WA Rental Repairs Record Pack

A shared-use worksheet set for recording a repair from first report through triage, access, contractor work, costs and closure in a Western Australian residential tenancy.

Free. No signup. No email gate. Print one pack per repair issue, or keep a clean digital master and type notes beside it.

WHAT IS INSIDE

- ☐ A safety-first 24-hour, 48-hour and non-urgent triage guide
- ☐ A tenant-started repair report record that does not assume fault
- ☐ A landlord or agent response and repair-arrangement record
- ☐ An access, attendance and contractor-outcome log
- ☐ A communication timeline and evidence index
- ☐ An expense and reimbursement record for authorised or qualifying urgent work
- ☐ A practical closure, follow-up and escalation checklist

Important: This pack is a record-keeping aid, not a prescribed notice and not legal, safety, building, insurance or property-management advice. It does not decide whether a repair is urgent, who caused the issue or who must ultimately pay. Use the facts, current official guidance and qualified advice where needed.

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01 Start here: triage without guessing

Record the actual condition and risk first. A category is a working assessment, not a final legal conclusion or an admission of responsibility.

Immediate danger: call 000. Do not investigate a gas smell, damaged electrical equipment, fallen powerline, unstable structure, active fire or another hazard yourself. Move away if it is safe to do so and follow the relevant emergency authority's directions.

WORKING CATEGORY	WHAT IT COVERS	PROCESS PROMPT
Essential-service urgent repair	Electricity, gas, a functioning refrigerator supplied with the premises, sewerage or other waste-water treatment, and water including hot water.	The landlord must arrange a suitable repairer within 24 hours of notification and ensure the work is carried out as soon as practicable.
Other urgent repair	A repair needed to avoid risk of injury, property damage, or undue hardship or inconvenience to the tenant.	The landlord must arrange a suitable repairer within 48 hours and ensure the work is carried out as soon as practicable.
Non-urgent repair	A repair that does not meet either urgent category. Priority still depends on condition, impact and reasonable repair time.	Request it in writing. A tenant should not organise non-urgent work without written permission covering scope and payment.

Arrange is not always complete. The 24-hour and 48-hour periods concern arranging a suitable repairer. Completion may take longer, but the landlord must still ensure the repair is carried out as soon as practicable and should keep the tenant informed.

RECORD NOW

- ☐ What is happening, where it is, when it started and whether it is getting worse.
- ☐ Any immediate risk to people, security, weatherproofing, essential services or other property.
- ☐ Date, time and method of each report, response, call, message and attendance.
- ☐ Original photographs or video, relevant condition-report entries, contractor advice, quotes, invoices and receipts.
- ☐ What temporary safe step was taken, without asking an unqualified person to inspect or fix a hazard.

Useful emergency contacts: 000 for life-threatening emergencies; SES 132 500 for urgent storm or natural-hazard assistance; Western Power 13 13 51; ATCO Gas 13 13 52; Water Corporation 13 13 75. Check the service area and current number before relying on it.

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02 Repair report record

Start this page when the issue is reported. Share a copy so both sides can work from the same facts. Reporting damage is not an admission of fault.

ISSUE AND NOTIFICATION

Property reference Address or your privacy-safe file code	Reported by / role Tenant / landlord / agent / other
Issue first noticed Date: ____ / ____ / ____ Time: _____	First notified Date: ____ / ____ / ____ Time: _____
Notification channel Email / phone / text / portal / other	Area or item Room, fixture, service or exterior area

Observed condition or symptoms
Describe what can be seen, heard, smelled or measured. Avoid guessing the cause.

Effect and immediate risk
Record loss of service, injury risk, water entry, security issue, property damage, hardship or inconvenience.

Immediate safe steps taken Isolation / moved away / emergency call / none	Evidence file references Photo, video, PCR or meter-reading names
Preferred contact window Times and any accessibility needs	Other property affected Neighbour, common area, utility network or unknown

WORKING TRIAGE

Proposed category Essential service / other urgent / non-urgent / unsure	Reason for that category Facts and risk - not a legal conclusion

INITIAL CONTACT ATTEMPTS

Date / time	Person / channel	Message or response	Evidence ref

Keep the wording factual: describe the condition, ask for the next action and record when an update is expected. Do not use this page as Form 23 or another prescribed notice.

