

ARPQ — ASSOCIATED RESIDENTIAL PARKS QUEENSLAND INC.

YOUR VOICE FOR RESIDENTS IN OVER 50'S RESIDENTIAL LIFESTYLE PARKS

June/July 2016 issue **ACTIVITY BULLETIN.**

AS THE YEAR ROLLS ON – WE ARE HALF WAY THROUGH.

CHAMBERS PINES AND INGENIA – Ingenia, the Mother company of Settlers Communities, Garden Villages and Active Lifestyle Estates are now purchasing Over 50's Villages including Chambers Pines Resort at Chambers Flat.

Barbara and Beryl as representatives of ARPQ were invited to attend their General Meeting at which the Operations Manager for Communities, Stuart Fallis, was in attendance. The meeting was called to discuss the site fee increase that was proposed, and arpq's attendance was requested by their HOC.

This was a breath of fresh air to say the least and we were welcomed warmly although we thought we were to be just sitting in. Our input was asked for and taken into account and we established a good working relationship with Stuart.

The residents were treated most fairly in this regard and apologies were forthcoming from the Park Owners representatives for not presenting the site fee increase in the correct manner under the Act.

This manner of consultation is sorely lacking in most Villages in regard to changes to Park Rules or Site fee increases.

The increase proved to be most fair to all concerned. Hopefully Ingenia will continue to value their Homeowners welfare both financially and emotionally.

Stuart also mentioned that they are also waiting for the Minister to bring down the act review as it has been too long. They also wish a fair and equitable result for all parties.

INFORMATION SESSIONS

Unfortunately owing to very poor response we cancelled the session that was to be in Caboolture on 19th May.

This is probably for the better as once we have the Consultation Regulatory Impact Statement from the Minister and his department re the changes to the Act we can then hold much more informative sessions in your areas. More regarding this in the future.

ARPQ WELCOMES INVITATIONS FROM HOC'S TO COME ALONG AND TALK IN YOUR PARK, EITHER AT A GENERAL MEETING OR SEPARATE OCCASION. THE TALKS HELD SO FAR HAVE BEEN QUITE FRUITFUL FOR ALL CONCERNED.

COMMUNICATION WITH MINISTER MICK de BRENNI

Committee members attended another Ministerial Meeting with the Minister and his staff and stressed the importance of the review of the Act being sped up. Many letters have also been written in this regard asking for a quicker resolution.

ARPQ ASSISTS HOME OWNERS TO CHANGE AN UNWRITTEN RULE

As a result of the information session we advertised and held in March a home owner couple who had only recently purchased a home in one of the villages on the Gold Coast found they had a real problem in bringing in a motor home rather than a caravan. All kinds of excuses were made by park owners and managers to stall them and make them feel very unwelcome. After joining ARPQ, these members asked for ARPQ assistance. After making appropriate investigations and letter writing, ARPQ discovered that this particular park owner representative was ignorant and quite unpleasant to say the least. However, the facts of the matter were provided to him and even though he chose not to act until he was convinced that indeed a motor home is a recreational vehicle, did he eventually relent. The home owners

suffered much stress as a result of the delay, but thankfully they were patient and we are very happy that advocacy by ARPQ helped them achieve the right outcome.

ARPQ AT THE STUART ROBERT MP SENIORS EXPO AT RUNAWAY BAY.

This was held again on 15th June and was a great success. We caught up with Members from Villages in the area and listened to their concerns and signed up a few new ones. Caught up with our Sponsors also – see below for Sponsors.

CONTACT OUR SPONSORS FOR SPECIAL DEALS.

Newhaven funerals.

Bay Audio for all your hearing requirements.

Apia Insurance for Car, Boat, House, & now have Health Insurance. Keep it all together.

Gourmet Meals – Home delivery specialists. On the Gold Coast only.

Crown/Kings Currency exchange. Special discounts for Seniors.

ALL ABOVE ARE ON OUR WEB SITE www.arpq.org.au



PHOTO ----- THE SOUTHERN LIGHTS NEAR HOBART.

