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**From:** [REDACTED]  
**Sent:** Monday, 12 July 2021 10:47 PM  
**To:** Capalaba 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 Donald Brown 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.

I rented the above property for 4 years. Was never late with payments and looked after it as though it was my own. I moved here after my marriage ended and had not rented since I was 18. Found myself in a situation where I wasn't able to afford to buy again so renting was the only option at that time. I recently moved out at the end of my lease and to say my moving out was difficult is an understatement. The Property management company kept 2 weeks overpaid rent for 2 months and tried to have me pay exit costs that far exceeded my bond. If not for advice from the RTA, Friends, family and Tenancy Association I would have caved and been out of pocket nearly \$3000.

Result - overpaid rent (\$1000) only repaid to me after call from lawyer from tenancy assoc of Qld.

I launched an investigation (with RTA) had mediation (no result) and applied for QCAT Hearing. Prop managers did a deal (not great) at 11th hour which I agreed to as it came down to fighting over \$200.

I took this as far as practical with the view - how many people do they do this to?? Obviously they get away with the bullying behaviour ALL of the time!

I'm a single middle aged woman, I'm not disrespectful, I look after my home and was made to feel like dirt. NOT OK. I did not request rent reduction or relief during Covid even though my income was affected.

I hope something can be done about this because at a time when I needed a place to feel safe and at home I did not. And, I think this is the rule NOT the exception.

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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