03 Response and repair arrangement record

Use this page to document the landlord or agent's triage, repairer contact, timing and tenant updates. Deal with safety and condition before debating cause or liability.

RESPONSE DECISION

Report received Date: ____ / ____ / ____ Time: _____	Acknowledged Date: ____ / ____ / ____ Time: _____
Category selected Essential service / other urgent / non-urgent / unsure	Target to arrange by Working deadline and how calculated

Triage reasoning
Record the actual service loss, condition, injury or property risk, and tenant impact. Note what still needs expert assessment.

SUITABLE REPAIRER AND SCOPE

Repairer / business Name and contact reference	Trade or qualification Licence / registration check where required
First contacted Date: ____ / ____ / ____ Time: _____	Work arranged Date: ____ / ____ / ____ Time: _____
Expected attendance Date / time window	Expected completion Estimate, dependencies and parts

Scope and temporary safety action
Describe the inspection, minimum or permanent work authorised, make-safe step, quote limit and any insurer instruction.

Access pathway Emergency / notice / tenant agreement - verify requirements	Next update promised Who will update whom, when and how

Keep liability separate. A repair response does not establish who caused the problem. Preserve the condition report and original evidence, obtain a contractor's factual findings where useful, and assess responsibility only after the immediate risk is controlled.

ARRANGEMENT AND UPDATE LOG

Date / time	Action or contact	Outcome / commitment	Next step / owner

04 Access, attendance and contractor outcome

Record each visit separately. Identify who attended, the lawful access basis, what they found and what remains outstanding.

ACCESS QUALITY CONTROL

- ☐ For non-urgent repair or maintenance work, Consumer Protection says at least 72 hours' written notice is required. Use current Form 19 where required.
- ☐ Immediate access may be required for emergency or urgent work. Record why it was urgent and any communication or agreement.
- ☐ Tell the tenant who will attend, when and for what reason. A tenant does not have to leave while work is done.
- ☐ Entry generally occurs 8 am-6 pm weekdays or 9 am-5 pm Saturdays, unless another time is agreed. Check current rules and public-holiday limits.
- ☐ Do not remain longer or inspect more of the home than is reasonably necessary for the stated purpose.

ACCESS AND ATTENDANCE LOG

Date / time	Purpose and access basis	Attendee / trade	Findings, work and follow-up

CONTRACTOR OUTCOME SNAPSHOT

Condition / cause reported Use the contractor's words; attach the report	Work completed Temporary make-safe / minimum repair / permanent repair
Safe to use or occupy? Yes / no / restrictions / professional direction	Outstanding work Parts, quote, further trade, insurer or approval
Completion evidence Photos / report / certificate / invoice references	Next review date Date: ____ / ____ / ____ Responsible: _____

Do not describe a property as legally uninhabitable on this worksheet. Consumer Protection states that only the relevant local government authority can make that declaration. Seek urgent advice where health or safety may be at risk.

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05 Communication timeline and evidence index

Good records let a neutral reader reconstruct the sequence without guessing. Keep originals and use one consistent reference for the repair issue.

COMMUNICATION TIMELINE

Date / time	From / to / channel	Facts, request or update	Reply / next action

EVIDENCE INDEX

File or item reference	Date created	What it records	Original stored at

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- ☐ Confirm important telephone conversations in writing, including decisions, expected dates and who owns the next step.
- ☐ Keep original photos, messages, quotes, invoices, receipts and contractor reports. Do not overwrite the originals with edited copies.
- ☐ Use neutral file names such as YYYY-MM-DD - repair reference - document type.
- ☐ Store the tenancy agreement and relevant property condition report entry with the issue record where responsibility may later be disputed.

Privacy: Keep this blank master free of names and addresses. In a working copy, record only information needed for the repair and store it securely. Avoid unnecessary images of people, private possessions, identity documents or unrelated rooms.

06 Expense and reimbursement record

Use this page for authorised work or where a tenant may lawfully arrange a qualifying urgent repair. It is not permission to spend or deduct money from rent.

