



FACT SHEET 9: TENANT DATABASES

What is a Tenant Database?

- A tenant 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 unclaimed bond, your name may have been placed on a tenant database.
- With this information, agents decide if someone is likely to fall behind on rent or damage the property.

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

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

Common tenant 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. Calls to the database telephone lines may be charged by the minute.

What to do if you have been listed and you don't think your name should be on the database?

- Write to the real estate agent who listed you and tell them if the information is not correct or out-of-date and request that the information be changed.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 tenant 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 amended to reflect this.
- Ensure you obtain any agreement in writing if possible and keep on file.

- Lodge a *Dispute Resolution Request* (Form 16) with the Residential Tenancies Authority Dispute Resolution Service to get assistance to negotiate an agreement about a proposed or existing listing.
- Apply directly to the Small Claims 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 further information about tenant databases

- Refer to the Residential Tenancies Authority's Tenancy Databases fact sheet <http://www.rta.qld.gov.au/> or phone 1300 366 311.
- Contact your local Tenancy Advice and Advocacy Service (See Fact Sheet 7: *Where to get help when renting* for local contacts)
- Contact the Tenants' Union of Queensland on 1800 177 761 or <http://www.tuq.org.au>.

For further information

This fact sheet is part of a series of fact sheets, including:

- Fact Sheet 1 – *Identifying your housing needs*
- Fact Sheet 2 – *Documents you need to rent a property*
- Fact Sheet 3 – *Finding a property to rent*
- Fact Sheet 4 – *Making a good impression*
- Fact Sheet 5 – *Inspecting a property to rent*
- Fact Sheet 6 – *Applying for a tenancy*
- Fact Sheet 7 – *Starting a tenancy*
- Fact Sheet 8 – *Where to get help when renting*

Contact us

For more information, visit <http://www.housing.qld.gov.au/contact/offices/index.htm> for your local Department of Housing office's contact details.