
From: [REDACTED]
Sent: Friday, 9 July 2021 12:26 PM
To: South Brisbane Electorate Office
Cc: Community Support and Services Committee; thepremier@premiers.qld.gov.au; communitiesandhousing@ministerial.qld.gov.au
Subject: 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 Committee

Please find my submission the Housing Legislation Amendment Bill 2021 (The Bill).

NAME: [REDACTED]

MAILING ADDRESS or PHONE NUMBER: [REDACTED]

ORGANISATION: None.

I want to see the following changes in the Bill.

ADDED PROTECTIONS FOR TENANTS AGAINST LESSORS AND LESSORS' AGENTS GIVING A FORMER TENANT A FALSELY POOR REFERENCE TO A FORMER TENANT'S PROSPECTIVE LESSOR OR LESSOR'S AGENT. Tenancy applications in Queensland usually require that the contact details for previous lessors or lessors' agents be provided by statutory declaration. Under Chapter 9 of the Residential Tenancies and Rooming Accommodation Act 2008, there are limits on listing a tenant's personal details on a tenancy database, but there is nothing in the Act to protect against a former lessor or lessor's agent giving a false report about a former tenant to the former tenant's prospective lessor or lessor's agent.

I was recently the tenant of an apartment in South Brisbane. It was not a pleasant experience because the agent [REDACTED] repeatedly refused to reimburse me for an emergency repair which necessitated a (successful) application to QCAT, repeatedly advised me that I had obligations under the lease which I did not in fact have, repeatedly issued notices to enter which did not comply with the rules of entry and issued me with a notice to leave in retaliation for my having obtained an order for the reimbursement of the cost of the emergency repair (I didn't make an application to set aside the notice to leave because I considered it saner to have no further dealings with the lessor and the agent). [REDACTED] has also refused to refund my bond, despite the fact that I spent the not insubstantial sum of \$786.50 having the premises professionally cleaned and left the apartment immaculate when I vacated. I have been without my bond refund for 6 months now because QCAT has a large backlog of cases. I lost my job in the pandemic and so the conduct of [REDACTED] in refusing to refund my bond has caused me financial hardship.

I paid my rent in advance, I kept the apartment spotless and I complied with each of my obligations under the tenancy agreement and it was the lessor through his agent who repeatedly breached the tenancy agreement, not me. Nevertheless on 9 December 2020, the property manager [REDACTED] of [REDACTED] intimated to me that I would receive a poor report from her in the event she was contacted by a prospective lessor of mine.

Tenants require added protection in the bill to protect against such disgraceful, unethical conduct on the part of lessors and lessors' agents.

QCAT SHOULD BE ABLE TO CONDUCT DISCIPLINARY PROCEEDINGS AGAINST PROPERTY AGENTS ON THE APPLICATION OF PERSONS OTHER THAN THE CEO OF THE DEPARTMENT OF ATTORNEY-GENERAL AND JUSTICE. Currently, only the chief executive of the Department of Justice and Attorney-General can apply to QCAT to commence disciplinary proceedings against property agents, resident letting agents and real estate salespersons.

Yours sincerely,

A solid black rectangular box used to redact the signature of the author.