

From: [REDACTED]
To: [Residential Tenancy](#)
Cc: [REDACTED]
Subject: Fwd: Rental submission on Survey Completed
Date: Wednesday, 2 August 2023 12:13:52 AM

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Hi,

I've just spent a couple of hours completing the survey and as I only have a phone with poor wifi here... I couldn't put my submission into my drive, apologies!

Please see the screenshots from my notes I've just finished below.

I would really appreciate it if you could give me a call to discuss further, please.

Look forward to hearing back from you soon.

Kind regards

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, August 1, 2023 11:45 pm
To: [REDACTED]
Subject: Rental submission

Submission

I moved into an apartment in [REDACTED] in March 2022 after waiting almost a year.

I initially had a 12month lease through [REDACTED].

I had 2 attempted break ins in the first 2 weeks.

I have the bottom floor apartment with my bedroom out the back ... it has / had double glass windows to my bedroom ... (the ones that can be popped out) where both attempted breakins took place.

I spoke with and emailed the agent too many times to recall...always with no response...waiting for the owner / or the Agent to do something. Nuddah?!?!

Also from day 1 ... until now , almost 18months later, the water from the taps in kitchen, bathroom etc. is from a dark brown .. to caramel and very rarely ever clear. I have had gastro every few days... A brand new experience for me,

especially given my age and health!

**I've also been in contact with
NCAT regarding the water issue
and lack of security on the
property.**

**I have also had two floods in the
apartment, ruining rugs, furniture
and more as well as having fallen
over at 2am going to the bathroom
.. the 'indoor laundry' .. which does
STILL NOT WORK ... as the
owner apparently won't pay to
have the taps fixed ... which we're
leaking! flooded the hallway and I
slipped and fell in the dark.
DO NOT start me !!**

**The agent said that they would not
pay to have the / my internal**

laundry taps fixed at a cost of \$500+ ... hence... the laundry I'm paying rent for DOES NOT WORK /NEVER WORKED!! and I have to go elsewhere every few days to wash my clothing.

Going back to the ground floor bedroom windows with zero security ... agent did NOTHING... I ended paying over a \$1000 buying a very sturdy metal grill, from Sydney transported to [REDACTED]..then having a Tradie come and fit it for me... zero compensation.

I do not want to have to move as I'm simply not up for it and love the place...now that I feel safe and secure... all at my own doing and expense!

FYI... on yet another note!

when I was first shown the property, the agent showed me .. my garage... oops!!!

On move in day I was to discover that what I had been shown WAS NOT in fact my garage...but a MUCH SMALLER FILFTHY SHED which I then spent 6!!! Hours cleaning out!! No apologies...nothing!!!

There is SO much more to tell and I have video back up to prove the total disrespect or care for myself and what I've been subjected to.

When the 12month renewal came up, I had to chase the agent for

**weeks ... she finally turned up...
WITH THE OWNER?!**

**Absolutely NO notification at all..
THAT's NOT LEGAL!!**

**And then I had another long wait to
get a further 6 month renewal.**

**Oh...yes.. the owner and the agent
commented that I had “too much
stuff”**

**RENTING IS THE GREATEST
STRESS AND FEAR for any renter
who rents with integrity and care.**

**I'm living in fear of the next
renewal due in September.**

**I have built and owned a home in
[REDACTED] Sydney.**

I have also rented for far too long...

and I have always maintained gardens and left every rental property, yard and gardens in far better condition than what it was when I/we moved in.

I make a house a home and take exceptionally good care of wherever I live as I simply don't know any other way....

SO, that's a brief version of my rental experience in [REDACTED]...and sadly not at all what I expected

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