
From: [REDACTED]
Sent: Monday, 12 July 2021 7:22 PM
To: Stafford 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 James Sullivan 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.

One Agent tricked me into signing the bond release to them. They then consequently took out more of the bond in the repairs and did not mitigate my losses in these apparent repairs. Replacing 2 bedrooms of carpet because of a smell apparently that they deduced on their own accord to dog urine in which my dog only ever had few accidents in my sons rooms on his rug only (being a new member of the family and dogs always gravitating to one area if they ever do have an accident). At no time did my dog have accidents in my room or any other room and the two rooms that were most worn from traffic and aesthetically not new in appearance anymore as apposed to the study was very much targeted.

They had no photographic evidence of underlay markings or substantiated evidence for replacing two bedrooms of carpet. Only one small comment by their own carpet cleaner. My carpet cleaner stated they were clean and came up good. They got in another carpet cleaner without consulting me that they tried stinging me for when I could have asked my carpet cleaner to repeat with the warranty of work if there had have been an issue. They stated that urine had seeped to the underlay then they could have replaced a segment of the underlay only in my sons room. Again no photos of any underlay.

The invoice from their carpet company was not signed nor did the invoice state that underlay had been replaced which apparently was the main problem made from the Agent on their own terms.

I took it to QCAT and missed my initial hearing due to the hearing paperwork being caught up in amongst the inch file of documents with no cover letterhead on the documents or stating pivotal hearing dates on requests in a cover letter.

Because I missed the hearing (from also having a medical condition and overseeing the caught up hearing in amongst the thick pile of documents as I was so anxious at the time) then it went to a rehearing after applying in which I placed with lots of other evidence in a submission but QCAT dismissed the hearing and claim with no given reason as well.

I also have a disability with my medical condition in which the agent knew of being on disability with my income stream and I was narcissistically abused by their agent and bullied also in phone calls. They threatened ticker even before the court process had concluded.

I ended up paying for extra repairs to brand new state that they didn't mitigate losses on and also tricked me with policy that wasn't legal with the bond.

I was a good paying tenant of two years at the property. They said I will never be able to rent with Ray White again because I disputed the bond and mitigation of losses.

I have also had other incidences where you make one small grievance about maintenance or the way in which you are spoken to which is usually subjugation then what they then donis create a rental psychological warfare of showing they have power over you more and go tit for tat with covert threats to your tenancy and accommodation security .

It's a very unfair system. Even QCAT with a lot of evidence did not seem reasonable and were in favour of a dodgy repairs claim which was more so for complete improvement of the rooms instead of reasonable repairs only.

At no time did QCAT or the agent play fair in taking off 10% each year for depreciation with me paying old for new carpet and a full new carpet account of 2 bedrooms when there was 2 years wear and tear. Again even though one bedroom had never been spoiled in an occasional accident by my dog.

I have also had one agent not lodge \$2000 of my bond an out it to rent and when it came time to leave I had no bond to pay for some small repairs and remaining few days of rent. They abused me for their error because I client afford the payment because I had exhausted my funds for the new rental costs and thought they had lodged my bond as had signed the paper work for the bond and everything.

It has been shocking especially considering I live with disability.

The last one being so bad with the bullying and stress that I landed back in hospital with an exacerbation of my condition between that, the bushfire crisis and Covid.

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,

