# Detailed Reference Guide 25: Renters entitled to copy of personal information in a residential tenancy database

This reform starts on 29 March 2021.

## New requirements

The first time in any 12-month period that a renter requests a copy of personal information listed about them in a residential tenancy database from a rental provider or a database operator, the information must be provided to the renter without charging them a fee.

Where a fee is charged for subsequent access of the information in a 12-month period, existing requirements still apply: the fee must not be excessive, and must not apply for lodging a request for accessing the information.

## Previous requirements

Previously, a fee could be charged by the rental provider or database operator for the first access of the information by a renter.

## Relevant legislation in the *Residential Tenancies Act 1997*

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| 439I | Providing copy of personal information listed |

Note: This was Reform 87 in the Fairer Safer Housing review.