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# WA TENANCY ADVOCACY SYSTEM

Complete Renter's Toolkit — 13 Bundles, Legally Verified  
Western Australia, Australia

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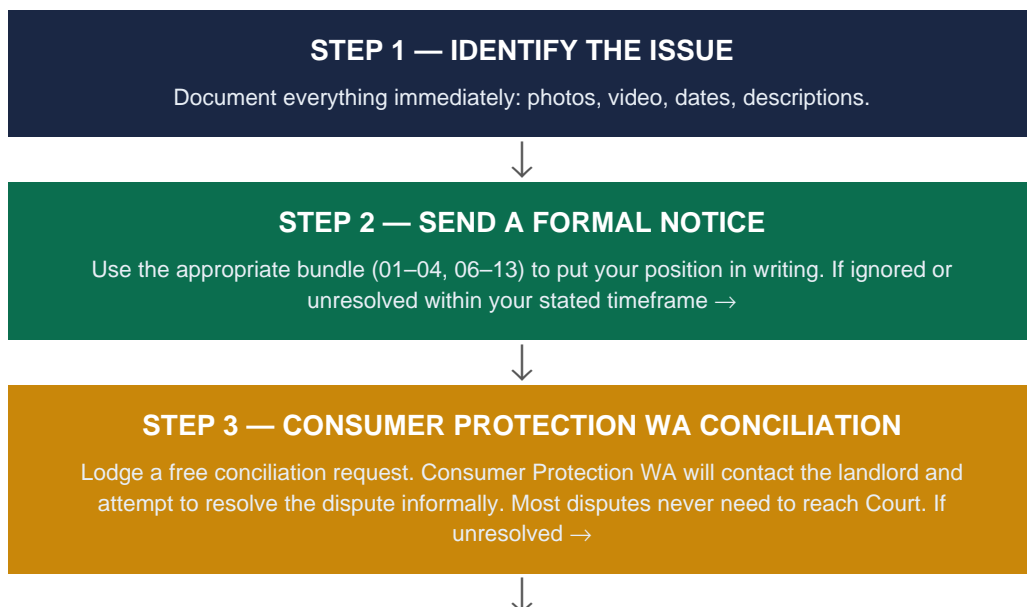
# WA TENANCY ADVOCACY SYSTEM

Complete Renter's System — 13 Bundles, Legally Verified — Western Australia

You now hold a complete tenancy advocacy system built for Western Australian renters. Every template, tracker, and section reference in this bundle has been verified against the Residential Tenancies Act 1987 as amended by the 2024 reforms. Use it systematically, document everything in real time, and you will have the strongest possible position — whether you're dealing with a negligent landlord, a stonewalling agent, or heading to the Magistrates Court. Unlike Victoria, NSW, or Queensland, Western Australia has no specialist tenancy tribunal — the Magistrates Court hears disputes directly.

## HOW THE SYSTEM WORKS — THE ESCALATION LOGIC

Every tenancy dispute follows the same path. The bundles in this system are designed to move you through it in a logical sequence — and in WA that path runs through Consumer Protection WA before the Magistrates Court, since there is no specialist tribunal.



#### **STEP 4 — APPLY TO THE MAGISTRATES COURT**

File in the minor case stream (claims up to \$10,000) using your Bundle 05 evidence index. The Court can order compliance, compensation, and repair orders.



