

What is the tenant advice and education service?

The tenant advice and education service (TAES) advocates, supports and educates tenants in relation to their rights and responsibilities in accordance with the Residential Tenancies Act (RTA) 1987.

TAES cannot provide advice to landlords or commercial tenants. PCLS Tenancy Advocate can only assist tenants who are residing in Housing Authority /Public properties or private rentals.

If you are a landlord seeking assistance you can contact Department of Commerce.

Where are the tenant advocates located?

South Hedland & Karratha WA

Tenancy Advocacy are delivering services 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 Legal Education

TAES ensures that the people of the Pilbara understand what is required of them when renting a property. TAES conduct and attend events around the Pilbara to explain the different issues and solutions tenants may face when renting.

CONTACT US

Karratha

Karratha Business Centre
52/15 Sharpe Avenue
PO Box 132
Karratha WA 6714
Phone: (08) 9185 5899



Roebourne

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



South Hedland

South Hedland Lotteries House
9/2 Leake Street
PO Box 2506
South Hedland WA 6722
Phone: (08) 9140 1613



Newman

Newman House
4/46 Iron Ore Parade
PO Box 1
Newman WA 6753
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.**

TENANT ADVICE AND EDUCATION

Karratha • Roebourne • South Hedland • Newman
(08) 9185 5899 (08) 9185 5899 (08) 9140 1613 (08) 9140 1613

Department of Communities tenants

Tenants living in Housing Authority properties can be assisted by our Tenancy advocate for:

- Housing Options Assessment form;
- Non-attendance to ongoing maintenance reported to Housing Authority;
- Appealing decisions made by the Department of Communities;
- Rent assessment form; Rent deduction scheme form;
- Education on Breaches and terminations;
- Property Condition Reports;
- Magistrate Court proceedings

Contact Numbers

Housing Authority

Hedland 08 9160 2800

Karratha 08 9159 1700

Private rental tenants

Tenants living in private rentals through a real estate or direct with a lessor can be assisted by TAES with:

- Understanding their rights and responsibilities in accordance with the Residential Tenancies Act (RTA) 1987;
- Terminating leases (limited grounds), including the new Family Violence Amendments Act;
- Ongoing maintenance issues, mould, security, privacy, utilities.
- Bond disputes;
- Rent increase, requests for rent reduction
- Break leases, eviction, abandonment
- Property Condition Reports;
- Breaches and terminations;
- Magistrate Court proceedings.

Contact Numbers

Circle Green Community Legal

08 6148 3636

What is a breach notice?

A breach notice is a prescribed form with one or more written caution/s, advising a tenant they have broken the rules 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 break notice are:

- Non payment of rent;
- Keeping a pet on the premises without permission of 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 premises for illegal purposes.