



HELP WITH A RENTAL HOME

HELP FROM CONSUMER PROTECTION

Call **1300 30 40 54** or visit **consumerprotection.wa.gov.au** for advice on:

Rental agreements and tenant rights
Rent increases, bond disputes
Repairs and maintenance
Ending a lease
Family and domestic violence support

RENTAL TERMS & LAWS (WA)

Tenant: Pays rent and lives in the property

Landlord: Owns the property

Property Manager: Manages the property

Governed by:

- Residential Tenancies Act 1987
- Residential Tenancies Regulations 1989

COMMON ISSUES

- Repairs
- Rent increases or arrears
- Bond refunds
- Lease disputes
- Keep written records. Always continue paying rent—even during a dispute.

5 STEPS TO RESOLVE A RENTAL DISPUTE

1. **Talk to Your Landlord** – Refer to your lease and raise the issue in writing.
2. **Contact Consumer Protection** – Use their free conciliation service.
3. **Issue a Breach Notice** – Use the correct form, follow notice rules.
4. **Request a Commissioner's Decision** – For issues like pets or minor changes.
5. **Go to the Magistrates Court** – For unresolved disputes or bond claims.

BREACHING THE LEASE

Tenant breaches: Subletting, damage, unapproved changes, nuisance, etc.

Landlord gives 14 days (Form 20) to fix the issue, or terminates with Form 1C.

Landlord breaches: Entering without notice, illegal rent demands, evictions without grounds.

Tenant may issue Form 23 or a written breach notice.

GOING TO COURT (QUICK GUIDE)

- Register on eCourts portal
- Upload evidence (photos, emails)
- Use Form 6 (bond) or Form 12 (other)
- Attend court and represent yourself or use an advocate

CHECKLIST

- Review your lease
- Communicate in writing
- Document everything
- Keep paying rent
- Contact Consumer Protection if needed
- Lodge with the Magistrates Court if unresolved