

## Residential Tenancy Commissioner – RTI Request Response: Tenants’ Union of Tasmania – Financial Year 2020-21 Reporting

### Orders – Questions 1-6

This data only addresses that which is requested and is not all encompassing of the work undertaken by the Office of the Residential Tenancy Commissioner during a financial year. Further, this data has been affected by the operation of the COVID-19 emergency provisions which expired 31 January 2021.

- The below tables, outline by section of the Act;
- The number of applications;
- The number of applications which are determined to be well founded;
- The number of applications resolved without order;
- The number of orders issued;
- The party subject to the order; and
- The category of Owner subject to the order.

RTC is aware of one hearing which related to an appeal by a property owner in accordance with section 36A(5) of the Act.

#### a. Section 24A(4) (COVID-19 Repayment Plans)

Applications	Well Founded	Resolved no Order	Orders	Owner/Agent	Community Housing	Housing Tasmania
3	0	1	0	1/2	0	0

#### b. Section 23(3) (Rent Increases)

Applications	Unreasonable	Partly Unreasonable	Reasonable	Withdrawn	Owner/Agent	Community Housing	Housing Tasmania
17	6	8	2	1	1/16	0	NA

#### c. Section 36A (Repairs)

Applications	Well Founded	Resolved no Order	Orders	Orders to Owner/Agent	Orders to Community Housing	Orders to Housing Tasmania
64	41	32	6*	1/5	0	0

\*Please note the COVID-19 emergency provisions removed an owner’s general repairs obligations and therefore reduced the number of Orders issued.

#### d. Section 36H (Smoke Alarms)

Applications	Well Founded	Resolved no Order	Orders	Orders to Owner/Agent	Orders to Community Housing	Orders to Housing Tasmania
2	2	0	2	2/0	0	0

#### e. Section 36P (minimum standards exemption)

Applications	Required under Act	Supported	Withdrawn	Owner/Agent	Community Housing	Housing Tasmania
6	5	3	3	1/5	0	0

#### f. Section 48I (Boarding Premises)

RTC received no applications under this section.

#### g. Section 48ZF (Residential Tenancy Databases)

RTC received no applications under this section.

**Monetary Penalties – Questions 1, 7, 8, 9**

		Owner/Agent	Community Housing	Housing Tasmania
Section 25(4) (Security Deposits)	3	3/0	0	0
Section 36J (Cleanliness and Good Repair)	1	1/0	0	0
Section 57(2) Locks and Security Devices	2	2/0	0	0
Section 57(5) Locks and Security Devices	2	2/0	0	0
Section 58 (Compliance with Orders)	1	1/0	0	0

8. Each penalty is 10 penalty units.

9. RTC did not receive any Election for Court Hearing notifications from the Monetary Penalties Enforcement Service for the 2020-21 financial year.

**Other Complaints – Questions 10-12**

Complaints received	Well Founded	Resolved Without Penalty
46	31	28

Please note RTC did not record how many complaints were received for each specific section or sub-section in financial year 2020-21.