
From: [REDACTED]
Sent: Saturday, 3 July 2021 2:08 PM
To: Leanne Linard
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 Leanne Linard 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 old property manager was, for lack of a better term, an [REDACTED]. And pulled the same [REDACTED] on a lot of renters & their exiting staff.

To cut a long(er) story short(ish), we lived there for 2 years with out issue. Then, when we were leaving, they decided that they had problems with the state the home was going to be left in, after never having mentioned anything in any of the property inspections beforehand.

We ended up in court and lost our entire rental bond because the property manager felt it was reasonable to ignore our request to check the property 2 weeks before our lease ended & we had vacated & professionally cleaned it, to give us an opportunity to return were they not happy with anything or we had left anything behind. We had already spent \$600 on cleaners, but they decided they wanted to use their own and take that from the bond. They also felt it reasonable to hire a handyman to remove a decorative wall hanging, replace a lightbulb, and take a golf ball from a drawer in the bathroom, also taking this cost from the bond. We were charged for fixes to the property that we had requested in our tenancy be fixed that they never got around to, such as replacing the light in the oven before we moved in & re-stringing the clothes line so we could actually have used it.

We would have been more than happy to return to the property and take care of the matters that we could, had the property manager given us the chance and treated us like humans with jobs and commitments, rather than an enemy.

What I took from this experience is it doesn't matter how reasonable the actions you may have taken were, so long as the property manager has receipts they can keep your bond. The system is built for the property managers and landlords and really doesn't care about the renters.

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 black rectangular redaction box covering the signature of the sender.