

Community Support and Services Committee

From: [REDACTED]
Sent: Saturday, 3 July 2021 11:05 AM
To: Bancroft 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 Christopher Whiting 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.

I've rented for the past 6 years with 3 different real estates. Now that we have on-site managers that's where the stress anxiety and threats begin. We moved apartments, handed the keys back that's where the problems started. We were asked to fix every paint peel in the apartment even ones we did not make because the new tenants had lost everything in the bushfires. Then 3 days after we handed the keys back we had to go back and reclean the old apartment and replace fly screens which we had all agreed were old and terrible at the inspection of the property. They claimed we hadn't washed the floors and there were huge hair clumps which there weren't anywhere and I have photos, and a video showing there were not. They claimed the balcony which is exposed to elements wasn't cleaned to standards but it had rained for 3 days since handing back the keys. We did these things through gritted teeth all the while knowing the new apartment had not been cleaned to this standard and was so dusty and dirty we had to recreate before moving anything in. The new apartment also brought us silver fish which we'd never had before and because the new apartment was never pest controlled before we moved in which is part of the lease requirements here I was fuming. We sent in detailed photos of every inch of dirt and scratches in the new apartment and fly screens and we were accused of being picky and just upset that we had to go back and clean and that the precious tenants were human a courtesy we were not given. We moved in to a blocked ensuite sink which we reported day 1 on inspecting the new apartment and were told a plumber was ordered. 4 days later as it was beginning to smell they denied knowledge of this and came with a screw driver and a hammer and beat the plug until it released leaving lots of dints which I'm sure they will make us replace. All the while telling me I'd made the manager cry by being rude and telling her the state the new apartment was in. We then received email threats that they would be turning off lift access to the building during covid as they were being made a mess and the managers would only be cleaning once a week of all the common areas. This caused so much anxiety and fear in myself as I moved into the apartments for lifts and 4 flights of stairs would be near impossible for me with my disability and I'd be stuck. Upon reading this I emailed her back and asked that she requested more time and money from the body Corp to clean more often during a pandemic instead of turning the lifts off. She then got angry and became very threatening and repeated saying do you think I'm lazy, you have no idea you know nothing. Scared and hurt I called RTA to see if we could move or if the managers had a right to do this and the RTA said no and sent me to the body Corp managers line and the lady laughed and asked me to ask them for their managers number and report them and ask for the body corporate meeting minutes where this was past and exercise my rights. This made the manager very angry and they did eventually have their manager ring me who told me no they didn't have permission only his and he asked for pictures of the common areas after the day things were cleaned. I sent back pictures of what appears to be blood, skin, hair dust and cobwebs throughout the common areas and spit marks in the lifts. He then told the managers I'd said they were useless and unprofessional so then it was on the next day we had our first noise complaint in 2 years of living here, that our drier was on at 1am the previous night. We weren't even at home we were in ICU with my father who was very sick. They didn't care then a speeding complaint from down in the car park. It's been a frightful experience and still very stressful and we are

walking on egg shells in fear of trying to break our lease and not having another rental to move into. We have applied for over 20 to get out of here and all are rejected without reasons given.

My health, disability and endometriosis have never been worse from the stress of living here. Rental managers can not harass tenants and get away with it.

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,

A large black rectangular redaction box covering the signature and name of the sender.