

CONSUMER PROTECTION

1631. Hon Wilson Tucker to the Minister for Commerce:

I refer the Minister to the division of Consumer Protection at the Department of Mines, Industry Regulation and Safety, and I ask:

- (a) whose responsibility is it to enforce consumer law in Western Australia for tenants, consumers, businesses and property owners;
- (b) according to month and for the period January 2020 to August 2023, how many complaints did the division receive from a tenant about their lessor;
- (c) in regards to complaints in (b), how many tenants raised issues of:
 - (i) repair and maintenance; and
 - (ii) unexpected and unscheduled visits; and
- (d) how many lessors were 'breached' by their tenants via the serving of a form 23 Notice, for failing to uphold the terms of their tenancy agreement?

Hon Sue Ellery replied:

- (a) The Commissioner for Consumer Protection.
- (b)–(c) (i)–(ii) The figures represent all complaints lodged with Consumer Protection and do not differentiate which ultimately were proven and which were unjustified.

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
(b)	44	41	51	66	43	34	57	26	52	55	63	38
(c)(i)	1	4	10	2	1	7	7	2	3	3	2	5
(c)(ii)	2	1	0	2	4	2	4	2	5	5	6	3

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
(b)	58	63	82	95	123	112	102	121	95	79	93	64
(c)(i)	2	2	1	5	6	6	6	6	10	7	7	1
(c)(ii)	5	5	6	6	4	2	2	4	6	3	3	1

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
(b)	73	115	101	97	68	83	62	85	82	95	60	60
(c)(i)	1	9	1	7	1	3	1	4	6	5	1	0
(c)(ii)	4	3	3	4	2	1	1	1	4	5	3	0

2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
(b)	77	84	99	112	119	134	124	127				
(c)(i)	3	2	4	5	4	4	6	6				
(c)(ii)	1	1	1	1	2	2	2	1				

- (d) The service of a Form 23 notice is a matter between the tenant and the lessor. The tenant is not required to register the service of such a notice with any government authority.