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**From:** [REDACTED]  
**Sent:** Thursday, 1 July 2021 7:42 AM  
**To:** Mt Ommaney 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 Jessica Pugh 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.

In our last place, getting repairs was like getting teeth pulled. Our property manager changed several times in a year. I had to email several times requesting repairs that should have been done before we moved in, because often the property manager would just ignore my emails (but if you call, they ask to please email and send photos because it's their policy). The screens on the windows were broken and all sorts of bugs came in before it got fixed. Why aren't fly screens a requirement in QLD? We have mosquito borne diseases! The aircon wasn't working properly and what with the change of property managers and the policy to never send the proper tradie initially (they'd always send an electrician or a plumber to you first, even when you needed a dishwasher specialist or an aircon specialist), I had three different electricians come to look at the aircon over several months before the management finally sent an aircon man! When the dishwasher broke they sent a plumber even tho

I told them it wasn't a water problem...he was an apprentice who told me this was not a job for a plumber and proceeded to just try pressing the buttons really hard. Suffice to say when we eventually got a dishwasher specialist he was able to identify the problem and get it fixed. This is frustrating for tenants but surely also for landlords because they pay for two tradies when only one was needed. Another thing that annoys me is being inspected several times a year and held to unreasonable cleanliness standards! Nothing in the lease says the specific stuff they pull you up for in inspections and a lot of it is surely only relevant in a move-out clean. Do home owners clean their range hoods four times a year? I haven't talked to any who clean it even once a year but I'm expected to do it for every inspection.

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.