

Community Support and Services Committee

From: [REDACTED]
Sent: Thursday, 1 July 2021 5:14 PM
To: South Brisbane 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 Amy MacMahon 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 moved into a brand new rental [REDACTED] built by and property managed by [REDACTED] (the same thieves who failed for their buyers at [REDACTED]) that wasn't clean as it had been sitting empty, the draws fell apart, toilet roll holder fell off and got infested with flies from the bin room next to us that obviously wasn't sealed. The big black flies came up through the drainage! All my plants were killed by a neighbour above tipping cleaning water into the courtyard and they did 0 about any of this during my tenancy. Issues were just ignored.

Then when we moved we were charged for brand new carpets because [REDACTED] decided that general wear and tear didn't apply to new apartments and living there 3 years I was still expected to leave the apartment in brand new condition- which is impossible especially when the choice of carpet by the developer was CREAM WOOL the easiest to mark and hardest to clean. We had them professionally done every 6 months and all and this wasn't good enough. Charged over 2k for the place to get brand new carpet. The carpet wasn't even bad just not brand new..... it had been 3 years.

We broke lease because we were in a position to purchase a property due to family gift of deposit. They are ment to do everything in their power to mitigate our loss in this situation.... they didn't. They didn't show up to open inspections they accepted applications they weren't going to approve and knew straight away they couldn't accept (2 cats not permitted) however took 4 days to 'process' stopping all showings and not responding to enquiries in that time. I held a weekend inspections myself to try and rent the property asap and they didn't send me the list of people who had registered so I missed possible tenants in the walk through. They didn't put the unit number on the booking advertisement so no one could buzz in - this info was all omitted and cost us so much time and money at an already stressful and expensive time.

They also kept sending me rental arrears notice after we had moved out and didn't owe anything. I'm worried that's going to remain on my record.

My removalists were booked and I booked the truck spot at the units. We were in the process of filling the truck and they made us pause my move for council pick up- costing me almost an additional hour for movers.

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.