BEFORE A TENANT ARRANGES URGENT WORK

- ☐ Confirm the repair meets the urgent-repair test and was not needed because of the tenant's breach of the agreement.
- ☐ Record attempts to contact the landlord or agent and whether the applicable 24-hour or 48-hour period has passed.
- ☐ Check any preferred-repairer list supplied for emergencies and use a suitable, qualified or licensed repairer.
- ☐ Limit the work to the minimum extent necessary unless written approval clearly authorises more. Do not treat an upgrade as part of the minimum repair.
- ☐ Keep evidence of the condition, the contact attempts, the repairer's findings, itemised invoice, receipt and payment.

Section 43 of the WA Residential Tenancies Act provides for reimbursement of reasonable expense as soon as practicable after qualifying urgent repairs. Whether the section applies depends on the facts. Obtain advice before significant or disputed expenditure.

EXPENSE REGISTER

Date	Supplier / invoice	Work or item	Amount paid	Evidence ref

REIMBURSEMENT REQUEST AND OUTCOME

Total requested $_____	Request sent Date / channel / evidence reference
Documents supplied Invoice / receipt / report / contact log / photos	Response received Date / decision / reasons
Amount reimbursed $_____ Date: ____ / ____ / ____	Unresolved amount $_____ Next advice / action

Keep paying rent. Consumer Protection says a tenant must continue paying rent while repairs are outstanding. Do not withhold or deduct repair costs from rent without a clear written agreement, court order or qualified advice.

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07 Close, follow up or escalate

Close the record only when the condition, communication and evidence trail are complete. Unresolved issues may need advice, conciliation or a formal process.

CLOSURE CHECK

- ☐ The immediate hazard or service loss is controlled and any restrictions have been communicated.
- ☐ A suitable repairer completed the work, or the remaining work has an owner, date and documented reason for delay.
- ☐ The tenant received the outcome, access details and any operating or safety instruction.
- ☐ Original photographs, messages, contractor findings, certificates, quotes, invoices and receipts are indexed.
- ☐ Any decision about cause, tenant responsibility, landlord responsibility, insurance or recovery is recorded separately and supported by evidence.
- ☐ The final condition and any follow-up inspection are recorded without altering the original evidence.

Status	Closed or next review
Closed / monitoring / temporary repair / disputed	Date: ____ / ____ / ____ By: _____

IF THE ISSUE IS NOT RESOLVED

- ☐ Send a calm written follow-up that identifies the condition, previous contacts, requested action and a practical response date.
- ☐ Contact Consumer Protection on 1300 30 40 54 for current guidance or conciliation options.
- ☐ A tenant may consider Form 23 after trying to negotiate. Check the current official form, service process and consequences, and seek advice before issuing it.
- ☐ Magistrates Court applications have procedural and evidence requirements. Use the current court material and obtain legal or tenancy advice where the issue is consequential or disputed.
- ☐ For immediate danger call 000. For urgent storm assistance call SES on 132 500. Do not let this worksheet delay emergency action.

OFFICIAL SOURCES CHECKED 26 AUGUST 2026

WA Residential Tenancies Act 1987 - current official version - https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a693.html

WA Residential Tenancies Regulations 1989 - current official version - https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_s4744.html

Consumer Protection - Rental home repairs - https://www.consumerprotection.wa.gov.au/rental-home-repairs

Consumer Protection - Rent inspections and privacy rights - https://www.consumerprotection.wa.gov.au/rent-inspections-and-privacy-rights

Consumer Protection - Form 23 notice to lessor of breach - https://www.consumerprotection.wa.gov.au/publications/notice-lessor-breach-agreement-form-23

DFES - Emergency and SES contacts - https://dfes.wa.gov.au/contact

General information only. This pack is not legal, insurance, building, electrical, gas, plumbing, safety or property-management advice. Laws, official forms, contact details and circumstances change. Verify current requirements and obtain qualified advice for urgent, disputed or consequential matters.

Related practical guides: landlordlogic.com.au/blog/urgent-repairs-wa-rental-24-48-hours/ | landlordlogic.com.au/blog/tenant-report-damage-wa-rental-storm-fence/ | landlordlogic.com.au/blog/how-to-write-calm-tenant-emails-wa/

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