

CONDITION REPORT

Every single time I receive a condition report the section for when the carpet was replaced, last painted etc. is always left blank.

I think the tenant needs to know this information especially when at the end of the tenancy they are trying to claim your bond for carpet that may be 20 – 30 years old. They have possibly claimed the same bond reason from multiple people. They may have also claimed insurance.

There needs to be some sort of database to establish that if they collect your bond, they actually use it to fix the damage so that they can't keep claiming the same thing over multiple tenants. Nobody checks this.

Work done on the premises should also have before & after photos. I have had a situation where a receipt was sent to my property for some renovations that were actually done to the property the owner lived in. These expenses were then used as a tax deduction.

There should be more time given to complete the tenants section. Lifestyle does not allow for you to unpack your house, clean the old one, work & inspect every nook & cranny. Things are often found weeks after moving in.

A copy needs to stay with the tenant for comparison when doing end of bond clean.

PROPERTY MANAGER CODE OF CONDUCT

A code of conduct for real estate agencies is badly needed. There needs to be a place that people can report fraudulent or discriminatory behavior by agents. There also needs to be penalties for breaches of the code & a regulator with teeth. There are true horror stories out there.

E.g., Recent property purchase. [REDACTED] given 30 days' notice so that renovations can commence. Property Manager harassing with phone calls asking why they couldn't go to [REDACTED]. Go to NCAT for extension. Lied & said that the property was sold with vacant possession. Refused request of 2 months, refused request of 6 weeks. Lied & said it was dumped on her when I have knowledge, she pushed previous agent to issue termination notice even though they told her it was not within the tenancy laws. NCAT agreed & she had to start again with 90 days' notice. Pretended not to know so she is either incompetent or dishonest. Either way it's not OK. [REDACTED]. She refuses to ask the owner or divulge to me if I will be required to vacate when my lease expires in [REDACTED] I have asked 3 times. Lying & trying to bully & bluff the vulnerable in relation to homelessness & sheriff throwing them on the street should be illegal. Giving factual information in regards to the laws is ok but not trying to scare people when you have no actual basis. If you request something they should copy you in on correspondence with the owner.

PETS

Pets save our lives every day. They combat loneliness, provide love, give us something to care for & boundless amounts of joy. Nobody wants a horse in the lounge room & that's ok but domestic pets, if the property is suitable e.g.: yard for dogs should always be OK. Any damage is claimable via the bond. I personally have to replace screen door mesh. It's the only damage my cats do but I still clean the carpet & spray for fleas at the end of every tenancy (even though I regularly treat). Have rules but allow us the joy of pets in our lives.

LEGISLATED MAINTENANCE REQUIREMENTS

Building & pest reports should be a requirement say every 5 years. It should include things that are unsafe, badly aging or unsightly.

It's not fair that a tenant complains about the roof falling in, to then be evicted for repairs which should have been carried out prior to the roof falling in.

Damaged & leaking gutters causing rain to enter & then claiming damage to the carpet.

Mould growth repeatedly occurring in the same area caused by damaged roof tiles but the tenant being required to clean & remove.

Rusty exposed piped running the length of a bathroom wall. Ugly & dangerous for children.

If no maintenance has been done for 20 years, they should not be allowed to use the market rent as a guide or benchmark. It should be capped to the market rent of when last maintained.

Considering environmental issues, I really feel that all rentals should be equipped with solar panels. A long time frame could be given for landlords to comply & I would be more than happy for this to be a tax write-off, as would the earth.