

What is the Tenant Advice and Education Service?

The Tenant Advice and Education Service workers' role is to advocate, support and educate tenants in relation to their rights and responsibilities in accordance with the Residential Tenancies Act (RTA) 1987.

The program cannot provide advice to landlords or commercial tenants. The Tenancy Advocates can only assist tenants who are residing in a Housing Authority property or private rental.

Where are our Tenant Advice and Education Service Workers Located?

The program is funded to cover the East and West Pilbara. Pilbara Community Legal Service has Tenancy Advocates located in the Karratha office, providing services to The City of Karratha and Shire of Ashburton, and in the South Hedland office, providing services to Town of Port Hedland and Shire of East Pilbara.

Community Legal Education

The Tenant Advice and Education Service ensures that the people of the Pilbara understand what is required of them when renting a property. The Tenancy Advocates conduct and attend events around the Pilbara to explain the different issues and solutions tenants may face when renting.

CONTACT US

Karratha (Head Office)

Welcome Lotteries House
1/7 Morse Court
Karratha WA 6714
Phone: (08) 9185 5899



Newman

Newman House
4/46 Iron Ore Parade
Newman WA 6753
Phone: (08) 9175 0148



Roebourne

2 Padbury Street
Roebourne WA 6718
Phone: (08) 6149 2031



South Hedland

South Hedland Lotteries House
9/2 Leake Street
South Hedland WA 6722
Phone: (08) 9140 1613



Open 8:00am- 4:00pm Monday to Friday
To ensure that we can assist you as soon as possible, please phone ahead and make an appointment.

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Pilbara Community Legal Service Inc.

www.pcls.net.au



TENANT ADVICE AND EDUCATION SERVICE

Karratha • Roebourne • South Hedland • Newman
(08) 9185 5899 (08) 6149 2031 (08) 9140 1613 (08) 9175 0148

Housing Authority Tenants

The Tenancy Advocates assist tenants living in Housing Authority properties with:

- Transfer Applications
- On-going Maintenance issues
- Understanding the Housing Authority Policies
- Disputes with strikes against their tenancies
- Rent assessments
- Rent deduction forms
- Breaches and terminations
- Disruptive behaviour
- Property Condition Reports
- Magistrate Court proceedings

Private Rental Tenants

The Tenancy Advocates assist tenants in private rentals with:

- Understanding their rights and responsibilities in accordance with the Residential Tenancies Act (RTA)
- Terminating their lease (limited grounds), including the new Family Violence Amendments act
- On-going Maintenance issues
- Bond disputes
- Bond assistance forms
- Break leases
- Property Condition Reports
- Breaches and termination notices
- Magistrate Court proceedings

What is a breach notice?

A breach notice is a written warning that informs a tenant that they have broken their tenancy agreement. The notice informs the tenant that there is a problem or dispute and asks for the situation to be rectified within a certain timeframe. Reasons tenants can be issued with a breach notice are:

- Non payment of rent
- Poor property standards
- Damages to the property

Further Information

Department of Commerce
1300 304 054

Housing Direct
1300 137 677

Tenancy WA
1800 621 888

