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**From:** [REDACTED]  
**Sent:** Tuesday, 6 July 2021 11:55 AM  
**To:** David Janetzki  
**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 David Janetzki 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.

My rental story started five years ago when my husband of 35 years through myself and my two young sons out of our family home of 24 years.

I found an old house a little run down close to my oldest son's home .it was all I could afford as id only been able to pick up part time work .my youngest son still at high school but I manage to take this house and turn it into a home for us .

Our First property manager was lovely . she was always friendly and treated us with respect .when she left I noticed a change in attitude , the Real Estate seem to have a high turnover of staff ,replacing the old ones with much younger people.

The owner decided he didn't want to do any maintenance and the management team didn't seem to enforce it. The routine inspections became more often and seemed more like a Inquisition. I was made to feel like I had no rights and that I had done something wrong.

I was constantly reminded that the house didn't belong to me ,I would answer yes ,I know but it's my home.Comments like oh you've been here a long time made me feel as if it was a bad thing ,that they didn't value a long-term tenant .other comments made during inspection were 'the owner I wouldn't be happy with me ' ( i never found out why he was unhappy with me) it's normally came after I had suggested that maintenance had to be done...tiles falling off walls ,gutters not been cleaned, black mold on the bed room walls dripping taps were some of the minor maintenance ,most were never addressed.

There were more serious maintenance issues cracked and sagging ceiling in the lounge room , large cracks forming in the foundation of the house and the concrete under the house .badly corroded galvanise pipes; preventing us from having safe drinking water and washing water . The pipes were so corroded that the water was brown and smelled, felt awful on your skin. the clothes would come out of the washing was machine smelling.

I find it offensive that young people who have just finished high school and have no life experience are allowed to judge how I live ;my belongings and how I clean. Comments 'like the house isn't the same as when you moved in never' made sense to me how could it be the same ? people live here, go to school and work, the house has furniture ect so how could it be the same as before I moved in ?when the house was empty .

the young management team need to be told that when they do an inspection for a house it's not just an empty house it's somebody's life .consideration should be given to the people living there. they should be taught that I don't care if they don't like my pot plants or my furniture and they should keep personal opinions quiet. they should also be told that when they do an inspection it's not an empty house yes .there will be washing on the line... yes they could be a cup out of place... could even be toys on the floor! And this isnt wrong! and we shouldn't be made to feel as it is. if we not damaging the the walls, window or any part of the house and paying the rent then we should be able to live our lives.these are RENTED HOUSE NOT A DISPLAY HOUSE. It very stressful having a stranger come in and make judgement on your life every three months.

my dog was approved from the start so i cant understand why comments where made at each inspection..things like is she desexed?.,why did your grandson give you a cockatiel for your birthday?...oh you have goldfish! as a adult its my responsibility to care for these pets why should I have to explain that having my dog made me feel safe. And the fish and bird brightened my life.

So after 2 1/2 years of constant requests about the pipes. they were fixed .soon after I was notified that my lease would not be renewed , the owner made it clear he wanted me out ,even if I had nowhere to go .( the plumbers doing quotes did warn me to be careful and not up set the owner , I couldn't put up with the terrible water any longer)

now I've become a statistic ; single woman almost 60 homeless and couch surfing ! with my son ,sometimes we sleep in a tent or if it's really cold in the car. Im a good tenant I paid my rent on time,never caused damage .alway pay my bills. I can no longer afford to live and I've been told by life line i have zero chance of getting rental as things are.

Our government is not doing a good enough job! everyone should have the right to have somewhere safe to live.

rent should but controlled so greedy owners cant make a lot of money of people trying to live. realestate should be trained more so they don't use bully tactics ,so you feel at any time you home could be snatched away from you.

just because you've have a dog or a cockatiel or a fish or a couple of kids it shouldn't be held against you . we should be able to have somewhere safe and nice to live .that's affordable ..not just for the rich. it's not just an empty house it's someone's life ! it's very stressful to have someone to walk in and walk over your life and make judgement. I hope you make reforms to help the tenants regards Julieanne Page

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,

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