

---

**From:** [REDACTED]  
**Sent:** Monday, 12 July 2021 10:22 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.

When I moved back to Queensland in 2019 after ten years away, I learned about a small unit for rent in South Brisbane, because the tenants were leaving. They introduced us the property manager, [REDACTED]

After an inefficient process where we were required to provide lots of personal information and use the designated payment method of the property manager, we were approved for the property.

Despite this, it was still some time before we could move in because the property manager wanted to leave a number of days between tenants in case they required the move-out clean to be rectified. This seemed inefficient to me: leaving a home vacant to allow for a property manager's convenience. Of course, the cost of the vacancy was not borne by the property manager.

While occupying the property, the oven stopped working. Despite repeated notifications to the property manager, no one attended to fix it. At this time in my life, I was able to get around this by using the barbecue. However, if I had had a lower income, a bigger family, an impairment or a special diet, this would have been a very difficult situation.

The property manager required us to vacate a number of days before the end of the lease, in order to once again allow for them to critique our move-out clean. They strongly suggested we use a cleaning contractor associated with

them, in order for our move-out clean to be approved. It was the most expensive cleaning contractor we had ever engaged.

Our experience was nowhere near as bad as that of many other renters, but our position of complete vulnerability to the property manager was disempowering. The lack of adequate minimum standards meant we went without a functioning oven for most of the tenancy.

In its current form, the Housing Legislation Amendment Bill 2021 will do little to improve the situation for 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]