

I am a single mom and have lived in a house in . It is the most unmaintained house that I have ever lived in. It was purchased in and nothing has been maintained since then. When I moved in the oven wasn't working so they did replace this and also the hot water needed to be replaced since we have lived here but everything else is excused by them under the guise of "building in the future." There is also extreme mould and rain inside the house. This is a very useful excuse for them. Even to the detriment of the condition of their own property. We live here since I have animals and am a single mother. Pet owners can be like second class citizens. I have paid over \$140k to live here and I have no money and in this market not even any respect or appreciation.

At the end of last year I received a years worth of water bills. They began texting and emailing me daily with them. Since I live here I receive daily text and emails regarding anything but I don't know why I snapped one day and responded, "you guys let the water bills pile up and I am paying them off and you are HARASSING ME!" Days later I received an email saying landlord requires vacant possession, you have 90 days." When I enquired why they pulled out this very useful building card. I have taken my case to tribunal and feel I have a good case against them and evidence but I will lose since I have no rights as a tenant. I have begged and implored them to negotiate a rent increase with me but even though I have told them that I fear homelessness as I am financially struggling atm and a single mother and will not get another lease in this market they have power over me. This is a frightening thing to have this power imbalance and lack of morality or kindness. I did have a rent increase in November last year so it's easier for them to evict me and get new tenants. This is not right. I cannot eat, sleep or breath since this began in March. It's too easy for them to lie.

Regarding rent bidding how does anyone prove that this went on? Who is monitoring the weekly increases that are soaring weekly to unbelievable heights. Who can afford this? How much of it is foreign rich people evicting the Australians who cannot compete to afford such rents?

There should be a limit comparing past rent to current rent as a percentage. I think the rental increases are surpassing the mortgage increases. There should be some avenue to fight eviction so that they can push the rents higher.

No ground evictions:

It is apparent that this is failing the tenants as humans with rights. It is also too easy to lie. I think Victoria has a better system where if you say you are building or the landlord is moving in you must have evidence and cannot re rent for 6 months. My sister said that in Canada if a landlord or agent lies re reasons for eviction the prior tenant can report them and they will be fined. Perhaps the tenant could also be compensated for unnecessarily moving which is greatly stressful, labour intensive and expensive. My current landlords are evicting me to teach me a lesson, aim to increase the rent with a new tenant although everything is broken and mould and expect me to pay for my move and want my bond even though I have lived with such extreme mould and broken things and rain in the house. The mould has damaged our stuff and is unhealthy. The power disparity between tenant and agent/landlord is seriously broken!!! They are not building but can just say that they are. They could just use any excuse for eviction without evidence.

Regarding this there should maybe be a minimum habitability standard? Too many stories of run down places that people are desperate to live in, like us. Fighting to live here instead of being homeless.

For me the building card is used to not repair things that are broken. We are so desperate that we live with extreme dilapidation and mould. They just can use the words we are building with no evidence. Not one building contractor has come here and I have other evidence to prove they are lying but I don't have any legal right in the law.

Re Pets.

I am extremely worried about animals as an animal lover, they are being dumped in this market and it's very sad. This needs some level of protection for animals. Most animals are not going to damage things. I worry that people who apply for their animals will not be accepted over non animal owners especially when the market is so crazy against the tenants. People get scared and dump the cuties.

There should be amendments to personal information required and also I wonder if the agents can somehow sell this valuable information?

As a single mother I worry so much that I will not get another lease in this mad fight for rental properties. My income is 80% of my rent. What are other single parents doing? How can they provide homes. How can anyone afford these rents? How much of this is new rich foreigners pushing Australians out as they can afford more?

Automated decision making should be controlled too.

Automated messaging and emailing:

Also I have rented for 20 years but since I moved into this house 4 years ago I have been emailed and texted at an unprecedented rate. This is despite me paying the rent like clock work every two weeks around 9 am.. That day I can guarantee messages saying that I am one day behind etc although they know that I am paying. My friend was saying the same thing happens to him. It is extremely stressful to receive these daily messages for no reason really. I wonder if this is an auto generated thing but this should be regulated. I am currently being evicted because I was being harassed daily about a years worth of water bills. It is apparently illegal to send more than 3 months at a time. So despite all the daily messages they failed as agents for the landlord as well. Since I am so stressed about moving I really regret not just paying them all off and for sending the message saying you are harassing me. But I also wonder why they didn't contact me as agents working for the landlord and I would have rather paid than the stress of being evicted, which is possibly just so that they can increase the rent despite the dilapidation since I had an increase in October 2022.

There should be some control over eviction with the plan of new tenants at greatly increased rent. There should be a set percentage for rental increases. This is causing so much inflation in my opinion this rental soaring madness, exceeding the mortgage increases. Is anyone monitoring this. I'd say currently so many evictions just so that new tenants can pay greatly increased rents.

But also the daily texting and messages legally violate my "right to quiet enjoyment of the rental property." There should be some limitation of messaging and texting for no really valid reason. In my daily stressful single mother life it is a huge daily stressor when I have been paying the rent, which is 80-90% of my income.

There should be potentially a rental ombudsman. My current agents and possibly landlord have been the worst ever and lack morality and sentiment but who can I report this to? And now I'm fighting in tribunal but expect to lose as tenants have no rights but when I asked the court how do I avoid a black mark against me they shrugged their shoulders. I am trying to defend myself against unjust eviction but now I'll have a bad reputation despite having a case.

I was also advised that I cannot talk to the press if I have a case at tribunal. When I feel like I'm fighting giants with much more power than me and I have no rights and am going to have a bad record and in a democracy I am not allowed to talk about my case.

Despite the state of dilapidation that we live with and damage to my stuff and I have been repairing things at my expense the landlord/agents plan to take my bond prior to my even leaving which they have indicated via our correspondence. So I am to pay for my new rent, double rent for at least a week as we move, the cost of the new bond, I have damaged stuff but they still want my bond as well. This is in extreme disparity of power between the landlord/agents and tenants and is unjust. I would support the bond transfer scheme. I have never lost my bond and now in the most dilapidated house where my stuff and our health have been damaged they want my bond too. Moving is one of the most stressful times in one's life and they have cared so little for us and the effect on us, the potential future homelessness, and then I am to pay for the move financially (thousands of dollars) but also physically, the new rent, probably double rent for at least a week, new bond etc.

Hellllp

Sincerely.