

TENANCY LAW — CONSUMER PROTECTION

1051. Hon WILSON TUCKER to the Minister for Commerce:

I refer the minister to the Consumer Protection division at the Department of Mines, Industry Regulation and Safety, which has responsibility to enforce consumer law in Western Australia for tenants, consumers, businesses, and property owners.

I refer to the period January 2020 to August 2023. For each month —

- (a) How many complaints did the division receive from tenants about their lessor?
- (b) Of and within those complaints, how many tenants raised issues of —
 - (i) repair and maintenance; and
 - (ii) unexpected and unscheduled visits?
- (c) How many leases—sorry, not 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:

I have a couple of things. Firstly, the last word the member corrected is not corrected in the question that was submitted. Secondly, I am responsible for the Consumer Protection division of the Department of Mines, Industry Regulation and Safety.

The other point I want to make is that this question requests information by month and then by a series of categories for three and a half years. There is no way that any agency can collate that kind of material in the four hours it has to provide an answer when some notice is given. The member is entitled to ask for the information, but that question is much better placed on notice, which is what I will ask the member to do. I understand how hard it is for new members to understand the great mystery that is Parliament. I understand that, but please give consideration to the depth of information members are seeking. There is no way that any agency, with the best will in the world, could provide that level of detail in four hours, so I ask the honourable member to place the question on notice.