

Wednesday 15 July, 2026

The Hon. Christopher Minns MP
Premier of New South Wales
GPO Box 5341
Sydney NSW 2001

Re: Call for the Replacement of the Minister for Better Regulation and Fair Trading

Dear Premier,

For the reasons set out below, the Real Estate Institute of New South Wales (REINSW) respectfully requests that you remove the Hon. Anoulack Chanthivong MP from the portfolio of Minister for Better Regulation and Fair Trading.

Real estate is unquestionably the singular most important asset class in New South Wales. It touches the lives of every resident, homeowners, tenants, landlords, purchasers and investors. It is said that property is a cradle-to-the-grave relationship.

Property carries profound social, economic and tax revenue implications for this State. Real estate transactions always involve large sums of money and are, by their very nature, legally complex. It is no place for the inexperienced or disinterested.

We have all become desensitised to property commentators reaching for the word “crisis” when discussing housing supply and affordability. Hoping it will improve is not a strategy destined for success. The property services industry (“Industry”) and the property market (“Market”) have systemic, complex problems, built up over years of neglect. To successfully tackle the challenges will require industry knowledge, political courage and leadership. Unfortunately, Minister Chanthivong is not the answer the Industry and Market need.

The Minister can ignore the Market, but he cannot ignore the consequences of ignoring the Market.

The Industry and Market needs, and the community expects a Minister who is competent and genuinely engaged in their portfolio. Despite repeated attempts, Minister Chanthivong refuses to meet with us. He has unilaterally, and consciously, ceased his relationship with the Industry, while continuing to criticise it publicly. A Minister who denigrates an industry, yet refuses to engage with it, is not serving the consumers he is charged with protecting.

We don’t want a Minister who is content to have the job. We need one who will do the job.

Our concern is not simply that the Minister has declined to engage with us. His conduct suggests a fundamental lack of understanding of the Industry he regulates. Clearly, a Minister who does not understand an Industry of this scale and complexity should not be entrusted with responsibility for it.

Below is a synopsis of the contemporary issues.

1. The Minister expects the Industry to deliver a compliant and quality services to consumers. Yet, he supports people entering the Industry with less than week's education.
2. The Minister expects the Industry (including new entrants) to have knowledge of 22 legislative instruments, as set out in the [Supervision Guidelines](#).
3. Because of the Minister's support for inadequate education, the attrition rate for new entrants to the Industry is 80% in the first year. The Minister is failing consumers and those people seeking a career in real estate.
4. This year, the Industry has been expected to absorb 449 changes, each with their own complexities and carrying severe penalties for non-compliance.

Legislative Reforms Affecting the Real Estate Industry 2025–2026

PART A

Legislation that has passed Parliament and has commenced or is yet to commence

- 1–2. Residential Tenancies Amendment Act 2024 and Residential Tenancies Amendment Regulation 2025 – Rent, termination, pets, and payment reforms
3. Residential Tenancies Amendment (Termination Notice for Significant Renovations or Repairs) Regulation 2025 – Renovation termination supporting statements
4. Residential Tenancies Amendment (Domestic Violence Reform) Act 2025 – Stronger domestic abuse tenancy protections
5. Anti-Money Laundering and Counter-Terrorism Financing Amendment Act 2024 – AML/CTF obligations for real estate
6. Anti-Money Laundering and Counter-Terrorism Financing Rules 2025 – Detailed AML/CTF compliance requirements
7. Anti-Money Laundering and Counter-Terrorism Financing Transitional Rules 2026 – Transitional AML/CTF arrangements
8. Strata Managing Agents Legislation Amendment Act 2024 – Commission, insurance, and conflict disclosures
9. Strata Schemes Legislation Amendment Act 2025 – Governance, levies, repairs, and management
10. Strata Schemes Legislation Amendment Regulation 2025 – Manager duties, payment plans and forms
11. Property and Stock Agents Regulation 2022 – Restricted strata agency agreement terms
12. Strata Schemes Legislation Amendment (Commencement) Regulation 2025 – Corrected strata commencement dates
13. Conveyancing and Real Property Amendment Act 2025 – Options, plans, and electronic lodgment
14. Treasury Laws Amendment (Doubling Penalties for ACCC Enforcement) Act 2026 – Higher consumer law penalties
15. Automatic Mutual Recognition Legislation Amendment Act 2025 – Interstate occupational Licence recognition
16. Automatic Mutual Recognition Legislation Amendment (Compensation Fund) Regulation 2025 – Compensation Fund contributions

