come to an agreement. The agreement is then made into a legally binding 'consent order' by a Tribunal Member.



**A Conciliator is not an advisor and will not make decisions for you.**

## Conciliators

Conciliators are provided at major CTTT hearing venues to assist parties to come to an agreement. Conciliators attend to a number of parties at the same time and may not be able to stay in the room during the entire conciliation process. In regional areas the Tribunal Member may act as both Conciliator and Member with the consent of the parties.

## Advantages of conciliation

Conciliation is the preferred method for resolving disputes. It allows the parties to have control over the outcome of their dispute. Conciliation is also more likely to result in a satisfactory outcome. Conciliation creates an opportunity for you to:

- Tell your side of the story in a free and open discussion
- Listen and get a better understanding of the other party's issues
- Resolve the dispute mutually and quickly on the day
- Find a solution that makes sense to both of you.

## Conciliation checklist

- Be prepared to negotiate.
- Make a list of possible solutions.
- Try to understand and respect each other's point of view.
- Only agree to what you think is fair.

## Ten top tips for conciliation

The following 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.

### 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 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 do not interrupt. Try to consider their point of view, even if you do not 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 are having problems

If you are having problems, ask the Conciliator, Tribunal Member or a CTTT 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 cannot 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.

# 8 The hearing



**If you are unable to settle your dispute in conciliation, then the hearing will take place.**

**A Tribunal Member presides over the hearing, where parties are given the opportunity to put forward their case and present their evidence.**

**It is likely your hearing will be listed with a number of other matters in a 'group list'.**

## What to expect at the hearing

A hearing is where a Tribunal Member listens to both sides of the case, considers the evidence presented and then makes a legally binding order.

The Member will sit at the front of the hearing room facing the parties. Parties sit at tables facing the member. Hearings are sound recorded so there is an accurate record of what is said.

As CTTT hearings are open to the public, be prepared to have other people in the hearing room when you are presenting your case. People such as other parties waiting for their hearing, or friends and family will sit at the back of the room. Other Tribunal Members, Conciliators, CTTT staff members and security officers may also be present.

## Tribunal Members

Tribunal Members are independent statutory officers who hear and determine CTTT applications in accordance with the law and the evidence presented.

The Tribunal Member will sit at the front of the hearing room. The parties presenting their case sit facing the Member at tables. Address the Member as "Mr" or "Ms" and the Member's surname.

## Presenting your case

The Tribunal Member will explain what happens at the hearing. The applicant will usually be asked to speak first, followed by the respondent. You may be asked to take an oath or affirmation as a formal promise to tell the truth. The Member will usually ask questions along the way.

When it is your turn, it is important that you keep your statements concise and relevant to the hearing. The Tribunal Member may ask you to move on to your next point if you are repeating yourself, if the point you are making is not helping to clarify the issues in dispute, or if you are providing evidence that is not relevant.



## How is a decision made?

Applications to the CTTT are decided on the 'balance of probabilities'. This means that the Tribunal Member will make a decision about what is more likely to have happened based on the evidence presented by the parties.

The Tribunal Member will generally make their decision on the day after the parties have presented their evidence.

## Reserved decisions

When a matter involves complicated legal arguments, the Tribunal Member may need to 'reserve' their decision. This means that a decision is not made immediately after the hearing. Instead the Tribunal Member will take time to review the evidence and relevant legislation before making their decision at a later date.

When finalised, the reserved decision is provided to the parties in written form and contains the orders and the Tribunal Member's reasons for the decision.

## Hearing checklist

- ✓ Be concise and only talk about facts relevant to the hearing.
- ✓ Listen carefully to the Tribunal Member and don't interrupt.
- ✓ Be polite and respectful. Don't make personal comments about the other party or the Tribunal Member, no matter how strongly you feel.
- ✓ Tell the truth and be accurate. If you are giving evidence you may be asked to take an oath or affirmation.
- ✓ Ask questions if you don't understand something or if you are unsure.

# 9 After the hearing



**After the hearing the Tribunal Member will generally make a decision and make orders.**

**An order is a legally enforceable direction of the CTTT for a person or company to do something.**

**All CTTT orders are enforceable and must be complied with.**

## Orders and decisions

After hearing the parties' evidence, the Tribunal Member will make orders regarding the dispute. The Tribunal may do one of the following:

- Make the full orders sought by the applicant
- Decide that only part of the applicant's claim can be made
- Dismiss the application

If you do not understand the orders, in particular what you or the other party have been ordered to do and by when, ask the Tribunal Member to explain them to you.