QUOTATION BY – ELEANOR ROOSEVELT.

“GREAT MINDS DISCUSS IDEAS; AVERAGE MINDS DISCUSS EVENTS; SMALL MINDS DISCUSS PEOPLE”.

It has been proven in one Village that we can work with the Owners to contribute to a harmonious lifestyle for all. When Over 50's Village owners also own Retirement Villages they wish the homeowners to transition over to their care facilities so they treat their homeowners with respect and help them to sell their existing homes.

PRE LOVED LISTINGS. Two new listings have gone on the web site_of late. If you have friends who want to purchase send them to www.arpq.org.au to have a look at what is available in various areas. Just open up the Home Listings page.

WHY BUY A NEW BUILD WHEN YOU CAN HAVE IT ALL NOW, WITH ALL THE EXTRAS. WITH AN EXISTING ESTABLISHED HOME YOU CAN SEE WHAT YOU ARE ACTUALLY GETTING AT A COMPARABLE PRICE.



As above - 3 bedrooms at Burpengary for for great price of \$189,000. 2 Bedrooms at Goodna for \$215,000.

There are other homes listed that may suit every requirement at all prices. So spread the word.

DON'T FORGET WHEN THE TIME COMES TO SELL WE OFFER A ONE COST ONLY INTERTNET LISTING ON THE ARPQ WEB SITE FOR YOUR HOME FOR \$150.00 UNTIL SOLD. You get 15 Colour photos and a full detailed professional description with your name and contact details so **YOU** can sell your home. No agents commissioins taken.

PARK RULES - Are you or your Homeowners Committee aware of just what park owners can designate as Park Rules and what they can actually change. The Act is clear on this. It has come to our notice that some park operators/managers are not aware of the Act in this regard, and are trying to bring in park rules that are not compliant with the Act or in the interests of homeowners.

Some instances of this are a fee to open the front gate for homeowners visitors if the homeowner can not get to the gate (obviously the Park Owner has not spent the money to connect the gate to a remote system to the homeowners phone). We believe that his can be waived in certain circumstances.

A fee (refundable bond) to use crockery and a large TV set which are kept under lock and key in a newbuilt facility. This is a Tourist Park also, but homeowners should not have to pay this bond, as they have been given a key.

It seems that while some homeowners are prepared to pay for these facilities that should normally be included in the weekly site fees, however once this type of charge creeps in one park then it leaves it wide open for other park owners to do the same or invent other little schemes to extract dollars from homeowners, and make them feel unappreciated.

FROM THE DESK OF DAVID PATON OUR ADVOCACY OFFICER.

To shine a light on what could only be described as incompetence and double speak, the much promised Community Regulatory Impact Statement (CRIS) is near to completion, so the powers that be tell us but we have been hearing this for almost 12 months now. The CRIS was originally promised for release in December 2015 so what went wrong? The government now only wants to focus on a general housing strategy over a 10 year period! We are being ignored!

This brand new initiative consists of a strategy for discussion about a “Low Cost housing programme for the next ten years” and residential parks and our Act Review seem to have been burried somewhere in this grand new venture. What Government in this country ever holds office for ten years? So, how can this “grand new venture” have any meaning. A great way to wriggle out of addressing the real problem, the review of our Act. What a shambles!

We have been led to believe that a draft copy of the CRIS document is available in one local MP's office but the claim is that it is still a draft not yet approved by the Minister.

The justice system in Queensland needs a good shake up especially in regard to QCAT, where homeowners are not given a fair hearing most of the time. Hopefully in time this will change, from what is being heard.

TO ALL HOMEOWNERS – it is essential that you write to your local State MP about the Act review and get him/her to speak to the Housing Minister, Mick de Brenni. They are put in their positions to represent us and our needs. All State MP's names are listed on line, with their contact details if you don't know who he/she is.

Take care and don't forget to ring or contact us if you have any queries or problems you wish us to take up on your behalf.

Your ARPQ Committee.