



Community
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22 December 2003

Residential Tenancy Database Working Party
Consumer Policy Framework Unit
Competition and Consumer Policy Division
Department of the Treasury
Langton Crescent
CANBERRA ACT 2600

Dear Sir/Madam

RE: Inquiry: Residential Tenancy Database

I am writing in full support of the submission to the Issues Paper: Residential Tenancy Databases, November 2003 as recommended by the Tenants Advice Service.

Throughout the review period, I attended a Tenancy Network Meeting and I gave feedback to the Tenants Advice Service regarding issues that I had with databases. This includes the problem for tenants not even being aware of databases, let alone if they may be listed or not. I strongly believe that tenants should be notified, as Real Estate agents are not under any obligation to inform the tenants why they have been unsuccessful in their application. This leads to the tenant being homeless for a longer period of time rather than the opportunity to resolve the matter with the listing agent. In my role as a Tenant Advocate I am concerned about the issues outlined in the submission, and I believe that there needs to be some regulation in this area.

Thankyou for the opportunity to contribute to this process.

Yours faithfully

Ann-Marie Paulsen
Tenant Advocate

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