

From: [Michelle Devine](#)
To: [Portfolio Committee8](#); [Trina Jones](#)
Cc: [Taryne Cullen](#); [Markus Bell](#); [Katerina Pavlidis](#); [Diana Holy](#)
Subject: RE: Inquiry into the Residential Tenancies Amendment (Protection of Personal Information) Bill 2025 - Portfolio Committee No. 8 - 16 March 2026
Date: Wednesday, 18 March 2026 4:28:14 PM
Attachments: [image001.png](#)
[image002.png](#)
[Transcript - Residential Tenancies Amendment \(Protection of Personal ~ with Fair Trading corrections.pdf](#)

Dear Alex

On behalf of the Rental Commissioner, I thank the Committee for the opportunity to take part in the inquiry.

Please find attached our suggested corrections to Hansard.

Kind regards


Michelle Devine

notice," and we ask more detailed questions along those lines. In addition to those surveys, we have regular engagement with tenants and landlords through various forums as well as property sector representatives and industry representatives. We also do a lot of market monitoring. We look at information like the bonds data, rent prices, rent listings and availability of rentals in different areas, and we infer from that what changes might have occurred and when. For example, I heard earlier today there was an assertion that the reforms had led to a decrease in rental homes. There's no evidence to suggest that whatsoever. We've seen an increase in bonds, an increase in rental supply—stable and increasing. There's been no measurable reduction.

The CHAIR: The Tenants' Union proposed that landlords should be required to report on the outcome of pet applications lodged during the tenancy agreement and to be disclosed during that mandatory survey through Rental Bonds Online. Is that something that's being considered or being done?

TRINA JONES: Happy to consider.

The CHAIR: They also suggested working with NCAT to access that de-identified data in regard to the outcomes of the applications animals going into the tribunal. I know you actually mentioned the data here today, but is that ever going to be sort of public information, or is it public now?

TRINA JONES: NCAT are constrained by their current system insofar as they don't have an ability to automatically collect that information. It's a manual count, so I can't commit to that information being available regularly. It would get difficult to collect that at scale over a long period of time in the current system. What I can say is that we meet really regularly with NCAT; I have a regular meeting with them. We talk about things like trends and issues that are emerging, and pets has  ever been even on the agenda. It's just not a high-frequency matter.

The CHAIR: I don't remember if it was the Property Owners Association or the Real Estate Institute, but they were asserting essentially that there's really no problem with people being able to get into the rental property market with animals. They were suggesting that there's no data or hard evidence that people are being rejected because they have a pet. But, of course, others have said that that data isn't and can't really be collected. Does your data—in your opening statement I think you said 10 per cent were originally being advertised. Does that kind of show us that it really has been very difficult for people with animals to enter the rental market?


TRINA JONES: I would agree. I would also say that we hear regularly from tenants that it's difficult to find a rental property with a pet in their possession. I also often hear from agents who advise that if a person has a pet, they're not the first person considered. That again is based on the individual. There's 75,000 licensed agents across New South Wales. I'm not saying that's everybody, but we certainly hear anecdotally that that is a practice.

The CHAIR: When I asked you before in regard to what people can potentially do once they're refused a pet, and one of the options you mentioned was to contact Fair Trading, how would that work if that person's immediately in breach of their lease?

TRINA JONES: We would ideally want them to call us before they're in breach. So they could contact us.


NSW

Reply

 **DEVINEM3**
Mar 18

insert comma after determination


Reply

 **DEVINEM3**
Mar 18

wildly

Reply


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 **DEVINEM3**
Mar 18

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Reply

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 **JONEST8**
Mar 18

Pets has been on the agenda- I meant its not presented as a high frequency issue. Can I please ask for this as "Pets does not present as a high volume issue to be frequently on the agenda"