



Why Won't Tenants Enforce Their Rights? The realities of the current rental market in Perth.

Nicola Milson, TAS Policy Officer, has been on contract with TAS to work on a number of research projects. This paper is an indepth study of the impact of rental shortages for WA tenants.

There is considerable anecdotal evidence that due to the lack of both public housing and private rentals, many tenants are fearful of enforcing their rights in case they lose their accommodation. The knowledge of the difficulties associated with finding and securing appropriate and affordable accommodation underlies this fear.

Advice given out by the TAS telephone advice line suggest tenants wish to know what their legal position is regarding maintenance and rent increases, yet choose not to act as they have either been directly threatened with eviction or fear this consequence.

The demand for rental housing in Perth is currently so high that many low and middle income families are experiencing considerable difficulties in locating affordable housing and securing such housing. The reasons for this state of affairs can be linked directly to the inability of either the public or private rental market to meet the need for low cost housing.

This problem is not restricted to low cost housing or even to the Perth area. One case study suggests that even people in more affluent suburbs are choosing to accept rent increases to remain in the area of their choice. Also, WA regional towns associated with the resources sector are struggling to find enough housing for both long term residents and the short-term resource employees.

Over the years, Commonwealth and State funding of public housing has progressively been reduced, restricting access to high-needs clients and resulting in very long waiting lists for limited public housing.

High demand for private rental accommodation is steadily forcing private rents upwards, wages are not keeping up with increasing rents, rent assistance is not sufficient to ensure all low income families remain out of housing stress, and many groups in society deemed ineligible for public housing simply are not competitive in the private rental market.

Whilst the resources boom is making many WA households wealthy, the result for long term residents of mining towns and regional areas not involved in the mining sector is that rental housing is now beyond the financial reach of many and the chance to purchase a home has passed.

It is TAS' view that until the Commonwealth and State Governments commit to a real increase in funding for public housing that ensures sufficient stock to meet the needs of low income households as well as those with other needs, and increases are made to the level of Commonwealth Rent Assistance to alleviate the housing stress of those in the private rental market, more and more private tenants will continue to fear for their security of tenure.

Given the current economic boom in Australia, and in particular WA, TAS argues that increased investment to assist its citizens is a feasible proposition. If we cannot provide sufficient assistance to those struggling to meet their housing demands at times of such prosperity then we can only assume that in an economic downturn, an even larger proportion of our population will suffer even greater housing need.

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editorial message

In this issue, *TAS Talk* has undergone some radical changes! In the last 6 years, *TAS Talk* has diligently been providing information about the Tenants Advice Service (TAS) and tenancy issues for the WA Tenancy Network, TAS members and a few allied agencies. However, in recent times more community workers are becoming involved in tenancy issues and dealing with increased numbers of clients facing serious tenancy and homelessness issues. It is for this reason we have revamped *TAS Talk*.

Our intention with *TAS Talk* is to broaden the relevance and appeal to community workers (or anyone else interested), to keep you abreast of tenancy issues. *TAS Talk* will also provide follow-up information for the growing numbers who attend TAS core training programs.

This *TAS Talk* will contain an overview of developments in tenancy that may be relevant to you.

Our issue will feature a range of regular columns, including: *Network News* (updates from tenant advocates across the WA Tenancy Network); *Legal Talk* (update on what is happening with legal reform and a quiz to test your legal knowledge); *Homeswest Watch* (keeps abreast of developments in the Department of Housing and Works); *Tenancy Services* (information about programs and agencies supporting tenants and tenant advocates); *Global Talk* (national and international tenancy perspective); *TAS News* (reports on TAS activities, including training and publications work). Future issues will include a column called *Tenants Talk* which will give tenants an opportunity to voice their rental experiences.

We would like your feedback, suggestions, ideas and articles.

Feel free to contact Michelle Burgermeister (Community Legal Education Coordinator) or Mia Jeffrey (Publications Officer) at TAS on 9221 9499 or tas@taswa.org.

tenancy services

Consumer Utilities Project

The Consumer Utilities Project (CUP) has been established by WACOSS to work with consumers and consumer representative organisations to achieve better outcomes for West Australian consumers in the provision of essential services.

The project has been designed to undertake a number of activities, including: providing information for utility consumers; providing information, education and training regarding utility issues to non-government sector; supporting consumer representation in decision-making processes regarding utility issues; researching issues affecting utility consumers; developing policy and advocating on behalf of utility consumers; facilitating partnerships between stakeholders in utility service provision.