#### **POSSIBLE OUTCOMES**

Compliance Order — Repair Order — Compensation — Bond Order

## WHAT'S IN YOUR SYSTEM — 13 BUNDLES, IN TENANCY ORDER

#	BUNDLE	USE WHEN	KEY LAW
01	Property Condition Report Dispute	Move-in discrepancies between the report and the actual property	s.27C
02	Noise and Quiet Enjoyment	Persistent noise from landlord-controlled sources — diary-based evidence	s.44
03	General Repair Request	Non-urgent maintenance — appliance, plumbing, structural damage	s.42
04	Urgent Repair Notice	Health/safety emergency — burst pipes, gas leak, heating failure	s.43
05	Magistrates Court Application Pack	Escalation when prior requests ignored — no tenancy tribunal in WA	n/a
06	Entry Notice Response	Deficient entry notice — inadequate notice, wrong hours, no Form 19	s.46
07	Rent Payment Protection	Real-time payment ledger — your defence against arrears allegations	n/a
08	Rental Increase Contest	Rent increase that is excessive or invalid	s.30
09	Pet Approval Request	Pet request with the 14-day response clock on the landlord	s.50B
10	Lease Assignment & Subletting	Formal request to transfer your lease or sublet to a new occupant	RTA 1987
11	Termination Notice Challenge	Termination notice received — test its validity before doing anything	n/a
12	Pre-Vacate Cleaning Dispute	Agent demands professional cleaning beyond your legal obligations	n/a
13	Bond Return Request	End of tenancy — formal demand for bond release via BondsOnline	n/a

Each bundle contains a Bundle Guide PDF (instructions, the law, and a ready-to-send template) and an Evidence Tracker XLSX (How to Use tab + colour-coded Evidence Log). Bundles 05, 08, and 13 include additional specialist sheets.

## THE FIVE GOLDEN RULES OF TENANCY ADVOCACY

01

### **If it isn't in writing, it didn't happen.**

Every request, every response, every phone call — put it in writing and keep a copy. A verbal promise to fix something is worthless. An email confirming that promise is evidence.

02

### **Never, under any circumstances, withhold rent.**

Withholding rent — even during an unresolved urgent repair — gives the landlord grounds for a termination notice and destroys your position at conciliation or Court. Pay rent in full, always.

03

### **Update your Evidence Tracker in real time.**

Log every interaction the moment it happens — not from memory two weeks later. Consumer Protection WA and the Magistrates Court require specifics: exact dates, exact times, exact words.

04

### **Always follow a phone call with an email.**

After any verbal conversation with your agent, send an email: 'Further to our phone conversation today, you confirmed [X]. Please reply to confirm.' This converts a verbal agreement into written evidence.

05

### **Cite section numbers when you escalate.**

Agents deal with tenants who don't know their rights every day. Quoting the correct section of the Act immediately signals you are informed and serious.

## HOW TO RUN YOUR EVIDENCE TRACKERS

1

### **Open one tracker per issue**

Open the relevant bundle's Evidence Tracker the moment you send your first notice. Log that send as entry 1.

2

### **Let the Status column drive your follow-up**

Use the colour-coded status dropdown: Outstanding → In Progress → Escalated → Resolved. Anything Outstanding for more than 14 days needs escalation.

3

### **Name your Evidence References consistently**

Name every photo, screenshot, and email consistently: e.g., Photo\_Bathroom\_01\_15Mar26.jpg. Log the filename in the tracker.

4

### **Set a Follow-Up Required By date — every time**

Set this the moment you send anything. If no response by that date, escalate.

5

### **Print your tracker before you file**

Your Evidence Log becomes your Evidence Index — the first document you present.

## QUICK DECISION GUIDE — WHICH BUNDLE DO I NEED?

I NEED TO...	USE BUNDLE
Dispute discrepancies in my property condition report	01 — Property Condition Report Dispute
Document noise affecting quiet enjoyment	02 — Noise and Quiet Enjoyment
Report a non-urgent repair (appliance, plumbing, damage)	03 — General Repair Request
Report an urgent/emergency repair (gas, heating, flooding)	04 — Urgent Repair Notice
Escalate to conciliation or the Magistrates Court	05 — Magistrates Court Application Pack
Respond to a deficient entry notice	06 — Entry Notice Response
Keep a payment ledger / dispute an arrears allegation	07 — Rent Payment Protection
Challenge an excessive or invalid rent increase	08 — Rental Increase Contest
Request approval to keep a pet	09 — Pet Approval Request
Request permission to assign or sublet	10 — Lease Assignment & Subletting
Challenge a termination notice	11 — Termination Notice Challenge
Push back on professional cleaning demands	12 — Pre-Vacate Cleaning Dispute
Request my bond back at end of tenancy	13 — Bond Return Request

