

12

PRE-VACATE CLEANING DISPUTE

Residential Tenancies Act 1987 (WA) — general tenant obligations

WA —
Magistrates
Court

Your rights when the agent demands cleaning beyond your legal obligation

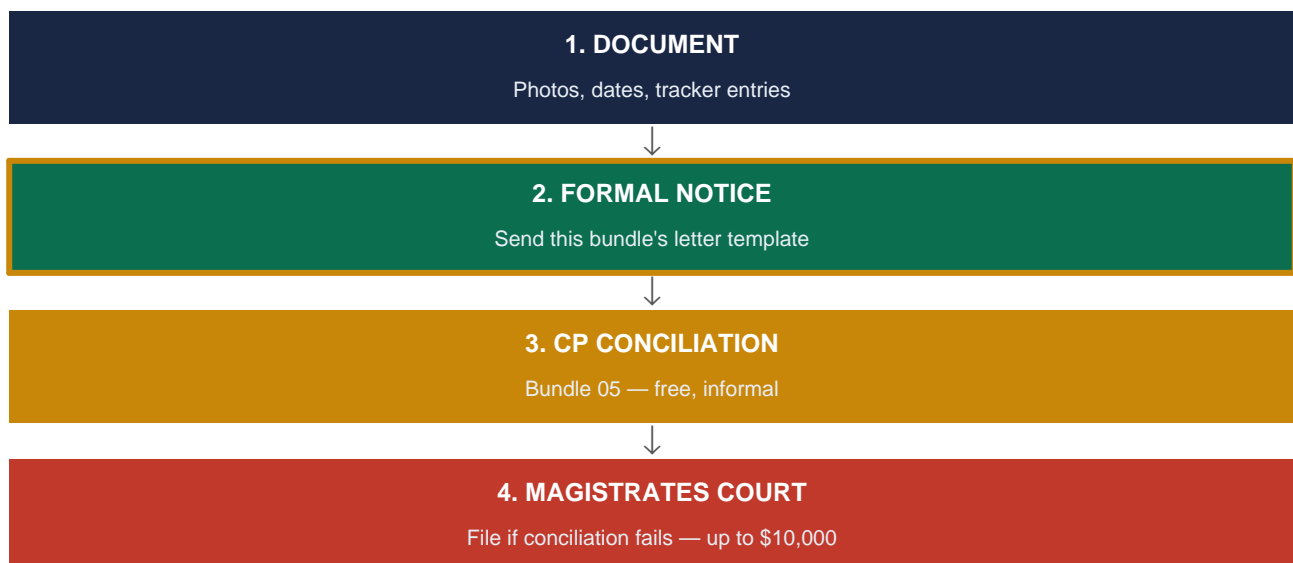
WHEN TO USE THIS BUNDLE

Use this bundle when an agent demands cleaning beyond your legal obligation, either during the tenancy or at vacate.

KNOW THE LAW — THE REASONABLY CLEAN STANDARD

Your statutory obligation is to leave the property in a reasonably clean condition — not professionally cleaned to a standard beyond what a careful tenant would achieve, unless your specific lease genuinely requires it.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

01 Photograph every room before handing back keys

This is your primary evidence if a cleaning deduction is later claimed from your bond.

02 Check your specific lease wording

A blanket 'must provide a professional clean receipt' clause is not automatically enforceable if it goes beyond the reasonably-clean standard.

03 Respond to unreasonable demands in writing

State your position and attach photographic evidence.

04 Log the dispute

Record demands, your response, and the outcome in the tracker.

05 Challenge unjustified deductions

If a cleaning cost is later deducted from your bond, use Bundle 13's Deductions Log.

IF YOU NEED TO ESCALATE — WHAT MAGISTRATES COURT CAN ORDER

A Commissioner Determination or the Magistrates Court will assess a disputed cleaning deduction against the reasonably-clean standard and your photographic evidence, not against an unenforceable blanket lease clause.

★ GOOD TO KNOW — FAIR WEAR AND TEAR IS NOT CHARGEABLE

As with damage, ordinary wear and tear from normal use of the property cannot be charged as a cleaning cost.

■ CRITICAL — YOUR OBLIGATION IS 'REASONABLY CLEAN' — NOT PROFESSIONALLY CLEANED

A blanket lease clause requiring a professional clean receipt is not automatically enforceable if it exceeds the reasonably-clean standard.

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:**RESPONSE TO CLEANING DEMAND: [Insert Property Address]**

I am writing in response to your request dated **[Insert Date]** regarding cleaning of the above-referenced property.

1. MY POSITION

- The property has been left in a reasonably clean condition, as evidenced by the attached photographs taken on **[Insert Vacate Date]**.
- My statutory obligation is to leave the property reasonably clean, not professionally cleaned to a standard beyond ordinary use.

2. REQUEST

- I do not agree to the cleaning cost proposed and request that you reconsider this demand in light of the attached evidence.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]