

Private (Anonymous) Submission

Improving NSW Renting Laws

I was a renter in Sydney NSW for almost 25yrs, from 1996 to 2020, and I wish to share insights from my own personal anecdotal experiences, in this submission, for your consideration, to help improve NSW Renting Laws – including industry oversight and transparency.

Throughout those 25yrs, I was professionally employed in two long-term high-paying roles, and I moved around many local addresses with many tenancy agreements, and dealt with many real estate agent property managers.

Typically, all the properties were nice 1-2br apartments, in idyllic inner Sydney suburbs, in reasonably good condition for typically above-market rents.

Formally, none of those tenancy arrangements ever resulted in any escalation to NCAT, nor any other industry or regulatory authority. This might suggest that the residential arrangements were entirely smooth – however, that would be entirely wrong.

Unfortunately, towards the end of those 25yrs, the tenancy arrangements had become an ever increasing source of stress and frustration, and with an increasingly de-moralising sense of powerlessness and exploitation. It was truly awful and I'm glad I don't live in it anymore.

The one theme I wish to emphasise, was the decreasing level of humanity being displayed in the relationships by the real estate property managers with myself as a tenant.

In the 1990s and 2000s, I found those relationships to be very fair and professional, and particularly cordial, polite and respectful. However, into the 2010s, and especially in my last renting years, I found the real estate agent property managers had become brazen, lying, scheming, nasty, condescending, contemptuous individuals, for which there was seemingly no recourse. It struck me that my greatest living expense by far, ie paying rent, was also the one with the absolute least level of service and respect from the agent of the provider.

Suffice to say, I am absolutely thrilled that I am fortunate enough to live in my own home now, and I look forward to never ever having to deal with a real estate agent property manager ever again.

Nonetheless, I strongly empathise with those tenants still suffering the inhumanity of real estate property managers who are seemingly a law unto themselves in how they treat tenants. Accordingly, I felt compelled to lodge this submission.

I implore the NSW Government to do more to reign in the real estate property management industry and their deplorable behaviours and treatment of residential tenants.

Thank you.