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AHURI Queensland Research Centre

the perspectives to
and
the impacts of

TENANCY DATABASES

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Tenancy Databases

- became well established in the 90s
- operated by private companies
- efficient, effective exchanges of information
- local, national and international

Database Data

- personal data
- current tenancy details
- tenancy history
- tenancy breaches
- tenancy defaults that may not be legal breaches

Screening

- Property managers have always used screening processes
- now subscribe to commercial tenancy databases
- professional tool for 'risk management'

Property Managers

- access existing data
- contribute towards data collection
- additional services from database operators

In Practice, Property Managers

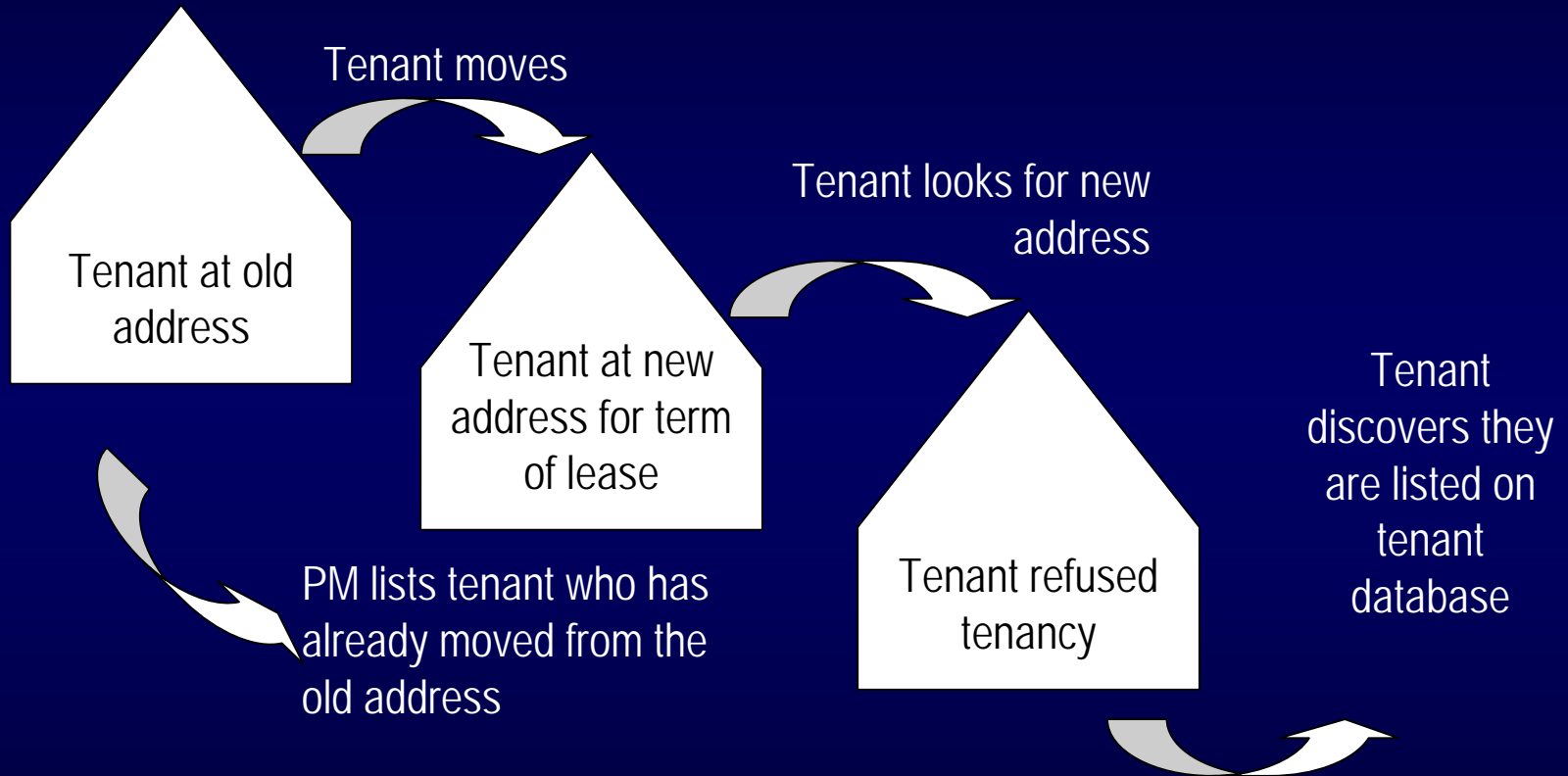
- don't necessarily consider the data reliable
- often don't have time to update data
- selectively use the available data
- selectively update or add to database
- subscribe to more than 1 ... just in case
- 'pick the best, dump the rest'

Tenants

- consent for personal details to be put on databases
- are not considered for tenancy if they don't
- often don't know they have consented
- have limited knowledge of what databases are

Tenants

- suspect property managers 'talk to each other'
- hear rumours of 'blacklists'
- hear about 'databases' from the media



Tenants

- uncertainty of what details are on a database
- access / verification of data not easy
- cost to access data is a barrier
- redress is not a priority ... finding a tenancy is



Tenant Advocates

- advice to tenants
- ultimately reliant on legal redress
- powerless

Where do tenants go?

- 'private' landlords
- friends ... family
- caravan parks ... boarding houses

What Strategies do Tenants use?

- rent in other people's names
- change their names
- share housing

Vulnerable tenants

- marginalised
- excluded from formal private rental tenure
- flow over effect into the unregulated market
- fall into homelessness

Tenancy Databases

- are used as a professional tool
- will not be disappearing
- tenants still need to be screened
- but tenant listing needs to be just