

Submission to:**Community Support and Services Committee Inquiry into:*****Residential Tenancies and Rooming Accommodation (Tenants' Rights) and Other Legislation Amendment Bill 2021*****From: David Margan-** [REDACTED]
[REDACTED]

This submission is brief and deals with just two matters.

(1) Issue of Privacy.

Frequently now regular inspections of rented premises involve agents and/or their representatives taking photos or videos of the premises interior.

This automatically involves the capturing of personal and potentially valuable effects.

I have had an instant where such vision ended up on the web.

A person pays rent in part for the right to privacy and I believe such activities breach that fundamental right.

Condition forms that were filled out during inspections sufficed in the past why not now?

The only reason I can think of is that it's just easier for the agent and laziness should not be an excuse for such intrusion into tenant's rights and rights to privacy.

This behaviour should not be allowed or at least the tenant should have the right to refuse such intrusions.

In future I will be refusing to allow the use of cameras.

(2.) The [REDACTED] appear to have built a new 'business model' that emphasises sales to the detriment of tenants whereby their offices are now closed on weekends and staff are unavailable as they are, and I quote, "*attending to the business of sales*"

For tenants who work during the week a Saturday morning visit to the agency to conduct business or sort out issues was the only option.

That has now been terminated.

This approach also restricts the ability of tenants to get any service at all in the event of emergency involving the rented premises.

The agency has not communicated any means whereby tenants can deal with this situation by alternative communication models.

Do not these agencies have a responsibility to provide a reasonable service to their customers for the fees they charge or are renters a sub-species whose rights can be ignored?