The Consumer Utilities Project operates a **Telephone Hotline** on Tuesday to Thursday from 1pm-5pm: **(08) 9420 7217**.

The Hotline provides advice to Consumers, Financial Counsellors, Emergency Relief Agencies and Community Legal Services on:

- complaint mechanisms;
- issues concerning financial hardship;
- policies, procedures and codes of the utility providers;
- referrals to agencies that can advocate on behalf of consumers.

Click onto the 'advice' link of the **CUP Website: wacoss.org.au/utilities/index.htm**, for information sheets with detailed advice about how to pursue consumer rights with regards to water, gas and electricity.

Contact CUP policy officers Kate Mills and Irina Cattalini on (08) 9420 7222 or via email. Kate specialises in Water and Gas Bottle issues: kate@wacoss.org.au. Irina specialises in Electricity and Mains Gas issues: irina@wacoss.org.au.



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Residential Parks (Long-stay Tenants) Act - Update

In the following, TAS Solicitor, Ann-Margaret Walsh has provided us with an update of the proposed Residential Parks (Long-stay Tenants) Act 2006.

The introduction of Residential Parks (Long-stay Tenants) Act 2006 is a coup for consumer protection. By providing specific legislation for residential park long-stay tenants, the Government has recognised that the number of tenants seeking to live in residential parks is increasing. It also acknowledges that the tenancy circumstances for long-stay tenants in residential parks are distinctively different from the traditional tenancy arrangement protected by the Residential Tenancies Act 1987 (RTA).

Although the Act in many respects mirrors the RTA, it provides for the specific differences between the two tenures. One of the major differences being that the residential park long-stay tenant may not only rent the relocatable home and the site ('on-site home agreement') which is similar to a traditional tenancy, but may rent the site only on which they place their relocatable home ('site only agreement').

Unlike the RTA, the Act gives a proposed long-stay tenant with a 'site only agreement', a cooling-off period. This cooling-off period gives the individual the opportunity to rescind or cancel the long-stay agreement within 5 working days after the contract, provided they have not moved onto the site. The park operator must also provide the long-stay tenant with information before entering into the contract (e.g. a copy of the long-stay agreement and park rules). The intention being that this information will assist the proposed resident with weighing up whether or not to contract with the park operator.

Where there are 20 or more sites for long-stay residential purposes, the Act also provides that a 'Park Liaison Committee' be established. This will enable the park's long-stay tenants to assist the park operator in the development and changes to park rules and policies and to have a say in matters impacting on them.

Not only does the Act provide for both periodic and fixed term tenancies, it also gives long-stay tenants the right to claim compensation and longer notice periods where the fixed term tenancy is ended early for the following reasons:

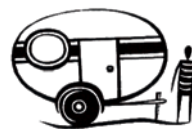
- the minimum notice period, on the grounds that the park operator has sold is 180 days notice for a 'site only agreement', and 60 days notice for an 'on-site home agreement';
- when the agreement is frustrated; or
- if the State Administrative Tribunal has ordered the termination on the grounds of hardship for the park operator.

Where the park operator wishes to terminate a periodic 'site only agreement', on the basis of no grounds, the Act provides for a longer notice period of 180 days. For an 'on-site home agreement', the Act provides a notice period of 60 days, which is similar to the RTA.

A long-stay tenant is able to sell their 'on site' relocatable home and assign the 'on site' lease if the 'agreement' between the long-stay tenant and park operator allows. The park operator needs to be given notice and the 'agreement' must provide for the sale. The park operator can act as the agent for the sale.

Not only will the new Act provide greater legal protection for long-stay tenants it will also provide a new and interesting challenge for tenant advocates!

This Act is not expected to be proclaimed and become operational before 2007.



TAS is interested in offering training for Community Workers on this Act. Please contact TAS on 9221 9499 to register your interest.

Test Your Legal Knowledge

Quiz Questions:

1. If a dispute arises under the proposed Residential Parks (Long-stay Tenants) Act, which Court/Tribunal will resolve the dispute?
2. Is it legal for an owner to increase the rent by 50%?
3. Is the owner or the tenant responsible for cleaning the pool?
4. How long after a fixed term tenancy expires does the owner have to apply for an order for possession?
5. What section of the RTA can a tenant advocate use to argue that the Magistrate can and should consider breaches of natural justice?

