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Residential Tenancy Commissioner (RTC) Orders made during 2025-26

Orders made under the Residential Tenancy Act 1997 (the RTA Act) by the RTC, including:

- the number of orders made against Homes Tasmania, Community Housing, private (managed by property management company and self managed);
- the number of many applications for orders are received each year;
- the number which were assessed and found to be well founded;
    - of those that were found to be well found, the number which were resolved without having to issue an order;
- the number which were referred to a hearing, if the RTA Act allows for it; and
- the number which were appealed, if the RTA Act allows for it, and the outcomes of the appeal.

Please see information contained in Attachment B – "*Residential Tenancy Commissioner and statistical reporting for 2025-26*". Information relating to Orders issued by the RTC and applications received may be found in the "*Compliance*" sheet.

RTC fines issued during 2025-26

Fines issued under the RTA Act, including:

- the number of fines were issued to Homes Tasmania, Community Housing, private (managed by property management company and self managed);
- the amount of each fine;
- the number of fines were disputed and the outcome of the dispute; and
- the number of complaints received by the RTC relating to penalty provisions;
    - of those complaints, how many were found to be well founded; and
    - the number of well founded complaints which were resolved without issuing a fine.

Please see information contained in Attachment B – "*Residential Tenancy Commissioner and statistical reporting for 2025-26*". Information relating to fines issued by the RTC may be found in the "*Compliance*" sheet.

None of the fines issued were disputed.

RTC bonds received during 2025-26

Claims made for the disbursement of security bonds, including:

- the number made by tenants, property managers, private owners, and deposit contributors;
- the number of bonds which were disbursed without a determination;
- the number of determinations were issued ;
- how many determinations were appealed;
    - of those determination which were appealed, how many were varied, affirmation, or still pending an outcome;
- the number of bond transfers forms were lodged;

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- the number of non-lodged bond forms were lodged;
- the number of well founded non-lodged bond complaints were made; and
- the median and mean wait times for a determination over the last five years.

Please see information contained in Attachment C – "*Residential Tenancy Commissioner and bonds claims and disputes 2025-26*" for information in relation to the number of claims.

The number of claims made by a property owner may be found by subtracting the claims made by an agency, tenant and contributor from the total claims per month.

Table A Determinations issued and appealed during 2025-26

Determinations issued and appealed for 2025-26	**Amount**
Total number of claims for 2025-26	15,259
Total number of disputes for 2025-26	2,092
Of the total number of disputes for 2025-26	
Number of disputes processed as unilateral claim/determination	863
Number of disputes processed as bilateral claim/determination	862
Number of disputes determinations appealed to the Magistrates Court	21

The number of determinations issued and appealed may be found by adding the unilateral and bilateral outcomes in Table A

Table B: Outcome of appeals during 2025-26

Outcomes of appeals for 2025-26	**Amount**
Pending outcome	9
Withdrawn by applicant	3
Dismissed by the Court	3
Affirmed	1
Varied	5

The number of non-lodged bond forms lodged can be found in Attachment B – "*Residential Tenancy Commissioner and statistical reporting for 2025-26*" within the "*Compliance*" sheet.

The number of disbursements without a determination may be found by comparing the difference between the number of clams and disputes in Table A.

The median and mean wait times for a determination may be calculated by comparing the numbers of days between 'bond claim date' and 'bond closed date' in Attachment C – "*Residential Tenancy Commissioner and bonds claims and disputes 2025-26*" in "*Bond Records – Closed*" and "*Bond Records – Claim Closed*" sheets. However, these calculations are only ever approximate.

RTC funding and staff during 2025-26

The amount of funding allocated to the RTC for 2025-26

How many full-time equivalent (FTE) staff were assigned to the RTC.

The amount of funding and number of staff allocated between the different areas of responsibility.

How was the interest collected under s 48Q(1)(b) of the RTA Act has been allocated.

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The amount of funding the RTC has received from the Property Agents Board over the last five years.

Table C	
Staff assigned to the RTC	**FTEs**
Rental	9.0
Communications	1.0
Policy/ED	1.5

Table D			
	Property Agents Guarantee Funding (PAGF)	**Interest Revenue**	**Total**
T529 - Rental Services	$351,394.50	$979,015.59	**$1,330,410.09**
A060 - Office of the Executive Director		$236,000.00	**$236,000.00**
T190 - CBOS Legislative Policy	$351,394.50	$355,241.00	**$706,635.50**

Note: "Property Agents Guarantee Fund" funding of $2.047 over three years commenced in 2024.

The RTC does not allocate funds by specific complaint or enquiry type and consequently does not hold any information in relation to "*… funding […] allocated between different areas of responsibility*".