

Mandatory Activity Outline 2026/27 Estate Agents and Agents' Representatives

Legislative & Regulatory Compliance – Residential Real Estate Property Management

Overview

This activity provides participants with an understanding of and ability to comply with the 25 November 2025, 1 December 2025, 31 March 2026, 13 October 2026, 1 March 2027 and 1 June 2027 rental law changes.

Delivery

This activity must be directly delivered by the Continued Professional Development (CPD) provider either in person or online in a format that requires participants to interact or engage with the content while it is being delivered. The activity must be at least one hour in duration.

Learning outcomes

Upon successful completion of this course, participants should be able to identify and apply the following changes to rental laws to property management practice:

25 November 2025 changes

- ban on no fault evictions
- extension of notice periods for rent increases and certain notices to vacate
- ban on all types of rental bidding
- requirement to meet minimum standards when advertised
- mandatory annual smoke alarm checks
- new rules to protect renters' personal information.

1 December 2025 changes

- new rental minimum standards for blind cord safety anchors.

31 March 2026 changes

- new standard form for rental applications
- rules for information that can be asked of rental applicants, including prohibited questions
- ban fees for rental applications and rent payment
- additional considerations for rent increase investigations.

13 October 2026 changes

- new requirements for bond claims
- record keeping requirements for compliance with rental minimum standards
- requirements relating to periodic gas and electricity checks and relevant records
- ban on rental application fees.

1 March 2027 changes

- minimum energy efficiency standards.

1 June 2027 changes

- offence for a rental provider to refuse to enter into a lease when the renter elects to pay their bond directly to the Residential Tenancies Bond Authority
- new rules for requests for additional keys/fobs
- offence to disable a key/fob unless an agreement has terminated or the property abandoned
- maximum compensation limit for loss of rent when a renter terminates their rental agreement early
- prohibition on discrimination against victim survivors of family violence in the context of refusal to let.

Assessment

A written assessment must be undertaken to assess a participant's understanding of the course content and ability to implement the rental law changes through changes to existing property management processes. The assessment must require a participant to apply the rental law changes to case-studies.

The assessment must require a sufficiently high pass mark to ensure that participants' knowledge and achievement of the learning outcomes are thoroughly tested. Participants who do not meet this standard will be required to complete the assessment again, with limited re-attempts. Participants who complete the course successfully must be provided with a certificate of completion.