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**From:** [REDACTED]  
**Sent:** Monday, 5 July 2021 10:36 AM  
**To:** Bancroft 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 Christopher Whiting 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 tenancy we spent the whole time battling to get things in the property fixed. For example the reason we chose this house over others was that it had a spa bath. Despite multiple maintenance requests the spa bath was never fixed and rent reductions were not approved. We also had lighting issues for example no working garage light for 3 months, no working range hood for 2 months and others. We were also told that despite not having things working our rent would be going up by \$15 per week if we resigned the lease.

We looked after the property and made multiple improvement such as removing rubbish (a not working toilet in the garden, old falling apart screening) and fixing decking, fixing curtain rod fittings, replacing broken pool parts, pressure cleaning paths and in general improving the condition of the property.

When we made the choice to leave the property early due to these not being resolved and deciding to bring forward relocating states we were treated terribly. The agency did not process applications for the property and took a week to start organising open homes. We were charged additional break lease fees that should not have been charged however we paid just to try and make everything easier on us. We communicated our exit plan including dates for cleaning and the agent completed the exit inspection before the cleaning date and made access to the property unavailable to the cleaners. We were lucky to get this resolved but added extra stress to what was already a very stressful time. The agent also submitted the bond refund forms claiming the majority of the bond before the tenancy was handed over despite having a legitimate claim on any of the bond.

How are we as tenants protected against people taking advantage when in fact without great tenants like us to rent properties landlords and agents would be out of pocket?

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,

