

1 Are you aware of an instance in which a landlord or agent failed to adequately notify a tenant that advertising photographs or videos containing their possessions would be taken inside their home? If so, describe the incident and outcome.:

2 Do you know of an instance in which a tenant was concerned that their possessions could be seen in advertising photographs or videos? If so, why was the tenant concerned?

They didn't want photos and belongings advertised, we recommended them removing items from view – simple

3. Do you know of an instance in which a tenant has been robbed or physically harmed following the publication of advertising photographs or videos that contained their possessions? If so, describe the incident:

No never any incidents.

4. The Commission's preliminary investigation revealed that tenants are concerned about privacy, risk of theft and risk of personal harm. Do you know of other concerns tenants might have in relation to advertising photographs or videos?

They are more than welcome to remove items from display for advertising as we recommend

5 Do you know of an instance in which a tenant has refused to have photographs or videos of their possessions used in an advertising campaign? If so, what was the outcome of the dispute, and did it impact negatively on the landlord?

No we have it as a policy prior to renting with us. And yes it would impact the sale of the property if the land lord would not be able to take photos of their property.

6 Can you suggest a workable, standard practice that could be adopted by landlords and agents advising tenants that advertising photographs and videos will be taken inside their homes?

Suggest the tenants remove items from view of photos for advertising when photos are taken

7 Does the law in relation to the right to enter to show the property to a prospective tenant or buyer need clarification? Should landlords and agents have a right to enter to take photographs and videos for advertising purposes?

No they should not - landlords sometimes need to sell their properties and will impact the sale price negatively should it be more difficult to do inspections. There is already 24 hour notice required and many times they cancel inspections without notice and not much the agent can do aside from send them a breach

8. Do you consider that it is an invasion of the tenant's privacy to take or use advertising photographs or videos of tenants' possessions without their consent?

Its never without their consent as they are aware we are taking photos and have time to remove personal items.

9. How should the law protect tenants' privacy in relation to photographs or videos that contain tenants' possessions?

Ask them to remove items they do not wish to be photographed.

10 Should Victorian law require tenant consent before photographs or videos of tenants' possessions are used for advertising purposes?

No request they remove their items

11 Should Victorian law allow landlords and agents to take photographs and videos containing tenants' possessions provided that they first inform the tenant in writing and give tenants the opportunity to remove any items from view?

They are always informed prior

12 Can you suggest any other reforms that might strike the right balance between the desire of landlords to advertise their properties and the concerns of tenants in relation to photographs and videos that contain their possessions?

No there are already too many

13 If you have been involved in a dispute about advertising photographs or videos that contained tenants' possessions, how did you resolve the situation? Did you contact an organisation to ask for help and, if so, what happened?

retake photos without their items in the advertising

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