

From: [REDACTED]
Sent: Tuesday, 6 July 2021 10:10 AM
To: Cairns 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 Michael Healy 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.

Some background:

My agent has effectively put me on a blacklist. For no reason they can specify. while, They have not me put on TICA but have have used their own power to blacken my name by giving out a poor reference to other real estates to whom I have applied for accomodation.

I have never received a notice to remedy

my rent is always paid on time.

in the years (2017) i have been here I have not had issues with inspections.

this is a letter I intend to send:

Good afternoon [REDACTED]

So from your reply I'm to take this as a personal slight. You're using your position to impede my moving on, on a most personal level. I read this quote from [REDACTED] principal of your company:

“ [REDACTED] from [REDACTED] believes it is important to protect the tenants ” Your actions make a mockery of [REDACTED] words by attacking me on the most personal level; my ability to attain secure accommodation.

Reason being that nothing has been made official. Your property manger has put me on what is effectively a black list without informing me of when or why I have been entered.

no NTRs were ever issued . That makes your concerns personal rather than professional, or official.

the concerns made by [REDACTED] were addressed and accepted by her as I had sent back a reply addressing her concerns including photos. Which she accepted by way of an email. No mention of any concerns were made after that.

A subjective list, based on [REDACTED] seemingly hostile and unqualified observations: (She did not refer to the entrance report for this property) that makes her unqualified to comment on the condition of this property. It was clear in [REDACTED] inspection that she was going to find fault, whether it existed or not. She was very determined to find whatever she could. No mark was too small for remarks. she was so determined to find some kind of fault, she did not check the smoke alarms. Which is usual for house inspections. They were attended to weeks later when she finally remembered She did not check the lawn., She was focused on finding some kind of fault in the house. She did not expect me to be able to attend to all the things on the list in the time she set out. The list was straight from her bully podium. She was out to get me that was clear. I can tell when someone is going above and beyond a “regular “ house inspection, this was something extra, this was a

mission. I could see that much.

Her list is not an official notice to remedy.

[REDACTED] sent an email accepting my efforts.

[REDACTED] had a hostile attitude from the outset.

you are relying on a biased account from a person whom is quite clearly hostile and unqualified to make an objective account of what she sees here. [REDACTED] has lost all objectivity due to her hostility:

[REDACTED] had rung me (out of the blue) demanding and making threats If I didn't move my car, from what is a council parking area.

I've made a record of the dates that [REDACTED] called me.

this alone is a breach of your own company rules. Stating that: all contact must be made in writing.

[REDACTED] breached this company rule once again by ringing (out of the blue) and made similar threats against me regarding some things that were waiting to be collected and were subsequently removed within 24 hrs.

I consider these contacts a breach of my right to "quiet enjoyment" outlined in the lease agreement. [REDACTED] has shown her hostility to me with every encounter, most recently by putting me on an internal black list and refusing to give a truthful and accurate account of my tenancy at this address to prospective property agents, while, I have shown her and your company and the owner every courtesy.

I have always paid rent on time.

And have never received a notice to remedy.

I Respond to every request in a prompt and courteous manner, all my correspondence will show this.

I have always passed inspection in the time I've been here since 2017. I am a good tenant.

I've done the right thing by your company.

A copy of this email goes to my local member Michael Healy and to Greens Michael Berkman & Amy MacMahon as evidence of the need for legislative change within the rental industry. As this case stands out as a need for further regulation in your industry.

Now it is your turn to do the right thing by me

[REDACTED]

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]