- 17. Privacy and Other Legislation Amendment Act 2024 – Privacy rights, offences, and enforcement
- 18. Digital ID Act 2024 – National Digital ID framework
- 19. Digital ID Rules – Digital ID operating requirements
- 20. Tobacco Legislation (Closure Orders) Amendment Bill 2025 – Closure orders and lease termination
- 21. Residential Tenancies Amendment (Fees and Payment Methods) Regulation 2026 – Rent payment fees and Centrepay exemptions
- 22. Property and Stock Agents Amendment (Underquoting and Other Agent Conduct) Bill 2026 – Pricing, advertising, and underquoting reforms
- 23. Public Health (Tobacco) Amendment (Landlord Offences) Bill 2026 – Illicit tobacco landlord offences
- 24. Part 5A of the Water Act 2007 (Cth)

PART B

Bills and proposed 2026 reforms

- 25. Fair Trading and Building Legislation Amendment Bill 2026 – Licensing, strata and building reforms
- 26. Property and Stock Agents Amendment (Underquoting and Other Agent Conduct) Bill 2026 – Pricing, advertising and underquoting reforms
- 27. Residential Tenancies Amendment (Protection of Personal Information) Bill 2025 – Tenancy privacy and application controls
- 28. Strata Schemes Legislation Amendment (Miscellaneous) Bill 2025 – Strata governance, fees and EV charging
- 29. Retail Leases Amendment (Review) Bill 2025 – Retail lease disclosure and termination rights
- 30. Environmental Planning and Assessment Amendment (Planning System Reforms) Bill 2025 – Housing and planning system reforms
- 31. *Water Amendment (Water Markets Information) Regulations 2026*
- 32. Water Market Data Standards 2026

PART C

Policy and proposed reforms pending or in force

- 33. Portable Bonds Scheme – Portable rental bonds between tenancies
- 34. Name and Shame Register – Public register of enforcement action
- 35. Electrical Safety Certificates – Electrical certificates and eCert lodgment
- 36. Minimum Energy Efficiency for Sales and Rentals / MEERs – Minimum energy standards and disclosure
- 37. Commissions in strata – Possible commission phase-out
- 38. Mandatory training for strata committee members – Required committee member training
- 39. Digital ID Amendment (Redress Framework and Other Measures) Rules 2025 – Digital ID complaints and redress
- 40. Digital ID (Accreditation) Amendment (PSPF and Other Measures) Rules 2025 – Digital ID security and accreditation

5. Because of the psychosocial harm the industry is experiencing and the Minister's refusal to meet with us, we have taken our concerns to:
 - (a) NSW Ombudsman
 - (b) SafeWork NSW
6. The REINSW wants a more professional, experienced and knowledgeable Industry. If the Minister would meet with us, we would ask, when an industry wants to improve itself, why would Government not support it?

The above are not minor administrative concerns. They go to the heart of consumer protection, Industry sustainability, and public confidence in a sector that underpins this State's economic and social fabric.

We freely admit to not having all the answers. However, we believe the answers exist. As a starting we need a Minister that believes, as we do, that none of us are smarter than all of us. With that belief, and respectful dialogue we can collectively tackle the problems. Silence is not a strategy, and inaction is itself, a conscious activity. The Minister's resolute determination to ignore us deprives the community of better outcomes, in the Market and beyond.

Government has a moral and ethical contract with the community, with that in mind, we ask that you weigh the Minister's performance against that standard.

I would welcome the opportunity to discuss this matter further at your convenience.

Yours sincerely,



Timothy McKibbin
Chief Executive Officer
Real Estate Institute of New South Wales