**PREPARING FOR AN APPOINTMENT WITH WCLC: TENANCY**

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| **BEFORE BOOKING AN APPOINTMENT…** |
| When making an enquiry with Wheatbelt Community Legal Centre, we need to know the following information:* Your full legal name and DOB;
* Your best contact details;
* The name of the other party (real estate agent and/or landlord);
* What your matter is in relation to (i.e., private rental; Department of Communities Housing; caravan parks or retirement living.); and
* Has the matter already gone to court (if so, are there any upcoming court dates)?

We need this information so that we can complete a conflict check. We cannot book an appointment without this information. **Please note that all information received is kept strictly confidential at all times.**  |

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| **HOW DO I KNOW WHAT KIND OF TENANCY AGREEMENT I HAVE?** |
| *Private Rentals* A private rental agreement is usually between yourself and another person (i.e. landlord or real estate company). *Public Rental/Government Housing* A public rental or government housing agreement is usually between yourself and a government agency such as the Department of Communities Housing. These properties are owned by the government rather than a private landlord. *Alternative Living Arrangements* Alternative living arrangements can include those who are: * A boarder or a lodger;
* Living in a Caravan Park or Retirement Village; or
* Living in shared accommodation (with housemates or roommates).
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| **WHAT WE NEED BEFORE YOUR APPOINTMENT: PRIVATE RENTAL** |
| *Matter/Issue Type*If you are leasing or renting from another person such as a landlord or real estate company, please let us know what your tenancy issue is in relation to. For example:* Rent or utilities;
* Your rights and responsibilities as a tenant under the *Residential Tenancies Act 1987* (WA);
* Bonds and bond disposal;
* Repairs (including urgent repairs);
* Gardening and maintenance;
* Pets;
* Breach or default notices;
* Pets; or
* Termination or ending your tenancy.

If your matter is in relation to any of the above, it would be beneficial for you to provide us with any documentation relating to your matter, such as:* Copy of your lease agreement;
* Copy of any relevant letters you have received (if applicable) such as:
* A letter of demand;
* Any breach or default notices; or
* Letters/emails from your Real Estate or Managing Agent or Landlord
* Property Condition Reports

If you do not have a copy of these documents, you may be able to contact your real estate or managing agent or landlord for a copy. If obtaining copies of these documents is not possible prior to your first appointment or at your first appointment, don’t be concerned. We may still be able to assist you.  |

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| **WHAT WE NEED BEFORE YOUR APPOINTMENT: PUBLIC HOUSING/DEPARTMENT OF COMMUNITIES HOUSING**  |
| *Matter/Issue Type*If your matter is in relation to public housing or Department of Communities Housing, please let us know if you are:* Wanting to apply for Department of Communities Housing;
* Wanting to apply to transfer your Department of Communities Housing; or
* Having issues with your Department of Communities Housing.

If your matter is in relation to any of the above, it would be beneficial for you to provide us with the following documentation:* List (waiting for Paul’s input here)

If you do not have a copy of these documents… speak to Paul about what to include here…  |

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| **WHAT WE NEED BEFORE YOUR APPOINTMENT: ALTERNATIVE LIVING ARRANGEMENTS**  |
| *Matter/Issue Type*If your matter is in relation to public housing or Department of Communities Housing, please let us know if you are:* A boarder or a lodger;
* Living in a caravan park or retirement village; or
* Living in shared accommodation (i.e., with roommates or housemates).

 If your matter is in relation to any of the above, it would be beneficial for you to provide us with the following documentation:* List (waiting for Paul’s input here)

If you do not have a copy of these documents… speak to Paul about what to include here… |

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| **WHY ARE WE ASKING YOU TO PROVIDE CERTAIN DOCUMENTS BEFORE YOUR APPOINTMENT?** |
| If our office receives these documents prior to your first appointment, our tenancy advocate is able to have a read through them and to gain an understanding of your matter prior to you coming in. This allows us to provide more tailored advice and gain further instructions.  |