



When can the landlord or agent enter my home?

There may be times when the landlord or agent¹, or a tradesperson will have to enter your home. What are your rights and responsibilities? How much notice do they have to give you? Do you have to be home to let them in?

When can the landlord, agent or tradesperson enter my home?

They can enter your home for the following reasons.

- In an emergency.
- For repairs and maintenance (with 3 days' written notice).
- For a home inspection (with at least 7 days and no more than 14 days' notice).
- To collect rent (only when this is part of the agreement).
- To show the property to interested tenants (only in the last 21 days of your tenancy agreement and with written notice).
- To show the property to interested buyers (with reasonable written notice).
- If the landlord or agent believes that you have moved out without telling them (with 1 days' notice).

¹ Agents include real estate property managers, public housing managers and community housing managers. Another name for a 'landlord' is a 'lessor'.

What time can they visit?

- Weekdays between 8am and 6pm.
- Saturdays between 9am and 5pm.
- At any other time agreed between you and your landlord or agent.

Do I have to be home?

If you rent through a real estate agent, they will let you know if they have a spare key and if you need to be home. If you rent through the Housing Authority, you will be asked to be home when they visit.

If you would like someone to be there with you, you can ask a family member, friend or support worker.

Can they take photos?

The landlord or agent may take photos when renting out or selling the property. These photos may go online. You should remove any items that may identify who you are. If you have any concerns, talk to your landlord or agent.

The landlord or agent will have to pay for or replace anything that is damaged.

What are my rights?

If the landlord (or a person working for the landlord) tries to enter your home without giving you the required notice you can:

- write to your landlord to tell them why this is not reasonable (if an agent manages the property, request a meeting with the property manager)
- give the landlord or agent a Breach Notice
www.commerce.wa.gov.au/publications/notice-lessor-breach-agreement-form-23
- make a complaint to Consumer Protection **1300 304 054** /
www.commerce.wa.gov.au/consumer-protection
- apply to the Magistrates Court for a court order
www.magistratescourt.wa.gov.au/C/civil_matters.aspx.

If you do not feel safe, you should call the police.

Who can help?

Our Tenant Advocates help people who rent their homes to resolve tenancy problems. They may do this by helping you to understand your rights, and by giving advice and guidance.

If you would like to speak to a Tenant Advocate, you can call us on **(08) 6148 3636** or visit www.circlegreen.org.au.

Further information

Please contact us if you would like this fact sheet in a different format such as large print or braille.

If you are Deaf, hard of hearing or have a speech impairment, you can contact us through the National Relay Service www.relayservice.gov.au.

If you are a non-English speaker and require a language interpreter, please contact TIS National on **131 450**.

For more information visit www.circlegreen.org.au or phone us on **(08) 6148 3636**.



Co-designed by the Building Tenancy Skills Project

