

03

GENERAL REPAIR REQUEST

Residential Tenancies Act 1987 (WA) — Section 42

WA —
Magistrates
Court

Your rights when the landlord won't fix non-urgent maintenance issues

WHEN TO USE THIS BUNDLE

Use this bundle when you identify a maintenance issue at your rental property that is not an emergency — for example: a faulty appliance, plumbing fault, damaged fixture, structural problem, or any defect affecting the habitability or amenity of the property.

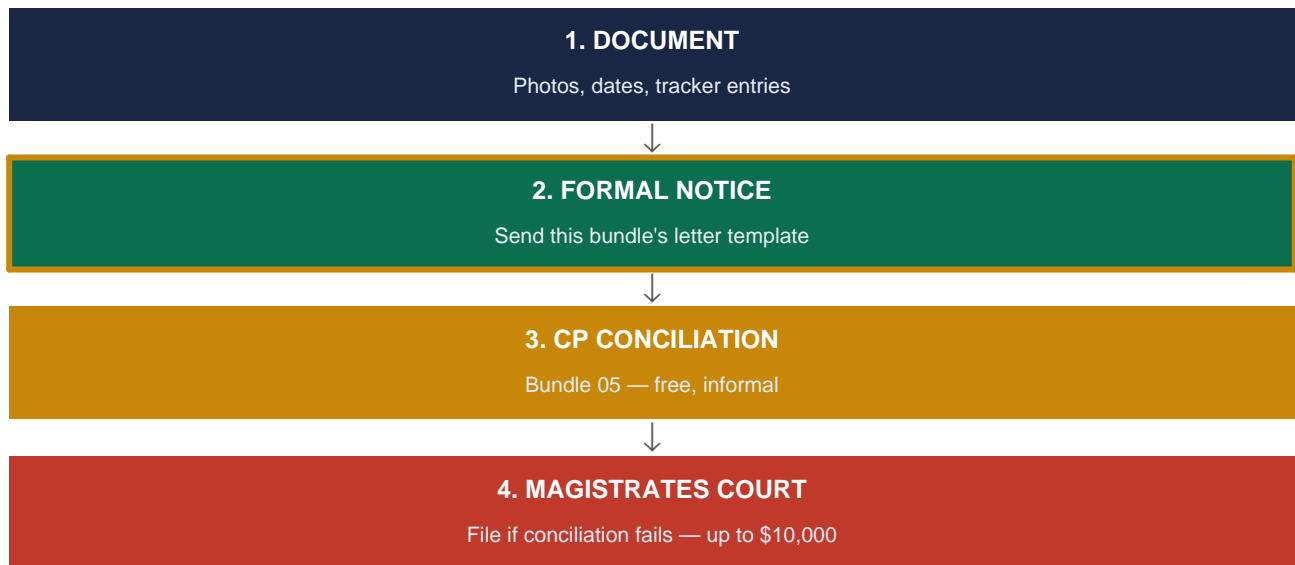
KNOW THE LAW — THE LANDLORD'S REPAIR DUTY (S.42)

Section 42 of the Residential Tenancies Act 1987 requires the landlord to provide and maintain the premises in a reasonable state of repair, having regard to the age of the property and the rent paid.

WHAT COUNTS AS DISREPAIR?

ISSUE TYPE	EXAMPLES
Appliances	Oven not heating, dishwasher not working, rangehood broken
Plumbing	Dripping tap, slow drain, leaking pipe (non-burst)
Structural	Cracked wall, damaged ceiling, broken window latch
Fixtures	Broken door handle, loose cupboard, damaged flooring
Habitability	Inadequate hot water, mould from structural cause, pest infestation
Outdoor	Broken fence, damaged guttering, non-urgent roof issue

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

01 Document the issue immediately

Take dated photographs and video. Note when you first identified it.

02 Notify the landlord in writing

Email is best — it creates an automatic timestamp. State a reasonable timeframe for repair — 14 days is standard and defensible.

03 Request written confirmation

Ask for written confirmation of a tradesperson booked and a proposed repair date.

04 Update your Evidence Tracker

Log every interaction immediately — date, method, summary, and the landlord's response or non-response.

05 Escalate if ignored

If no action within your stated timeframe, contact Consumer Protection WA conciliation, then the Magistrates Court (Bundle 05) if unresolved.

IF YOU NEED TO ESCALATE — WHAT MAGISTRATES COURT CAN ORDER

The Magistrates Court can order the landlord to carry out specified repairs by a set date and award compensation for losses suffered as a result of the disrepair.

★ GOOD TO KNOW — '14 DAYS' IS STANDARD, NOT A STATUTORY DEADLINE

There is no fixed 14-day repair deadline written into the Act — the requirement is a 'reasonable time.' Requesting 14 days is standard and defensible — but never describe it as a statutory period.

■ CRITICAL — DO NOT WITHHOLD RENT

Under no circumstances withhold rent to pressure repairs. This gives the landlord grounds for a termination notice and seriously damages your position.

03

TEMPLATE — GENERAL REPAIR REQUEST

WA —
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Residential Tenancies Act 1987 (WA) — Section 42

1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

Fill in every **[bracketed]** field, then send via email — request a read receipt.

SUBJECT:

FORMAL REQUEST FOR GENERAL REPAIR: [Insert Property Address]

Dear **[Insert Property Manager Name]**,

Please accept this correspondence as formal notification of a maintenance issue at the above-referenced property. I respectfully request your prompt attention.

1. PARTICULARS OF DISREPAIR

- Issue: **[Insert a clear, specific description of the maintenance issue.]**
- Date First Identified: **[Insert Date]**
- Impact: **[Describe how the issue is affecting your use or enjoyment of the property.]**

2. LANDLORD'S STATUTORY OBLIGATION

- Under Section 42 of the Residential Tenancies Act 1987, the landlord has a duty to ensure the rented premises are maintained in a reasonable state of repair.
- I request that these repairs be completed within a reasonable period — which I consider to be 14 days given the nature of this issue.

3. COMMUNICATION AND RECORD KEEPING

- Please provide written confirmation confirming the appointment of a tradesperson and a proposed repair date.
- I am maintaining a chronological evidence log of all correspondence. If no response is received, I reserve the right to lodge a conciliation request with Consumer Protection WA and, if necessary, apply to the Magistrates Court.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]