*See bottom of page 7 for answers

Lobbying For Homeswest Tenants

TAS utilises three main forums to represent the interests of Homeswest tenants. They are the *Housing Advisory Committee (HAC)* - a ministerial standing committee which provides high level policy advice to the Minister; the *Housing Operations Standing Committee (HOSC)* – a standing committee that provides advice to Homeswest Corporate Executive on Homeswest policy matters; and regular meetings with the *General Manager of Housing Services*, Bevan Beaver.

Currently the operations of the *HAC* are suspended until Minister Roberts implements a new structure. TAS and a number of other *HAC* members have made recommendations to the Minister about structuring this committee for greater effectiveness.

The *HOSC* meets monthly and deals with a large number of operational policy issues. Some of the more interesting matters dealt with at *HOSC* this year include:

- the *Good Neighbour Policy*;
- development of a *Seniors Policy*;
- development of an *Under-Occupancy Policy*;
- changes to *Income Eligibility*;
- review of the *Working Allowance*;
- changes to the *Domestic Violence Policy*;
- changes to the *Disability Policy*;
- and the clarification of the term 'legal action' in regard to exemption from the appeal (HAM) process.

TAS is currently progressing a number of matters with the *General Manager of Housing Services*. These include: exploring the potential to review or have general input into the Legal Recoveries Manual; encouraging tenant education about heater fees; lobbying for HAM (the appeals process) to be more effective; and encouraging improved practices when dealing with tenants on pre-1996 agreements who Homeswest wishes to terminate due to increased income.

Information about the progress of any of these issues can be obtained by ringing Rob Spinks at TAS on 9221 9499.

Homeswest peace, harmony pitch riles feisty Ray

Ray Greenhough's landlord can expect short shrift when he knocks on the door today asking the 74-year-old pensioner to sign Homeswest's good neighbour policy.

Wheelchair-bound Ray, a one-time script writer for the 60s TV classic *The Mavis Bramston Show*, got on the blower to *Inside Cover* shortly after the policy landed in the letterbox of his Fremantle high-rise.

'It's first-class bureaucratic garbage,' railed the former miner.

The nine-page *Acceptable Behaviour Agreement* says its purpose is to assist tenants to live in peace and harmony. 'I'm not going to sign it - they can stick it,' Ray said.

'To me it is an unnecessary intrusion into my personal freedom. There's enough laws now and if there's an obnoxious neighbour playing a banjo or bagpipes all night you get the police to deal with it.'

Ray doesn't get out of the unit much and when he does it's usually only for a 'bowl of Chinese' somewhere close to home. But the postie keeps his mind on the go.



On the same day he copped the Homeswest good neighbour policy in the mail, Synergy also got on Ray's goat.

'I've got a letter from Synergy telling how they work with energy,' he said. 'I dunno how anyone could work without bloody energy. Einstein perhaps could sit back and ponder the universe but the rest of us have to get up off our arses.'

Reproduced courtesy of *The West Australian*.

Tenant Advocacy in the Kimberley Region

Margaret King is the Tenancy Advice and Education Worker for the Kimberley Community Legal Services Inc (KCLS). TAS Publications Officer Mia Jeffrey spoke with Margaret to find out more.

Firstly, where is the KCLS based and who do you service?

We are based in Kununurra, which is about 3250km north of Perth. We service an area of 421,451 square kilometres, which includes Broome, Derby and Fitzroy Crossing in the West, and Halls Creek, Wyndham and Kununurra in the East.

Who are your tenant advocates?

Leslie Campbell is the Indigenous Tenancy Advocate. He and I work fulltime to provide advice, advocacy and education to tenants in this region.

What challenges do you face in providing your services to tenants?

I guess covering such a large area produces specific challenges. We rely heavily on telecommunications. Not all our clients have phones, and very few have landlines, therefore we rely on the mobile network system. This can be an unreliable service for frequency and has a limited range.

For example, during our 7 hour drive to Fitzroy Crossing we lose range within 10mins of leaving Kununurra, we regain service approximately 4 hours later on entering Halls Creek. This is then lost within minutes of leaving the town, and regained again when reaching Fitzroy Crossing.

Do you have other telecommunication issues?

Additional time is factored in when dealing with our outreach clients as even if they do own a phone, they are in range and the service is not down, they are quite often out of credit. Therefore, messages to call may not be returned promptly.

