

What is the Tenant Advice and Education Service?

The Tenant Advice and Education Service (TAES) assists tenants to understand their rights and responsibilities in accordance with the Residential Tenancies Act 1987.

We are unable to assist landlords or commercial tenants. We assist tenants who are residing in Housing Authority, public properties or private rentals. If you are a landlord seeking assistance you can contact the Department of Commerce.

Where are we located?

We deliver our TAES service throughout the West and East Pilbara. Outreach services are provided to particularly vulnerable and marginal isolated community groups between the City of Karratha, Shire of Ashburton, Town of Port Hedland and Newman WA.

Community education

Our Tenancy Advocates can run sessions to educate tenants upon request. They also regularly attend community events to educate the community. You can also book a one-on-one appointment with one of our Tenancy Advocates by calling your closest office.

Contact Us

Karratha

Karratha Business Centre
52/15 Sharpe Avenue
Karratha WA 6714
Phone: (08) 9185 5899

South Hedland

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

Newman

Newman House
4/15 Iron Ore Parade
Newman WA 6753
Phone: (08) 9140 1613

Roebourne

2 Padbury Road
Roebourne WA 6718
Phone: (08) 9185 5899

We are 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.**

Tenant Advice & Education

www.pcls.net.au

Private Rental Tenants

If you are living in a private rental through a real estate we can assist you with:

- understanding your rights and responsibilities in accordance with the Residential Tenancies Act 1987 (WA) (RTA)
- terminating your lease (limited grounds), including under the new Family Violence Amendments Act
- ongoing maintenance issues, mould, security, privacy and utilities
- bond disputes
- rent increase and requests for rent reduction
- break leases, eviction, abandonment
- property condition reports
- breaches and termination
- Magistrates Court proceedings



Department of Communities Tenants

If you are living in a Housing Authority property we can assist you with:

- court support
- Application for Transfer
- appeals
- bond matters
- security and safety issues
- termination of tenancy
- breaking your lease
- support letters
- maintenance
- rent increases and requests for rent deductions
- property condition reports



Breach Notices

A breach notice is a prescribed form with one or more written caution, advising a tenant they have broken the conditions of their Tenancy Agreement.

A breach notice will request the rectification of the problem within a certain time frame.

Reasons tenants can be issued with a breach notice include:

- non-payment of rent
- keeping a pet on the premises without permission of the owner/lessor
- sub-letting to others when it is not allowed
- not keeping the property in a reasonable state of cleanliness
- causing damage to the property
- causing a nuisance to neighbours
- using the premise for illegal purposes

