

Key components in improving rentals in NSW:

I have been searching for accommodation for over 8-months and have the following suggestions to improve the process and make it fair to all parties. I have wasted so much time travelling around Sydney looking and can only achieve two or three visits per day – hence missing out on many opportunities as I could make an informed decision based on the following criteria.

All advertising should have the following:

1. **A floorplan map** with dimensions in meters with at least one decimal place. Rationale – pictures are distorted or taken from various angles and lens to make out the room or access way are very large. Some words indicate a bedroom is king-size (but on visiting you would not be able to walk around a king bed or open or shut the door and on two occasions the room would be lucky to accommodate a single king bed. One outside entry pathway looked at least 2.5 meters wide based upon the pathing slabs – but on arrival one had to turn sideways to use the pathway as it was less than 0.8 meters wide. A floorplan allows me to make an informed decision; that is, this one is just too small for my needs, etc.
2. **All photos provided should be dated and less than 2-months old.** I have seen photos which look like the place had just been built – but was over 20-years old and the photos were just misleading advertising. Dating photos' and being less than 2-months old will reduce such misleading advertising.
3. **At least six photos showing** outside and inside the property, including fair representation of lounge, kitchen, bathrooms and bedrooms, exterior. Some adverts provide no photos or just one of the exterior.
4. **Stated number of bedrooms, bathrooms, carparks, square meterage and price on the front of the advert.** Many require you to open each link or document to find out the price – this is just wasting people's time – once price is seen for what is being offered, one can make an informed decision as to whether within price range one can afford or the price is too much for the stated size, etc.
5. **Adverts should only be sent out for properties still available.** I am receiving pamphlets or web-links, which when read or have to individually opened you find the property has been 'leased' – this is just plainly misleading and false advertising.
6. **If pets are allowed.** Many do not state anything but upon asking the answer is 'no' – some agents will not tell you until you attend the inspection – again wasting peoples time as if one knows pets are not allowed, then one can make an informed decision or just not attend the inspections. A waste of time driving to an inspection and then finding out onsite – and missing out on inspecting other property options.
7. **Carparks need to be stated what they are and where they are.** Sometimes off-site can be up to 1 kilometer away from the property or is a carport but not as stated a 'lockable' carspot.

8. **Fixed pricing in the advert.** I am finding a difference between what is stated in the advert and what is stated or required to be inserted in your application. To be fair to all the price must be fixed and not changed or price-auctioning occurring upon application.
9. **Maintenance issue need to be stated up front.** On many occasions the photos do not indicate maintenance issues but upon inspection it is obvious photos have been photoshopped/edited – I have found black mould through several rooms but the photos do not show it, photos do not shown broken doors/windows, hole sin the ceiling, painted over wet sports/mould spots with new paint, missing doors or doors unable to close or on broken hinges, holes in the walls, broken sinks/showers, etc, etc. All maintenance issues like these should be stated in the advert – then an informed decision can be made before attending an inspection. Some are significant health hazards that should be upfront so one can make an informed decision.
10. **Apartments in a block should state the number of floors and number of apartments.** One can then make an informed decision about if one wants to live in such a large block, or if one is not wanting to live in a block of apartments one can look for other options – many times one cannot tell from the advertisement.