

TRACKERS ONLY

WA TENANCY ADVOCACY SYSTEM

Evidence Trackers Only — 13 Bundles, No Guides or Templates
Western Australia, Australia

HOW TO RUN YOUR EVIDENCE TRACKERS

This is a trackers-only pack — your Evidence Tracker is the whole system. Five habits turn it into evidence that stands up when you escalate.

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.

This system gives Western Australian renters plain-English guidance on their rights, grounded in the Residential Tenancies Act 1987 (WA) as amended by the 2024 reforms. It is information only — not legal advice. For complex disputes, contact Circle Green Community Legal or Legal Aid WA.

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 to document your interactions, dates, and costs.

KEY WESTERN AUSTRALIAN CONTACTS

ORGANISATION	ROLE	CONTACT
Consumer Protection WA	Free tenancy conciliation, Commissioner Determinations, guidance	1300 30 40 54 — consumerprotection.wa.gov.au
Magistrates Court of WA	Tenancy dispute hearings — minor case stream up to \$10,000	magistratescourt.wa.gov.au
Bonds Administration (BondsOnline)	Bond lodgement, bond release applications	consumerprotection.wa.gov.au/bonds-online
Circle Green Community Legal	Free tenancy advice, advocacy support	(08) 6148 3636 — circlegreen.org.au
Legal Aid WA	Free legal advice for eligible renters	legalaid.wa.gov.au

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.

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.

★ GOOD TO KNOW — THESE TRACKERS ARE ONLY HALF THE SYSTEM

This Quick Start pack gives you the 13 colour-coded Evidence Trackers — the essential habit. The Complete System adds a plain-English Bundle Guide and a ready-to-send letter template for every one of these 13 bundles, citing the exact section of the Act every time. It's how a renter knows to lodge their own bond claim the day they vacate — instead of waiting for the agent — and every other move like it, already written for you, ready to copy, fill, and send. Get the Complete System at therentalsystem.com.