

Decision of the Commissioner for Consumer Protection

Section 11J *Residential Tenancies Act 1987* (WA) (RTA)

Application Number: [redacted]
Application Type: Security Bond Release Application
Bond Reference: [redacted]
Rented Premises: [redacted]
Bond Amount: \$6,000.00
Tenant(s): [redacted]
Landlord(s): [redacted]

Decision

The Commissioner decides:

1. \$572.00 to be paid to the landlord.
2. \$5,428.00 to be paid to the tenant.

Security Bond Release Application

The bond administrator (Bonds Administration) has referred a Security Bond Release Application (application) to the Commissioner for Consumer Protection (the Commissioner) on 12 April 2026, as all parties did not come to an agreement.

The claims in the application total \$572.00, as categorised below:

- \$0.00 for repairing damage.
- \$0.00 for garden repair and maintenance.
- \$0.00 for carpet cleaning.
- \$0.00 for general cleaning.
- \$0.00 for pet fumigation.
- \$0.00 for locks, keys and security devices.
- \$0.00 for unpaid rent.
- \$0.00 for unpaid utilities.
- \$572.00 for other breaches of the agreement.

Evidence

The landlord and tenant were invited to provide evidence to support their view about the application.

The landlord provided the following evidence:

- Written submission to Consumer Protection.
- Ingoing Property Condition Report.
- Outgoing Property Condition Report.
- [redacted] invoice

The tenant provided the following evidence:

- Written submission to Consumer Protection.

Reasons for decision

As a delegate of the Commissioner, I have reviewed all the evidence. Only the evidence relevant to deciding this application is mentioned in these reasons for decision.

I am required to make a decision about this application by:

- Deciding what amount the landlord is entitled to, if any, from the bond;
- Working out the balance, if any, to be paid to the tenant; and
- If there are two or more tenants, deciding how the balance is to be paid to each tenant.¹

On 12 May 2026, the tenant provided an email submission to Consumer Protection which stated that the tenant agrees to the application as follows:

- \$572.00 to be paid to the landlord for General Cleaning. In the application, this amount was categorised as Other breaches of the agreement
- The remaining balance of \$5,428.00 will be paid as follows:
 - \$5,428.00 to [redacted]

This outcome is reasonable because the Property Condition Report submitted shows that some areas of the premises were not cleaned to the same standard as commencement of the tenancy. These areas included, but were not limited to, the main entrance and passage, the front lounge, and the bedrooms, among others. I am satisfied the tenant has breached the agreement and re-cleaning is required.

The landlord engaged [redacted] to clean all interior and exterior glass doors and windows, clean the flyscreens as thoroughly as possible, and leave the surrounding area clean, at a cost of \$572.00. Given that all glass doors and windows required cleaning, this amount represents a reasonable cost to return the premises to its condition at the commencement of the tenancy.

This decision reflects the parties' full agreement.

Appeal

A tenant or landlord who is dissatisfied with this decision can appeal to the Magistrates Court of Western Australia. Appeals must be lodged within seven days after receiving this decision, or a later date if leave is granted by the Court.

The appeal can be started by lodging both a Form 12 – Application for court order and a copy of this notice with the Magistrates Court online at ecourts.justice.wa.gov.au/eCourtsPortal.

Once you have lodged your appeal, you must provide Bonds Administration with evidence of the lodgement, such as a lodgement receipt or screenshot from the eCourts portal, by emailing bondsadmin@lgirs.wa.gov.au as soon as possible. If this evidence is not provided within seven days of this notice, the bond may be released before the appeal is heard.

¹ Section 81R *Residential Tenancies Act 1987* (WA).



If you plan to appeal this decision, it is recommended that you review our guide for appealing the Commissioner's decision at www.consumerprotection.wa.gov.au/cdappeals, and the Magistrates Court's Residential Tenancy Applications fact sheet at www.magistratescourt.wa.gov.au/files/Factsheet_53.pdf.

Signed

[redacted]

Delegate of the Commissioner for Consumer Protection

DATE OF ORDER AND WRITTEN REASONS

12 May 2026