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**From:** [REDACTED]  
**Sent:** Saturday, 3 July 2021 4:03 PM  
**To:** Mudgeeraba 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 Rosslyn Bates 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 have rented 3 times in my life.

2 were very bad and my present one is okay by what other stories I have read

1. I moved into a gated community into a 3 bedroom one story unit. It took 12 months to get three of the four hot plates fixed as they did not work. Shower door kept on falling on me six months to fix. When he finally came to inspect the complaints. He walked in and said [REDACTED] demanding of purchase brand new appliances, and shower door you broke, and blinds you broke from being too rough with them. The door could not be fixed it was over 30 years old. The maintenance man borrowed my nails polished hoping it would stay on the rail.

I was shaking like a leaf he was very intimidating. Dug my nails into my palm to try and keep my voice calm and corrected him

He had to replace the hotplate, he purchased a second hand one and connected it himself. It caught fire thank heaven I had a smother blanket, he blamed me. This went on for the 8 years I lived there. He would try and bully me into painting skirting boards and walls that were already damaged. (I had photos dated to prove previous damage) The final straw well several, the letter box key no longer worked. I had to pay for the locksmith and new key, a dodgy garage automatic opener kept breaking down till the gentleman said it couldn't be fixed any longer. LL screamed that I had broken it I had to replace it.

Lease renewal came and he wanted to increase the rent by \$55 a week. I mentioned it to my neighbours both side of me at a morning tea to be informed I was paying \$200 and \$150 a week more than them and I had a smaller unit. I contacted him and said bringing disabled pensioner I could no longer afford the rent increases.

I took him to the tribunal, they ordered an independent rent assessment. It came back I was paying \$180 - \$200 a week above the average in that area and the state of carpets and painted walls and he was ordered to pay back the money since the new lease commenced. He also tried to prove I was a bad tenant always having drunken parties, and damaging the property.

His property Manager, who had resigned as he would not follow his directions on how to treat me gave evidence on my behalf as did the manager of the complex and all my neighbours.

I won and was awarded costs and only had to pay \$100 damage for the garage door that a delivery man backed into.

The following week my lease was terminated and had a fortnight to move out. I had paved a larger area at the back of the unit as well as erecting a heavy duty canvas pergola to have a shady spot outside.

I had also put in soil, fertiliser and many plants to replace all the dead ones, plus a vegetable and herb garden. Also had about 25 large pots with plants to decorate the verandah and entrance.

He came around and screamed at me saying if I tried to remove the pergola, garden plants and the pots he would have me arrested for theft.

After three weeks in my new home I received advice I was being taken to court for damages by a debt collection agency, (\$25,000). They would not release the name of their client. Accidentally I saw an address on one of the papers, it was the address of the new property manager for my ex landlord.

I sent the agency the case and results of the tribunal. A week later I received a telephone call apologising to me. They were dropping the action and their client for lying to them.

2. Another gated community. We were told an incorrect price, when we turned up with the moving van to get the keys, we were told we still owed \$300. We had no choice but to pay. We were given a verbal advice that lawn mowing was extra \$15 a week, we agreed. Then began to notice the lawns were not being mowed for six weeks or so yet still being charged every week. When he was confronted he said he was paid whether he mowed or not. I found out the name of the owner to question the validity to be told the body Corp moved the lawns and maintained that hardens including cutting back overgrown plants, which we had been charged extra for.

Our aerial stopped working reported it told we had to fix it. Showed him the relevant regulation of Queensland housing laws. Our first lease was up in three weeks we were given notice to vacate. We had paid a fortnight's rent in cash as I had had a win on lotto. Told we were two weeks behind and because it was paid in cash did not have proof we had to pay it.

He also tried to take our bond with so called damages again we had photos to prove existing damages.

3. By standards our present REA and LL are good

We have asked for locks to be put on the majority of the windows as they have none nor do they have security screens on most. The windows that do have locks are broken. Most of the fly screens have holes and we get eaten alive by mosquito's and in summer a fly problem. Have been refused.

We have a broken door between the garage and the house. I paid for bedroom aerials. Shower heads replaced that didn't work properly.

A front door that doesn't lock properly. A bodgy job was done in my shower tiles had fallen off at the bottom floor level, they had mould, they did not clean it off but painted sealer over it. I worry the mould is growing inside the wall. Told it is fine.

I am disabled and had difficulty getting to the clothes line as there was no step. I had to pay for one.

Why do we stay, simple the dwellings were all one level and they are hard to come by, bus service very close, Aldi across the street. Short distance to doctor. Hospital, library, shopping centre. Gold Coast when so close to facilities the rents are through the roof. We pay \$550 a week and will go up next lease

I share the house with two other people it is the only way we can afford rent. Electricity. Internet and food. No luxuries, except once a month I go to senior's movies where I only pay \$11, it takes me an hour and a half to walk home using my wheelie walker as I cannot afford a taxi both ways even though I have a taxi subsidy card.

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.