



COVID-19 Residential Tenancies Mandatory Conciliation Service

Does the conciliation service apply to you?

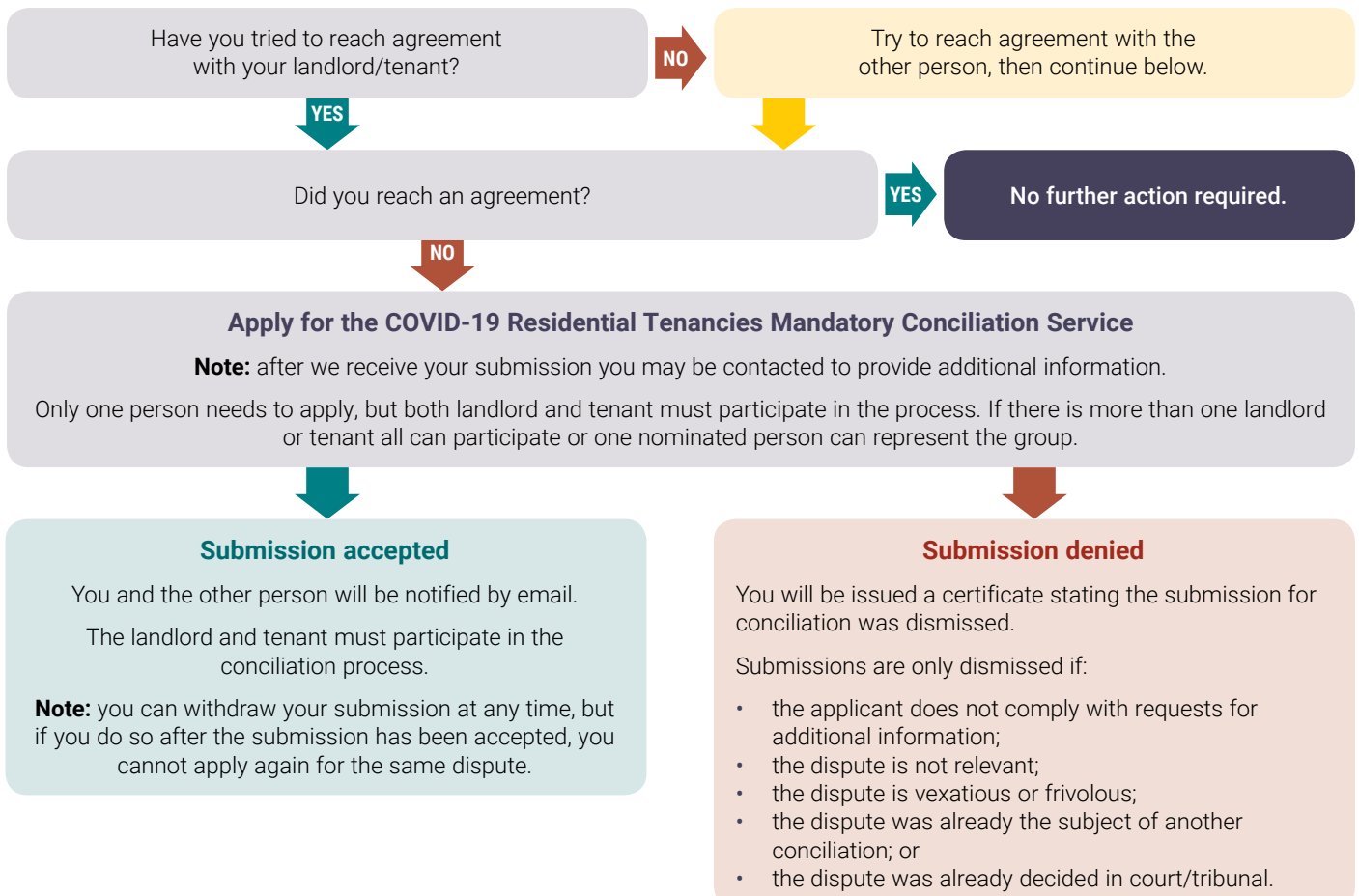
This service is available if you have a dispute listed below that occurred during the COVID-19 coronavirus pandemic emergency period, which is 30 March 2020 to 28 March 2021:

