

## Community Support and Services Committee

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**From:** [REDACTED]  
**Sent:** Tuesday, 29 June 2021 7:04 PM  
**To:** South Brisbane Electorate Office  
**Cc:** Community Support and Services Committee; Minister for Communities and Housing  
**Subject:** To Community Support and Services Committee (CC my local MP): Submission on the Housing Legislation Amendment Bill 2021 and the Residential Tenancies and Rooming Accommodation (Tenants' Rights) and Other Legislation Amendment Bill 2021

Dear Amy MacMahon MP,

Dear the Community Support and Services Committee, cc my local MP -

I'd like to comment on both the Housing Legislation Amendment Bill 2021 and the Residential Tenancies and Rooming Accommodation (Tenants' Rights) and Other Legislation Amendment Bill 2021.

I'd also like to take this opportunity to share something with you: a snapshot of what it's like to rent in Queensland.

In early 2019 I rented a unit in [REDACTED] in West End. The unit was managed by [REDACTED] and the friendly rep told me during the inspection that the walls would be repainted and a broken closet door would be fixed before I moved in. He hadn't been planning on showing me the car space in the garage, but when he did he was not sure which one was the correct one.

When I moved in, it turned out the car space was a different one with a smaller storage cage than the one he had showed me, which happened to have a large putrefying rat in it. Also, the walls had not been painted and the closet door had not been fixed.

After numerous calls and emails over two weeks in which I specifically requested that the dead rat be not only removed, but the stain and hair also cleaned out of the storage cage, someone eventually came around and picked up the main body of the rat by hand and chucked it in the bin without any further cleaning provided. I finally gave up and scoured and bleached the storage unit myself with the help of a friend who helped me carry buckets of hot water from my unit into the basement.

Later in my tenancy, I had an inspection request "please clean the bath" which had some minor dirt and water stains. When I refused, saying they had not completed maintenance and that I would "be happy to address your requests once my maintenance requests have been addressed" they threatened to issue me with a breach notice. Ultimately I told them not cleaning the bath was not worthy of a breach notice as listed on the RTA website, they did not pursue me any further.

Eventually they sent someone out to look at the broken closet door, but ultimately accused me of having broken it since the tradie informed them that it looked like it had been mistreated at some point. I had to send them emails from before my move in when I had already noted it broken so that they would stop saying it was my fault, but they still never fixed it.

The list goes on, but I will end it there. Suffice to say, as a tenant I was held to very high standards but had basically no way to get the landlord to do basic maintenance. I was accused of being the cause of issues if I brought them to the property managers attention, and informed that normal wear and tear basically covered nothing on my move out. The property manager said carpets last seven years, and since the carpet was new when I moved in, absolutely any noticeable use on the carpet on move-out would be counted damage that I was liable for, not wear and tear.

All in all, it makes it feel like you do not have a home, you have a literal lord doing pretty much nothing other than take your money and hide behind a company that makes sure your complaints are never heard.

Based on this, and sadly several other experiences as a renter, I agree that it is crucial that rental reforms in Queensland include:

- A genuine end to 'no grounds' evictions – providing tenants with long-term security in their homes without the risk of an unfair eviction at the end of their lease
- Allowing tenants to make minor modifications, like hanging picture frames or installing furniture safety anchors
- A real ban on rent bidding – banning agents and property owners from accepting amount above the advertised rent for a property
- Expanding minimum standards to include ventilation, cleanliness and insulation
- Stopping unreasonable rent increases by tying rent increases to general inflation (CPI)
- Ensuring prospective tenants have fair and honest information about the property
- Banning inappropriate or discriminatory questions by lessors
- Make it easier for tenants to have pets – by flipping the onus on property owners/agents to demonstrate why it's unreasonable for a tenant to have pet

These provisions are included in the Residential Tenancies and Rooming Accommodation (Tenants' Rights) and Other Legislation Amendment Bill 2021. I urge the government to either support the Tenants' Rights Bill, or amend its own bill to provide real protections for renters.

Yours sincerely,

[REDACTED]

[REDACTED]

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