

## Community Support and Services Committee

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**From:** [REDACTED]  
**Sent:** Thursday, 1 July 2021 9:51 AM  
**To:** Hervey Bay 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 Adrian Tantari 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.

My self, partner and two young children rented for two years on 6 month leases, with the owners only raising the rent by \$10 to \$370 per week during the two years. During this time multiple requests were sent to the real estate to to repair a toilet seat and a security door. After 8 months the toilet seat was replaced, but the security door was not repaired. This was not because of the owners refusal, but the real estates lack of action. Coming up to the end of my last lease the real estate notified that the rent would be increasing by \$30 per week with a minimum 12 month lease. I decided this was not affordable on our current income and gave notice, moved out as per contract and had a bond clean done by a professional bond cleaner along with lawn maintenance.

I inspected the property after this and deemed the property to be clean and in the same condition as when I moved in, so handed in the keys.

On the real estate inspection the real estate said that the house had not been cleaned at all. I disagreed, but asked the real estate to allow my bond cleaners to come back to address any issues as I had already paid \$1150 for bond clean, carpets, pests and blinds. The real estate refused to allow my bond cleaners to return and withheld the full bond of \$1440 charging an additional \$80 for cleaning plus \$250 to replace the blind fittings that the real estates bond cleaners had lost. The real estate also said that I had patched the walls with mismatching paint colour when in fact this was how the walls were when I moved in and I had never made any repairs or painted any walls.

I am now going through the process of disputing the real estates claim with the RTA.

I have found the real estate agent to be unreasonable and unable to substantiate their claims.

In its current form, the Housing Legislation Amendment Bill 2021 will do little to improve my situation as one of the 1.8 million renters in Queensland. While this bill may be palatable to the real estate lobby, it completely disregards my experience as a renter.

While I'm pleased that the Housing Legislation Amendment Bill includes positive provisions for renters experiencing domestic and family violence, it contains little other reforms of substance for renters.

I urge the Queensland Government to take this opportunity to amend this bill and to implement real rental reforms that will make renting in Queensland affordable, secure and fair.

It's 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 signature]

[Redacted contact information]

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