

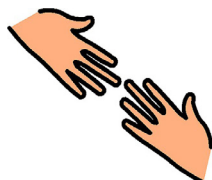


# Renting - During a tenancy



## Easy English fact sheet

2025



## You might need help to read this fact sheet.

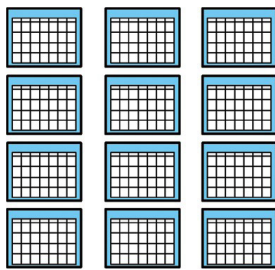
A friend, family member or support person can help you.



## What is a tenancy?

When you **rent** a home it is called a **tenancy**. You sign a **lease**.

Rent is the money you have to pay to live in the home.



A tenancy is the time you rent a home. For example, 12 months.

A lease is a contract. A lease says

- you have rented the home
- how long you will rent the home for
- other rules you must follow.



## What is a landlord or agent?

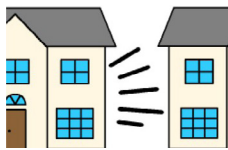
- A landlord owns the home you rent
- An agent
  - looks after the home while you rent it
  - works for a real estate company.



## What you need to do

When you are renting a home you must

- pay your rent on time
- keep the home clean
- tell the landlord if something needs to be fixed.



You must **not**

- paint or change the house
- break or destroy anything in the house
- make problems for your neighbours.



## What the landlord or agent can do

The landlord or agent can go into your home.



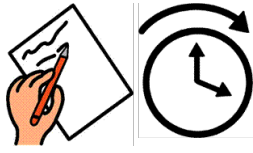
The landlord or agent **must** write you a letter to say

- when they will go into your home

**and**

- why they will go into your home.

## When will the landlord tell me?

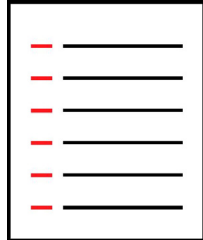


The landlord or agent **must** tell you 24 hours or more before they go into your home.

For example, if the landlord or agent wants to go into your home on Friday at 3pm, he must

- write you a letter
- make sure you get the letter **before** Thursday 3pm.

The letter must say the reason the landlord or agent will go into your home.

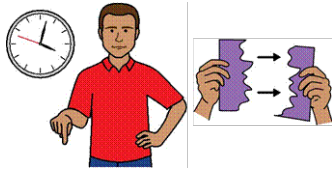


## Why will the landlord come into my home?

There are 7 reasons why the landlord or agent can go into your home. For example, to do a 6 month check to see if the home is okay.



For information about the other reasons,  
call Consumer Protection WA  
Phone 1300 30 40 54



## What is an urgent repair?

An urgent repair needs to be fixed right away.

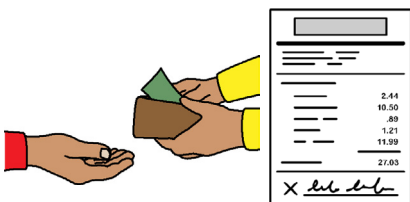
For example,

- broken toilet
- broken water pipe
- gas leak
- roof leak.

If an urgent repair is not fixed, the home might be unsafe or hard to live in.



Call your landlord or agent if you need an urgent repair.



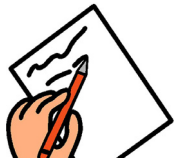
## What if the landlord does not call me back or does not fix it?

You can pay for the repair yourself.

The repair must cost less than \$1,800.

You must

- keep the receipt

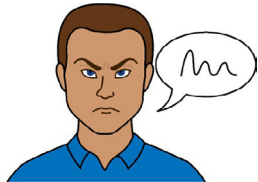


- give the receipt to the landlord.

Write to the landlord. Ask for the money back.  
This is called a Notice to Landlord.

The landlord **must** give you the money back  
in the next 2 weeks.

### **Problems getting an urgent repair fixed**



What if the landlord will not pay for an

- urgent repair

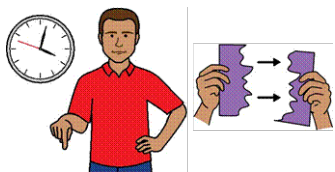
**and**

- you can not pay?



Consumer Protection WA

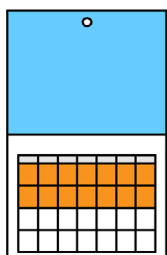
Phone 1300 30 40 54



## What is a non-urgent repair?

A non-urgent repair does **not** need to be fixed right away. For example,

- broken dishwasher
- dripping tap.

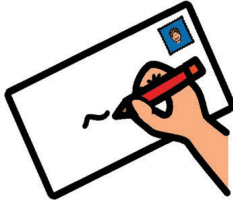


A non-urgent repair should be fixed in less than 2 weeks.



You must

- write to the landlord
- explain the problem.



You can send the landlord

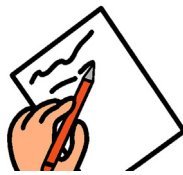
- a letter

**or**



- an email

**or**



- a Notice to Landlord.





## Remember

- The landlord or agent **must** tell you 24 hours **or more** before they visit your home.
- An urgent repair must be fixed right away.
- A non-urgent repair should be fixed in less than 2 weeks.

## More information or help about renting



Consumer Protection WA  
Phone 1300 30 40 54



## **Consumer Protection WA More fact sheets and information**

### **List of fact sheets in Easy English**

- Buying Furniture
- Contracts
- Lay-by
- Phone and door to door sales
- Renting - starting a tenancy
- Renting - during a tenancy
- Renting - ending a tenancy
- Refunds, replacements and repairs
- Scams
- Services
- Shopping tips



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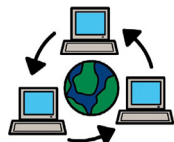
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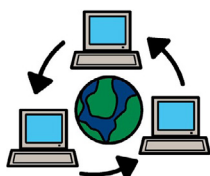
This information is written in **Easy English**.

You might need more information about the law.

You can ask **Consumer Protection WA**.

Updated February 2025.

Easy English fact sheet updated by  
Consumer Protection WA.



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Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 [www.scopevic.org.au](http://www.scopevic.org.au). To see the original contact Consumer Affairs Victoria.

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