We sometimes get clients who are new to using mobile phones and we can have problems where they are still learning how to use them. They might know what button they need to press to receive the call, yet are unsure as to what to do next. In these circumstances I can only offer my limited mobile phone knowledge.

When do you use other service providers to contact your outreach clients?

Due to the difficulties in locating clients in outer towns, when urgent matters arise we sometimes rely on other service providers in their town to assist. This works well when they have already been referred to us through this service, or if the client has told us they have contact with a service, however without this

Picture: Leslie (back left) and Margaret (back right) assisting Kimberley region Tenant Advocates at TAS training in Broome early this year.



information we run the risk of breaching confidentiality and trust. It is an important part of our outreach visits to not only see our clients, but to network with the other service providers in each town and encourage agencies to work together within their community.

What is main issue which affects tenants in your region?

Presently, the major issue affecting our region, especially in the East, is maintenance - or lack of. While we are sympathetic to the difficulties of employing, housing and retaining trades people in the area, when it unduly affects the lives of others this cannot be ignored. We have tenants who have signed up and paid for Homeswest properties, who are waiting months before being able to move in, as required maintenance has not been carried out. People are waiting months for their general maintenance requests to be acknowledged and when Homeswest are queried, we are told the contractor has no available staff. Homeswest staff are aware there is a problem, however feel powerless to improve the situation.

What outcome would you like to achieve with Homeswest?

Our intention is to point out how Homeswest are leaving themselves open to 'risk' by not dealing with these issues. At this point, we are collecting information from Homeswest tenants in regards to their maintenance requests (e.g. time taken to respond and time taken to complete the jobs). Once compiled, this along with support letters from other local service providers will be sent to Department of Housing and Works showing the construction company to be in 'breach of their contract'. Hopefully this will put pressure on for them to rectify the situation.

If you would like to contact Margaret or Leslie at KCLS, call (08) 9169 3100 or email: Margaret_King@fcl.fl.asn.au and Leslie_Campbell@fcl.fl.asn.au.

International Stand on Forced Evictions

The International Union of Tenants (IUT) and the Centre on Housing Rights and Evictions (COHRE) are fighting to protect tenants from forced evictions.

Forced evictions are the removal of people from their homes or lands against their will, directly or indirectly attributable to the State. It is a widespread practice affecting persons in developed and developing countries.

Forced evictions can always be attributed to specific decisions, legislation or policies of States or the failure of States to intervene to halt forced evictions by third parties. Governments are often actively involved in the physical removal of people from their homes.

The *International Union of Tenants (IUT)* is a non-government, non-party political organisation founded in 1926 in Zurich, Switzerland, with a purpose to safeguard the interest of tenants. It works along democratic lines and has 54 member associations in 44 countries. TAS is a member. Its current focus is on taking action to minimise forced evictions.

In March 2006, Jean du Plessis from the *Centre on Housing Rights and Evictions (COHRE)* made a presentation to a workshop on 'Security of Tenure' in celebration of Human Rights Week at Stellenbosch University, South Africa. He provided the following figures on forced evictions:

- Shanghai China (since 1990) - 2 500 000 people
- Nigeria (since 2000) - 1 800 000 people
- India (since 2004) - Over 775 000 people
- Zimbabwe (2005) - 700 000 people
- Beijing China (since 2000) - Over 400 000 people
- Jakarta Indonesia (2002–03) - Over 100 000 people
- Kenya (July 05) - Up to 50 000 people

According to the *COHRE*, the human cost and trauma of forced eviction on individuals, families and communities cannot be over emphasised. Forced evictions take away people's livelihoods, their bond with the land, their belonging to a community, and the dignity of a place to live in peace without the potential threat of losing their home.

At the recent State Tenancy Conference in Perth, Cassandra Goldie, the Director of the Homelessness Legal Rights Project stated that there are a number of international legal sources that recognise the human right to adequate housing. The most direct and universally applicable obligation is to be found in the *United Nations International Covenant on Economic Social and Cultural Rights (ICESCR)*.

Under international human rights law individuals have the right to be protected against forced evictions. This is part of the broader right to housing. According to international law, forced eviction is a gross violation of human rights, depriving women, men and children of the human right to adequate housing.

