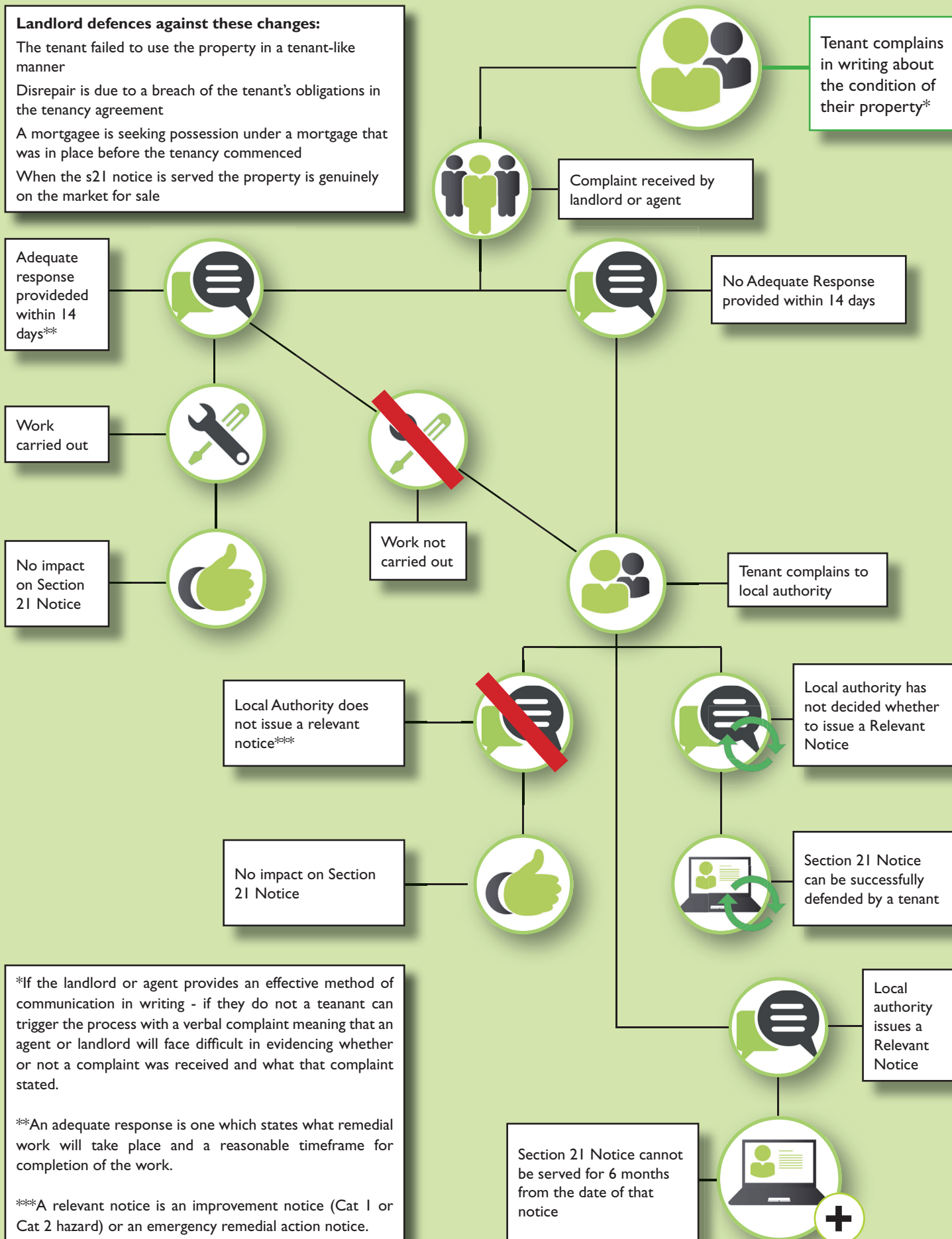


Important Changes to Section 21

Landlord defences against these changes:

- The tenant failed to use the property in a tenant-like manner
- Disrepair is due to a breach of the tenant's obligations in the tenancy agreement
- A mortgagee is seeking possession under a mortgage that was in place before the tenancy commenced
- When the s21 notice is served the property is genuinely on the market for sale



*If the landlord or agent provides an effective method of communication in writing - if they do not a tenant can trigger the process with a verbal complaint meaning that an agent or landlord will face difficult in evidencing whether or not a complaint was received and what that complaint stated.

**An adequate response is one which states what remedial work will take place and a reasonable timeframe for completion of the work.

***A relevant notice is an improvement notice (Cat 1 or Cat 2 hazard) or an emergency remedial action notice.