



Tenancy databases

What is a tenancy database?

A tenancy database is a list where lessors/agents record personal information about tenants who have had problems with their tenancies.

If you have left a property without paying the full rent, or with damage or repairs that cost more than your rental bond, your name may have been placed on a tenancy database.

With this information, agents decide if prospective tenants are likely to fall behind on rent or damage the property.

How do I find out if I am listed on a tenancy database?

In each of the tenancy database websites, there is a 'Tenants' section that tells you how to find if you are listed.

Common tenancy databases are:

- Tenancy Information Centre Australasia (TICA) www.tica.com.au
- National Tenancy Database (NTD) www.ntd.net.au
- Trading Reference Australia (TRA) www.tradingreference.com
- The Lessor www.thelessor.com.au

You can write or call database companies to request information about whether and/or why you were listed. Beware that calls to database telephone lines may be charged by the minute.

The Tenant Advice and Advocacy Service (TAASQ) may also be able to help you to find out if you have been listed on a tenancy database. See Fact Sheet — Where to get help when renting for local TAASQ contacts.

What can I do if I have been listed and don't think my name should be on the database?

- Only tenants named on the tenancy agreement can be listed on a tenancy database for identified reasons. Listings, or proposed listings, can be challenged if they don't meet the criteria, are incorrect or unjust.
- Write to the agent who listed you and tell them if the information is not correct or is out-of-date, and request that the information be changed. Keep a copy of all correspondence in case of a dispute.
- If the agent objects to your requested change/s, they will be required to note your objection on the database.

How do I get my name removed from a tenancy database?

- Contact the lessor/agent who listed you to find out what you need to do to have your name removed from the database.
- If you were listed for not paying rent, start repaying the debt to the agent or lessor who listed you and ask what you have to do to have the listing changed to show this.
- Ensure you obtain any agreement in writing if possible and keep in a safe place.
- Lodge a Dispute Resolution Request (Form 16) with the Residential Tenancies Authority Dispute Resolution Service to get help with negotiating an agreement about a proposed or existing listing.
- Apply directly to the Queensland Civil and Administrative Tribunal to order the person or agency to remove you from the list, or vary the listing with certain changes and/or conditions as appropriate.

For more information about tenancy databases

- Refer to the Residential Tenancies Authority's Tenancy Databases fact sheet available at www.rta.qld.gov.au/ or phone 1300 366 311.
- Contact your local Tenant Advice and Advocacy Service (TAASQ). Visit www.housing.qld.gov.au/renting/info/taasq.htm for services located in your area.
- Contact the Tenants' Union of Queensland on 1800 744 263 or www.tuq.org.au.

Need more help?

Visit www.housing.qld.gov.au/contact/offices/index.htm for the contact details of your nearest Housing Service Centre or call 1300 880 882.