While many of us spend much of our time dealing with local issues, it is important to keep in mind the gross violations of human rights that are happening worldwide. We can provide support to their cause by becoming informed and by encouraging our network of friends and relatives to become informed. We can become aware of the campaigns run by organisations such as *IUT* and *COHRE*, by visiting their websites: www.iut.nu and www.cohre.org

No Room in the Boom - Join the Campaign (2-9 Oct 2006)

International Tenancy Week (ITW) is a worldwide campaign to highlight housing issues facing tenants. It is an initiative of the International Union of Tenants and it coincides with the United Nations Habitat Week which reflects on all issues to do with settlement, living conditions and housing.

For this year's *ITW*, TAS and an inter-agency Steering Committee have decided on the theme 'No Room in the Boom'. The theme is to raise awareness on the difficulties many tenants are having in finding a home to rent during the economic boom which is currently being experienced in WA.

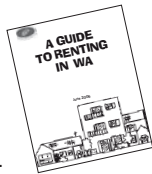
During *ITW*, community agencies, community groups, libraries, schools, universities and TAFES are being encouraged to become involved in activities that educate tenants about their rights, or raises awareness of the issues being raised in the 'No Room in the Boom' campaign.

To support local *ITW* activities, TAS will soon have **informational kits** to help with ideas that could be organised during the week. Some of the events TAS is considering to organise a **public seminar** with a few high profile speakers, **media interviews**, **tenants poll survey**, **community arts project**, special **education seminars**, and perhaps a '**tent city**' where tenants can protest about the current rental situation by putting up a tent for a day.

All of these ideas will be subject to the amount of support, assistance and volunteers we can drum up to make the events possible. But already we have a growing team of interested members with students from UWA Social Work Department on board.

If you are interested in participating or want more information, email Michelle Burgermeister on michelle@taswa.org or keep an eye on the TAS website www.taswa.org. TAS encourages community agencies and tenants to be part of this campaign!

A Guide to Renting in WA (purple booklet) - Review



TAS has been reviewing this publication to identify areas where information might be lacking and where there are overlaps of information with the popular TAS publication 'Tenants and the Law in WA' (yellow booklet).

The identification of specific consumer groups for which the booklet will be targeted, has assisted this process of review. The target groups identified include: newly arrived migrants and refugees, young people, students, those moving from interstate, people transitioning from Homeswest public housing, and those who have moved to renting from home ownership or other forms of accommodation.

A reference group of community workers in the field, and a couple of consumer focus groups, have enabled TAS to identify a range of issues related to tenancy not previously included. Topics in the draft now include: an overview of tenancy law, utilities, financial assistance, cleaning and maintenance, and so on. The new publication will also include: checklists, great illustrations, an easy to read format, and a graphically designed layout.

If you would like to make comment on the draft, please contact Michelle or Mia at TAS on 9221 9499 or email tas@taswa.org.

Tenancy Education Resource Kit – Coming soon

TAS in conjunction with WA Tenant Advocates are currently in the process of developing a kit or manual to assist those who provide group education sessions for tenants. The purpose of the *Tenancy Education Resource Kit* is to address the problem of currently high demands for education on tenancy issues.

The kit will provide a variety of PowerPoint presentations, planning tools, session plans, evaluation suggestions and tips on effective education, especially for educating consumers/tenants.

A key approach to the kit is to apply current knowledge about teaching and learning practices, especially for educating disadvantaged people and tenants who do not always respond to 'chalk and talk' approach to education. Drawing on the last 18 months of TAS trialling new approaches to engaging and educating, the kit will have a range of programs that are culturally appropriate and use action-based learning activities.

Renting guide for new arrivals - Pamphlet

The Public Purposes Trust of the Law Society (PPT) funded TAS to produce a translated tenancy publication for newly arrived refugees and migrants into Western Australia. Consumer groups have been used in the development of this publication.

It has been recognised that a simplified introduction to WA tenancy in a pamphlet format would be the most appropriate way to provide information to new arrivals. The pamphlet will be able to address the information needs of newly arrived migrants and refugees in a way which is not overwhelming.

The pamphlet will be translated into at least 6 languages, chosen on the basis of research into where refugees will be arriving from within the next 12 months. The pamphlet format will allow TAS to be more able to respond to new language needs, as the changes in refugee populations coming to WA vary from year to year.

The pamphlet will provide a warm welcome and will provide some of the basic principles of WA tenancy law, and some of the 'rights and responsibilities' they will need to become aware of.