A printed copy of the orders can be collected either immediately afterwards or they will be posted within 5 days of the hearing.

## What happens if I missed the hearing?

If you were not at hearing, enforceable orders may have been made in your absence. If you had a good reason for not attending the hearing, such as a medical condition, you may consider lodging an application for rehearing. If you were the applicant and you missed the hearing and the application was dismissed, you may consider lodging a fresh application.

## Sound recording

All CTTT hearings are sound recorded where possible, providing an accurate record of the hearing and ensuring the proceedings are transparent. Parties to proceedings may request a copy of the sound recording of their hearing for a fee. Sound recording request forms are available at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).

## Orders for costs

Each party generally pays their own costs. An order for costs can only be made in certain circumstances.

## Enforcing the order

Decisions made by the CTTT are binding and legally enforceable. If the orders made in your favour are not complied with, there are enforcement options available.

## Enforcing a money order

Call or write to the CTTT and ask for a 'certified copy of the order'. The certified copy is then taken by you to a Local Court (or District Court for amounts over \$60,000) for enforcement action.

You will need to supply the Court with any necessary information relating to the person or organisation that owes you money.

### Enforcing a specific performance order

If the other party has been ordered to do something, known as a 'specific performance order', and they don't do it, you can apply to the CTTT to renew proceedings. This means that the order may be changed into an order to pay money so that, for example, you can have someone else do the work. Forms to request a renewal of proceedings are available on the CTTT's website.

### Enforcing an order for possession

If a tenancy has been terminated and the tenant does not vacate the premises on the due date, you can ask the CTTT to provide you with a warrant for possession. Wait until **after** the date possession is to be given before making your request. Warrant request forms are available on the CTTT's website.

When the warrant is issued you will need to take it to a Sheriff's Office for enforcement action. A fee will be payable to execute the warrant. The Sheriff's Office will then carry out the warrant for possession in accordance with their guidelines.

## Rehearings and appeals

CTTT decisions are final and binding, subject only to a limited right of appeal or rehearing in special circumstances.

### Rehearings

A rehearing allows a decision, or parts of a decision, to be reheard as if it were a new application. A rehearing is not an appeal and the grounds for a rehearing application are very limited. A rehearing will only be granted if the Chairperson decides that you may have suffered a substantial injustice in specific circumstances.

### Appeals

Appeals against decisions made by the CTTT are made to either the District Court or Supreme Court of NSW depending on the ground of the appeal. Appealing a decision may be a costly and complex process, and you may need legal representation.



**Read the CTTT's 'Rehearing and appeals' fact sheet for more information available at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).**

# 10 Resources and help

There are a wide range of resources and help available to people who need to resolve their dispute at the CTTT.

## Legislation and procedures

The Acts and Regulations that give jurisdiction to the CTTT can be viewed from links at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au). Chairperson's Directions, detailed procedural information and published decisions are also available on the CTTT's website.

## NSW Fair Trading

NSW Fair Trading provides information and assistance on a range of consumer and trader issues. Contact Fair Trading on 13 32 20 or visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).

## LawAccess NSW

LawAccess NSW is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW. Contact LawAccess on 1300 888 529 or visit [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au).

## Legal Information Access Centre (LIAC)

LIAC is a free statewide service with specialist librarians who can help you research and access information about the law through the State Library and NSW public libraries. Contact LIAC on (02) 9273 1558 or visit [www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au).

## Community Legal Centres (CLC)

CLCs are independent organisations that provide free legal advice, assistance and education to their local communities. Contact the CLC State Office on (02) 9212 7333 or visit [www.clcnsw.org.au](http://www.clcnsw.org.au) for details.



**The 'Getting help' fact sheet lists of organisations that can provide you with advice and assistance. Download this fact sheet and others from [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au).**



Watch CTTT videos on our YouTube channel. Available in English (includes caption option), Arabic, Dinka, Farsi, Kiswahili and Mandarin.

**CONSUMER,  
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AND TENANCY  
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[www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au)

**1300 135 399**



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Consumer, Trader &  
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