

I am writing to draw your attention to an issue that has been affecting numerous tenants across New South Wales and request your immediate action in rectifying it. Specifically, I urge you to introduce a change that would prevent rental agencies from imposing additional fees on tenants who are forced to pay their rent through the agents' mobile applications.

It has come to my attention that several rental agencies have recently begun mandating the use of their mobile applications as the only acceptable method for rent payment. While the convenience of digital transactions is widely acknowledged, these agencies are exploiting their position by introducing exorbitant fees for tenants. An example is the agency [REDACTED]. The charges imposed include 0.25% for direct debit, 0.95% for debit card payments, and an astounding 1.5% for credit card transactions. Such excessive fees are unduly burdensome on tenants already struggling with the rising cost of living and limited financial resources.

Within the App is a way for tenants to pay their rent fee free, but it designed to be overly complicated and frustrating to drive people to pay the fees.

As you are well aware, the provision of affordable and secure housing is essential for fostering a prosperous society. Renters form a significant portion of the population, and their rights and well-being should be safeguarded. By allowing rental agencies to impose these unfair fees, we risk further exacerbating the housing crisis and deepening inequality in our communities. It is vital that we address this issue promptly to ensure a fair and equitable rental market.

I kindly request that you consider implementing regulations or legislation that explicitly prohibit rental agencies from charging tenants additional fees for paying rent through their mobile applications. By doing so, you would be safeguarding the rights of tenants, promoting financial transparency, and fostering a more accessible and inclusive rental market.

Moreover, I would like to emphasize the urgency of this matter, as more tenants are being subjected to these unjust fees with each passing day. I believe that by taking swift action, you can prevent further financial strain on vulnerable individuals and families who are already grappling with the challenges of affordable housing.

I thank you for your attention to this matter and for your dedication to improving housing conditions in New South Wales. Your leadership and commitment to fostering a fair and equitable rental market are greatly appreciated. I am confident that, with your support, we can bring about meaningful change and alleviate the burden faced by tenants across the state.

Please feel free to contact me if you require any further information or assistance in this regard. I eagerly await a positive outcome and remain hopeful for a fair and just resolution to this pressing issue.