

33840 (2025)

Tamatha Paul to the Minister of Housing: How many tenancy issues have been brought to the Tenancy Compliance and Investigations Team in each year since 2017, broken down by how many of these issues the team intervened in or did not intervene in?

Tenancy Services Response:

Please refer to the table below.

Year	Complaints Received	Intervened in	No Intervention
2017	719	512	207
2018	1165	356	747
2019	753	159	594
2020	817	287	529
2021	805	329	476
2022	857	542	315
2023	957	635	322
2024	948	445	503
2025	593	247	346
Total	4993	2652	2341

Notes:

- This data comes from three sources: the current TCIT (Tenancy Compliance and Investigation) database called TIKA, and two Excel spreadsheet used between July 2016 and April 2019.
- While we've used the same rules for both datasets, the older spreadsheet may contain inconsistencies due to how the data was initially captured A "Tenancy Issue" was defined as any complaint submitted to the TCIT team and recorded by them these were counted based on unique case number.

The data set includes all complaints received between 1 January 2017 and 30 June 2025 based on received date.