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**From:** [REDACTED]  
**Sent:** Friday, 9 July 2021 9:59 AM  
**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.

We were living in a studio apartment in Highgate Hill. We had a mouse infestation for months. Droppings ended up throughout a kitchen cupboard and wall skirting was chewed through in various places - it was disgusting and we hated being at home. We were waking up in the middle of the night to the sound of mice. We even saw them scurry across the floor several times. We sent various emails and called so many times, to receive the response "it's difficult to do anything about mice - maybe other tenants are just not as tidy as you". First off they sent a handy person to patch the walls - what a surprise, it did nothing and not long after there were mice again. We hadn't been told when he was going to turn up so he did and we weren't home and he of course didn't have a key to get in. Months later, they finally sent someone out to check out the situation and a pest guy turned up and sprayed the apartment in less than 5 minutes - what a surprise, it did nothing. This went on for mo

nths until they had heard enough of us and something was put in our roof. \*\*we were told that our agent was not the person in charge of the maintenance - we never found out who was...

Secondly, we were informed after a routine inspection that the recess to our shower needed redoing. The tilers came around to do it, and we were told to leave the shower for 30hrs - we left it longer, and still the paint stuck to our feet instantly and we were back to square one. This happened three times until they got it right. We asked the agent if maybe they should look into getting someone that actually knew what they were doing - apparently the landlord wanted the same people.

about 2-3 weeks ago (after given notice), our shower was ripped out of the wall and redone hahaha, but this didn't go too smoothly either. We were told that the tradies would be there for 3 days to redo the shower - on the first day we told the damage was worse than they thought, so they'd be there for the whole week. This was extremely inconvenient as I had official meetings with work this week and my partner was in the middle of exams. So, on day 2 of no shower, we were woken up at 6am by 2 tradies that walked straight on into our apartment. So now, we didn't

have a bathroom either - difficult when you work full time. They were apologetic and left for me to get ready, given it was not their fault. When I complained to the agent about this they told me that they assumed we would have found somewhere else to stay for this period - something that they did not make sure to check. The workers left a thick layer of plaster dust and scraped plaster on our belongings, the tradies j

ust didn't turn up on the last day and the door or proper taps weren't replaced on the shower.

Since living in this apartment, we have lived in 2 other rentals in the area. Each not without their issues. We've dealt with black mould in our bathroom and landlord who was very reluctant to help get rid of it for us, landlords turning up at our house without letting us know while we were entertaining guests to carry out noisy maintenance, a landlord who insisted they fix our door lock to come around a handful of times and it not be fixed any time until they finally called a locksmith, being turned down to having pets. During our time as renters, we have always been on time with rent, keep our home clean and tidy and we've put up with all of this just to have a roof over our heads.

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,

[REDACTED]

[REDACTED]