

3. All rental debts including deferred rental payments accrued due to the impacts of the pandemic are to be forgiven, with no fault or penalty.
4. New and existing rent reduction agreements must be below 30% of tenants' income as projected in September² and to persist for the length of the pandemic's impacts.
5. Penalties must be *applied* to landlords, agents and agencies who refuse to negotiate rental agreements in good faith, and/or who breach our rights as renters.

Impacts of Mediation and Dispute Settlement Scheme

- Lack of a right of representation for renters further exacerbated the power imbalance between tenant and landlord
- Renters avoided accessing the scheme for fear of retaliation by landlords and their agents
- Real estate agents have protracted negotiations of reductions resulting in renters in hardship facing rental debt claims by landlords
- Real estate agents have coerced renters into deferral of rent rather than rent reductions
- Real estate agents have given false and misleading information to renters, and coerced renters into providing excessive or unreasonable amounts of personal information
- Renters have been pressured to move out due to being unable to pay rent, leaving the remaining tenant on the lease liable, and with greater difficulty of a proportionate reduction needed

² JobKeeper and JobSeeker rates cut in September 2020
<https://www.abc.net.au/news/2020-07-21/jobkeeper-jobseeker-extended-rates-cut-coronavirus-morrison/12475716>