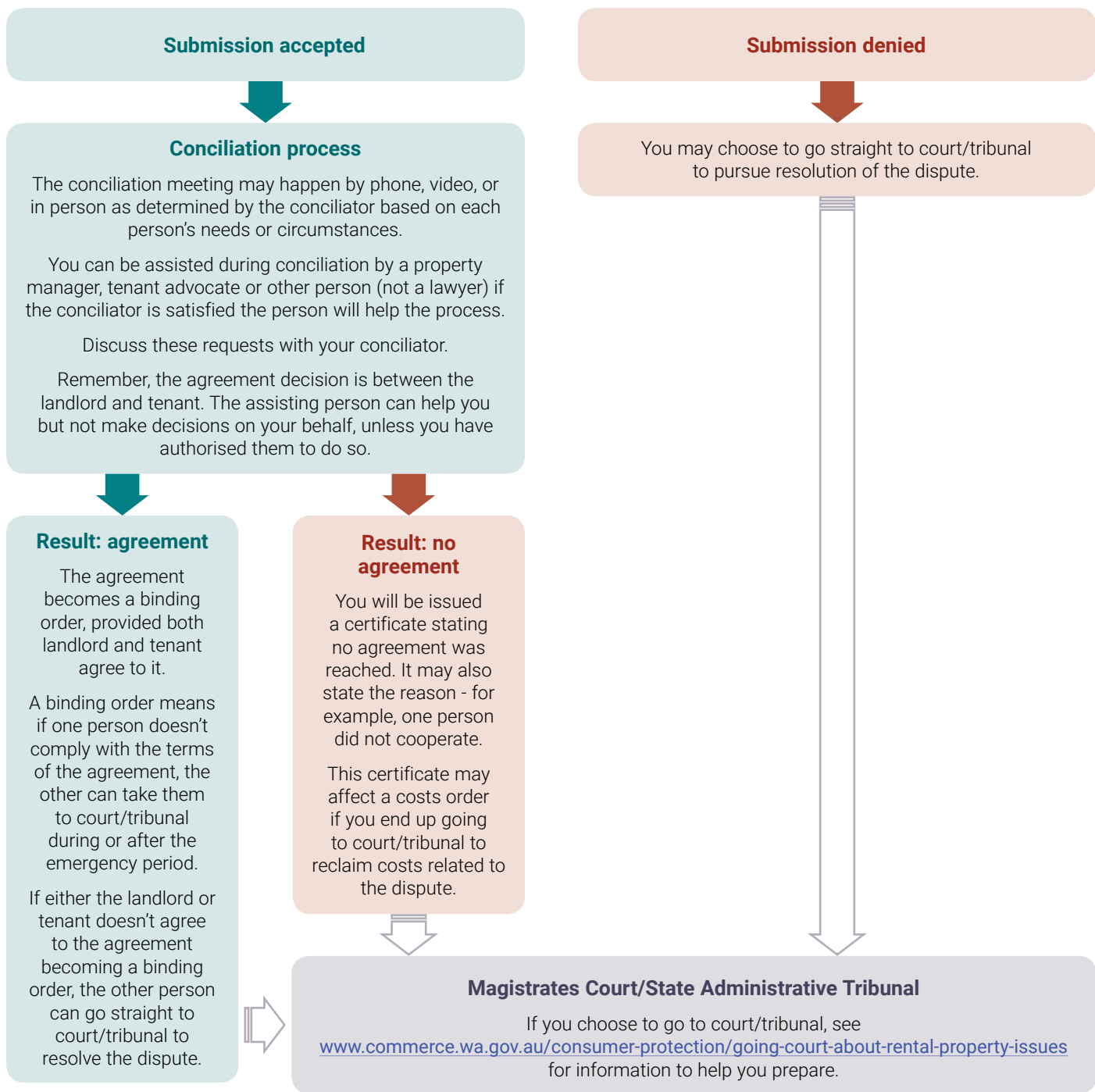
- rent repayment – within three months of the end of the emergency period
- termination – within six months of the event date
- repairs – within six months of the event date
- attempted rent increase – within six months of the event date
- modification of terms of agreement (from fixed-term to periodic) – within six months of the event date

Note: while this informal process is in place to help landlords and tenants reach agreement without putting strain on the Magistrates Court and State Administrative Tribunal system, certain matters can go straight to court/tribunal including:

- undue hardship
- serious injury/damage to premises
- termination of perpetrator's interest in lease due to family and domestic violence

How does the conciliation service work?





Disclaimer – The information contained in this fact sheet is provided as general information and a guide only. It should not be relied upon as legal advice or as an accurate statement of the relevant legislation provisions. If you are uncertain as to your legal obligations, you should obtain independent legal advice.

Consumer Protection | Department of Mines, Industry Regulation and Safety
COVID-19 Residential Tenancies Mandatory Conciliation Service 1300 304 054

8.30 am – 5.00 pm Mon, Tue, Wed and Fri
 9.00 am – 5.00 pm Thurs
 Gordon Stephenson House
 Level 2, 140 William Street
 Western Australia 6000
 M: **Locked Bag 100, East Perth WA 6892**
 W: www.dmirs.wa.gov.au
 E: tenancyhelp@dmirs.wa.gov.au

Regional Offices

| | |
|----------------------|----------------|
| Goldfields/Esperance | (08) 9021 9494 |
| Great Southern | (08) 9842 8366 |
| Kimberley | (08) 9191 8400 |
| Mid-West | (08) 9920 9800 |
| North-West | (08) 9185 0900 |
| South-West | (08) 9722 2888 |



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