## ESCALATING TO CONSUMER PROTECTION WA AND THE MAGISTRATES COURT

### What is Magistrates Court?

Western Australia has no specialist tenancy tribunal. Consumer Protection WA offers a free conciliation service that resolves most tenancy disputes informally. Unresolved disputes escalate to the Magistrates Court of WA, which hears tenancy claims up to \$10,000 in its simplified minor case stream — no lawyer required.

### What Magistrates Court can order:

- Compliance order (landlord must fix the issue by a set date)
- Compensation for losses suffered
- Repair order
- Bond order (following a Commissioner Determination appeal)
- Rent increase set aside where invalid or excessive

### Before you file, you must have:

- A documented history of prior written requests
- Your chronological evidence index (tracker printout)
- Copies of all formal notices sent
- Dated photos / video evidence
- A Consumer Protection WA conciliation attempt on record

**Check Magistrates Court's website for current filing fees.** Low-income concessions may be available.

## KEY SECTION NUMBERS — RTA 1987 (WA) AT A GLANCE

When you escalate to Consumer Protection WA or the Magistrates Court, citing the correct section number signals you are prepared and serious. These are the sections most commonly used in residential tenancy disputes.

SECTION	WHAT IT COVERS	RELEVANT BUNDLE
s.27C	Property condition report — 7 days to return marked-up copy	Bundle 01
s.30	Rent increases — once per 12 months, 60 days notice	Bundle 08
s.42	Landlord's duty to maintain the premises in reasonable repair	Bundle 03
s.43	Urgent repairs — 24/48-hour response, self-arrange reimbursement	Bundle 04
s.44	Quiet enjoyment — landlord must not interfere with peace and privacy	Bundles 02, 06
s.46	Entry notice — Form 19, 7–14 days, permitted hours, inspection cap	Bundle 06
s.50B	Pet requests — Form 25, 14-day landlord response window	Bundle 09

### ■ CRITICAL — THE MOST IMPORTANT HABIT

The single most important habit in any tenancy dispute: open your Evidence Tracker the moment an issue arises and log every interaction as it happens. Renters who document in real time succeed at conciliation and Court. Renters who reconstruct from memory rarely do.

## FREE RESOURCES FOR WESTERN AUSTRALIAN RENTERS

ORGANISATION	ROLE	CONTACT
Consumer Protection WA	Free tenancy conciliation, Commissioner Determinations, guidance	1300 30 40 54 — <a href="http://consumerprotection.wa.gov.au">consumerprotection.wa.gov.au</a>
Magistrates Court of WA	Tenancy dispute hearings — minor case stream up to \$10,000	<a href="http://magistratescourt.wa.gov.au">magistratescourt.wa.gov.au</a>
Bonds Administration (BondsOnline)	Bond lodgement, bond release applications	<a href="http://consumerprotection.wa.gov.au/bonds-online">consumerprotection.wa.gov.au/bonds-online</a>
Circle Green Community Legal	Free tenancy advice, advocacy support	(08) 6148 3636 — <a href="http://circlegreen.org.au">circlegreen.org.au</a>
Legal Aid WA	Free legal advice for eligible renters	<a href="http://legalaid.wa.gov.au">legalaid.wa.gov.au</a>
Housing WA	Public and community housing, crisis and homelessness accommodation	<a href="http://housing.wa.gov.au">housing.wa.gov.au</a>
National Debt Helpline	Free, independent financial counselling if rent arrears stem from financial hardship	1800 007 007 — <a href="http://ndh.org.au">ndh.org.au</a>
Translating and Interpreting Service	Free phone interpreting for renters who need support in another language	131 450 — <a href="http://tisonational.gov.au">tisonational.gov.au</a>