State Tenancy Conference (June 2006)

The successful biannual State Tenancy Conference was held over two days in June. The conference is held for workers in agencies funded by DoCEP under the Tenancy Advice and Education Program (TAEP) to include coordinators, lawyers, tenant advocates, and those who work as advocates on tenancy issues at community legal centres. About 30 people from all over the state attended the various sessions. It provided a great opportunity for networking, updates, knowledge sharing and skills advancement.

Quiz Answers:	
1.	The State Administrative Tribunal.
2.	Yes, but the tenant may be able to apply to the Court that the rent increase is excessive where there has been a reduction in chattels or facilities, or if the landlord was motivated to increase the rent with a desire that the tenancy be terminated (s.32 RTA)
3.	Need to check the Tenancy Agreement. It is likely that the tenant is responsible for cleaning the pool (s.38 RTA).
4.	The owner has 30 days to apply (s.72 (1) RTA).
5.	Section 71 (b) RTA, states that the breach is in all the circumstances such as to justify termination of the agreement.

Download a TAS 'Training Calendar for Community Workers' from the TAS website <www.taswa.org> for upcoming training dates or request one from TAS on 9221 9499. The three core courses are:

1. Tenancy Law for Community Workers

A 2-day course introducing workers to the significance of the Residential Tenancies Act 1987 (RTA) and its importance in advocating rights and responsibilities of tenants. The course provides a great introduction to legal principles, an introduction to contract law, how to read and interpret the legislation, and tips on negotiating and getting the best outcome for tenants.

2. Tenancy Law – Homeswest

This 2-day course looks at how to advocate for tenants of Homeswest public housing. It looks at the Department of Housing and Works' (DHW) responsibilities as the 'owner' under the RTA. It looks at how to navigate and utilise the DHW Homeswest Policies to negotiate favourable outcomes for tenants. There is a focus in becoming familiar with finding and interpreting policies, practical skills in developing advocacy and how to take a case through the appeals process.

3. Court Advocacy (Tenancy)

This 3-day intensive course provides non-lawyer advocates with the theory and skills to represent a tenant in court. Participants 'role-play' representing a tenant in a 'real-life' simulation of a court (May Holman Centre court). The training gives participants experience at representing a client in a court setting, in a supportive environment. Whilst it is a challenging course, it is a great learning experience.

Regional Training

Kimberley Region:

In the past year, TAS has delivered training in Kununurra, Halls Creek and more recently in Broome. The 2-day course in Broome covered *Tenancy Law* and *Homeswest issues* and was attended by 13 people. Assistance was provided by Margaret King (Tenancy Advocate) and Leslie Campbell (Indigenous Tenant Advocate) of the Kimberley Community Legal Services (Kununurra). The partnership and the training went well, with substantial changes reported in advocacy outcomes on tenancy matters within only a week after the course!

Peel Region:

At the invitation of the Peel Community Legal Centre (PCLC), TAS has delivered 4 training programs for community workers in Mandurah over the past 8 months. The training represents TAS commitment to responding to needs and improving access to courses in regional areas. As Mandurah is regarded as a 'hot spot' for tenancy issues, due to its extraordinarily fast development, it was seen as important for the PCLC to have as many community workers trained in tenancy issues as possible. At this stage, Mandurah does not have a designated and funded tenant advocate, so having a team of trained community workers within the area has already made a difference to the outcomes for many tenants.

New Courses Coming Up:

Equal Opportunity and dealing with tenancy complaints
Community education for social change

Training for Youth

The *Roofs for Youths (R4Y)* training manual is a great resource developed by *Youth Affairs Council of WA (YACWA)* to educate young people about tenancy laws and related issues relevant to young people. TAS has been supporting YACWA by providing consultancy advice and co-facilitation for the training of youth workers to use the manual. The 'train-the-trainer' course has had great feedback, with 3 courses having been run in Perth and one in Bunbury.

Some of the strengths and innovations for young people who participate in the R4Y course, is that once they reach 'competency' in the key areas, they can receive 'certification' which will assist them to be recognised as ready for tenancy. The certificates provide a very valuable substitute for references, which young people often don't have.

YACWA has been liaising with the Real Estate Institute of WA (REIWA) for the certification to be recognised by real estate agents. The training course of youth workers is an important quality control mechanism to ensure confidence in the certification.