

**Real estate agents forcing tenants to pay surcharge for paying their rents.
Housing is a necessity and not luxury!**

Thanks for giving the opportunity to make submissions in improving NSW rental laws. I hope at least some work will be carried out to help renters have a roof over their head.

My submission is about real estate agencies who are making it hard for renters to pay rent by adding or forcing them to sign up applications such as ipay which attracts a fee from \$1.50 to \$4.00. They also use dodgy tactics to provide one free way of paying rent which is cheque payment. Most of the bank these days have stopped issuing cheques and only 5% people use cheque as a form of payment. Unfortunately, tenants are left with no option but to simply pay an addition surcharge on top of their expensive rent. What I am frustrated is, I need a reason why I need to pay an additional surcharge for paying my rent from my own bank and my hard-earned money to another company who is solely benefiting from a person's necessity??

This has to stop immediately and it has to stop now. Real estate agents must allow tenants to at least pay rent by on free and easy option such as bank transfers or EFT payments. The real estate agencies may complain about their workloads, added administrative expenses, etc, but at the end of the year they definitely make huge profit.

I hope the state government will show some guts to help renters who are struggling because of failed government decisions and implement strict laws surrounding the rent payment surcharges.

Your Sincerely,

