

From: [REDACTED]
To: [Residential Tenancy](#)
Subject: Submission: Improving NSW Renting Laws
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To whom it may concern,

Submission: Improving NSW Renting Laws

All renters need and deserve homes that are affordable, secure, safe, and feel like home. NSW renting laws should be reformed in order to make renting fair for the 1 in 3 people in NSW who rent our homes.

I am a renter in the [REDACTED]. I have rented since 2019 when I sold my home to relocate here for work but was then hit by a truck while riding my bike so all the savings from the sale of my home have gone towards my recovery, medical care and cost of living as I can no longer work.

Ending unfair evictions

Renters need homes that are stable and secure. Renters deserve to live without fear of unfair 'no grounds' evictions from our homes.

All renters should be provided with a valid reason for ending a tenancy. Landlords should be required to provide a reason to end a rolling (periodic) lease, and a fixed term lease after the end date.

'The property will soon be sold' should not be added as a ground for eviction.

I have had 2 no grounds evictions, 1st one the owner said they wanted to do renovations before selling, 6 weeks after we moved it was advertised at \$200 a week more and from the photos they used no renovation took place, they didn't even replace the carpet that they said smelt so made us pay \$500 to replace it. The second no grounds came we told it was because the owner wanted to sell (we didn't believe that because we knew it was a newly built home when we moved in and the home was bought for the owner's superannuation) it was actually because the owner and agent wanted to chase the market we had already had 1 price rise in the 12 months so they legally couldn't negotiate a price increase even though we wrote and offered \$150 a week more than what we were paying because we knew the market was tight and didn't want to become homeless like so many other families. The moment I handed the keys in I got back in the car and had an alert that a new property was available it was for the house we had just handed the keys back for and it was advertised at \$300 a week more than what we had been paying. The house we are in now has a few issues but we are not asking for repairs to be done because we don't want the owner to put the rent up.

Keeping pets in rental homes

Renters need homes that feel like home. Renters should be allowed to make simple choices to make the houses we live in homes, including whether or not to keep pets.

Landlords should only be able to refuse a pet by obtaining a Tribunal order allowing them to do so. This is a model similar to those that apply in Victoria, the ACT and the NT.

We have a cat and a dog we believe that having them and being honest about them is the reason we got charged for new carpet in the first home even though the owner from the re advertising photos didn't replace them (still had a stain that was there when we moved in) and we strongly believe that being honest about them on applications has meant we were not successful for the ones we were not successful in because as soon as an agent sees pets especially a cat they don't put your application to the owner but then say the owners choose another 'stronger' applicant.

Rental affordability

Renters need homes that are affordable. Renters need to be able to afford to pay our rent without worrying that it will mean we go without other life essentials.

There should be fair limits on rent increases in NSW tenancy law.

Housing is an essential service. Having a secure, safe, affordable home is vital to ensure a decent life. There are other essential services – energy, health, education and more – where cost is regulated to ensure the service is accessible for everyone. Fair limits on rent increases and rent setting should apply in rental housing too.

In the current house we are in, we have friends that live 2 houses up, our homes are the same floor plan same builder same age, same property manager, our friends pay \$100 a week less the owners of ours wanted us to pay another \$50 more but we were able after a lot of stressful negotiation to agree to \$580 a week but they would only give a 12 month lease when we had requested at least a 2 year lease. We are struggling to pay our rent and having to go without some groceries, paying some bills(having to make financial hardship arrangements, and forgoing some medication and medical procedures. We also go to bed straight after dinner as we can't afford to pay to heat the home.

My renting story

Renting a home is an essential need and right of everyone however I see a huge problem being that the property management agents are only interested in chasing their profits and don't have any ethical responsibility or ombudsmen type schemes so apart from going to NCAT for physical problems with the property or breaches to lease agreements, renters are not able to make a complaint to have the property management companies investigated to show they are ethical and doing the right things by both the owners and the tenants. The unethical property managers are a huge contributor to the many problems that renters face and I believe that agents chasing profits is a huge contributor to the recent huge financial rises in property rents. Agents tell tenants oh that is the owners decision or agents tell the owners the tenants have requested something that will cost money an example of this is we recently needed to replace a light bulb on an outside light the rubber seal that made the light fixture waterproof had become hard and was disintegrating, we requested a new seal however the agent said that we had to request a new light because you can't buy the replacement seals and because it's an electrical outlet an electrician had to replace it, in our opinion it was just the same as changing the light bulb and we now know the seals are available at Bunnings so as you can see the agent has only accepted that a new light was needed because she would get higher profits from having the electrician on her books/her electrician come to the property and replace the whole light.

Property agents are always going to chase profits because that's how they make their money done in an ethical and accountable environment that is probably fair

However

these unethical often very nasty and sneaky property agents at the moment have no accountability or regulatory authority that owners and tenants can make a formal complaint to so they get away with a lot of abusive behaviour and predatory practices to ensure they look good because they are a highly profitable business. I thought going to NCAT would be helpful but they were unable to help because they have no authority over the non-existent code of ethics that property managers should have to be accountable to

Thankyou for your time , please make sure renting is made to be a less stressful situation

Kind Regards.



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Have a wonderful day