

ARPQ

ASSOCIATED RESIDENTIAL PARKS QUEENSLAND INC.

ABN – 24 359 567 567

HOME OWNERS ADVISORY AND ADVOCACY SERVICE

YOUR VOICE FOR RESIDENTS IN “OVER 50’S” RESIDENTIAL LIFESTYLE PARKS

—November-December 2016—

ARPQ'S ANNUAL GENERAL MEETING

Our Annual General Meeting was held at the Beenleigh RSL Club with 41 members present.

Guest speaker Damien Salmon, from Department of Housing outlined the procedures that will be followed in making up-coming changes to the Manufactured Homes Act, and followed his address with questions from the floor.

Gerry Kluyt from Regal Waters took the floor to run the election of Officers as below-

Outgoing Chair Don Ehrlich did not seek re-election and nominations were received from Beryl Dwyer (Chair), Barbara Oudt (Committee), David Paton (Committee and Advocacy), Lynn Palmer (Committee). These people were declared elected.

After an appeal to the floor, Paul Miller, Ian Morgan & Graham Marriott were also appointed to the Committee.

Following the first General Committee Meeting Office Bearers were finalized, as below –

Chairperson - Beryl Dwyer
Secretary and Advocacy - David Paton
Treasurer - Ian Morgan
Committee - Barbara Oudt (membership),
Lyn Palmer, Graham Marriott and Paul Miller

Membership renewals Due

Have you renewed your membership this year? Forms are on our Website if you have misplaced yours.

LIAISON OFFICERS

We are seeking to appoint **Liaison Officers** in each Village to promote ARPQ in distributing membership forms and information that we can provide i.e. newsletters, who we are and what we do. Please contact us if you are interested.

ANNUAL GENERAL MEETING

The Annual General Meeting was a great success with a full Committee of 7 being elected.

Most of the Committee have served on ARPQ in previous years and two new Committee Members joined us - Lyn Palmer and Graham Marriott who are both on the executive of Home Owners Committees in their respective villages, so come with good qualifications.

All new initiatives as mentioned in the last newsletter were carried and we will move forward to continue to promote ARPQ for the benefit of our members.

PLEASE TAKE NOTE – WE HAVE **CHANGED BANKS.**

Please Direct all payments to:-

BANK:- Bendigo Bank

BSB:- 633-000

ACCT No:- 158853051

However the old Westpac account will remain open for a period of transition.

The following “Notices of Motion” **were approved** at the **AGM**, by **unanimous** vote.

- The establishment of an **affiliation with ARPRA** a counterpart organization in New South Wales.
- **Membership fee increase to \$15.00** from 2017. ARPQ has not increased this since inception, almost 5yrs.
- A Committee structure that allows **Liaison Officers** from separate Villages to participate in ARPQ activities, and spreading of the benefits of being a member.

SOME OF THE WAYS WE HELP OUR MEMBERS -

More invitations have been received from HOC’s and members to give a talk in their Park.

We can come either for a General Meeting or another occasion.

The talks held so far have been quite fruitful for all concerned

We can also trouble shoot and give advice on your rights or concerns at these meetings

Some recent problems that have been addressed at various parks are:-

1. Homeowners cajoled into paying a **rental bond** by the park owner/manager, and the acceptance of the Bond by the Residential Tenancies Department. The RTA has nothing to do with our Industry or Act, they administer their act on behalf of people renting. Hopefully this money will soon to be returned to the Home Owners with assistance of the Ministers Department, after much representation from ARPQ despite the Park Owners objections. This is a gross violation of the rights of homeowners and personal/business ethics.
HOMEOWNERS DO NOT PAY RENTAL BONDS.

2. **Refusal by a Park Owner/Manager** for the residents to form a Home Owners Committee has now been finalized with a turnout of over 80 residents at a meeting outside of the Park. A full Committee was elected with representatives of 3 various sections of their Park.
The Owner/Manager have been informed of this, and the rights and responsibilities under the Act were spelt out. We wish the below Homeowners good luck in the future and applaud their endeavors.



Exciting times:- Homeowners establishing their Home Owners Committee

3. **More Gateway Parks and area Managers** are **working with ARPQ**, with meetings in various Parks by invitation from Gateway Lifestyle. We are meeting with dedicated Gateway employees that are actually at the “cliff face” so to speak who wish to have a respectful and good relationship with ARPQ. Much advice has been accepted by these Managers/Area Managers.
4. Managers of a certain Park stepping outside of their responsibilities. Attempting to take control of the Home Owners Committees and the running of the Committee. ARPQ and Gateway National Management have pulled them into line.
5. Many other enquiries have been answered from concerned members and HOC’s and many new members and Villages are joining us – the word is continuing to get around.

THE LONG AWAITED ACT REVIEW

— Final Workshop with Dept Housing. —

There were 21 Homeowner participants in this workshop, held on 28 September 2016, by invitation. The following is a summary of the proposals put before them, for comment and discussion.

Pre-contractual disclosure

Q1. Would a two-staged approach (broad information followed by specific information) to pre-contractual information along with a waiting period before a site agreement can be entered into, help prospective home owners better understand their rights and obligations?

Behavioral Standards

Q2. Would the introduction of behavioral standards, that provide enforceable rights for operators and home owners, change the experience of living in a residential park?

Dispute Resolution

Q3. How would the introduction of “park-level” dispute resolution and mediation sections of the Retirement Villages Act 1999, change a home owners experience living in a residential park?

Utility charges

Q4. Will prohibiting an administrative or meter reading charge for utilities, change a home owner’s experience living in a residential park?

Site rent increases

Q5. Will limiting site rent increases to one per year, and more transparency about appointing valuers, improve things?

Section 71

Q6. Will a home owner’s experience change if park owners only increase rent using section 71 (outside of the terms of their site agreement) to ensure financial solvency or, if proposing new facilities, 75% of home owners support the increase.

Market rent review

Q7. How could market rent review be better managed to improve the home owner’s experience living in a residential park?

Emergency Access

Q8. Would a requirement for residential parks to have emergency access and an emergency plan, change a home owner’s experience living in a residential park?

Unfair special terms

Q9. How could prohibiting unfair special terms in site agreements change a home owner’s experience living in a residential park?

Other Issues discussed

A number of other issues were raised outside the proposed changes, including

- A suggestion to re-write the Act in a plain language.
- PAVIL not being very helpful/useful to residents.
- Trying to avoid QCAT because of previous experience.
- What happens to water rebates for pensioners when there is only one meter for the whole park?

The above issues may not necessarily be included in the final draft Bill as separate discussions have been held with other stakeholders i.e. Park Owners etc. and we are not privy to these.

— NEW DATABASE —

Since the Annual General Meeting the new Committee agreed to look at a new membership data base and we have found a really good one, designed and specifically written for us by a member and supporter of ARPQ – thanks “R”. It keeps all our memberships in an easy to administer register. It provides all needed reports for the workings of ARPQ including generating renewal forms, also this data base can be easily handed over to new Committee Members who may take office when changes occur.

Our Treasurer also has a new on line financial reporting system which has allowed us to do away with MYOB, again this new system is much easier to use.

We have been working hard to move all members over to the new system and update details.

— URGENT REQUEST —

Does anyone know the below two members? They have paid, but no paperwork has been received—Ring Barbara on 3802 1863.

1. LYALL-WILSON paid on 26/4/16
2. LIONEL BLOSS paid on 19/05/16

— Contact our Sponsors for special deals —

Newhaven funerals—	
Gourmet Meals (Gold Coast only)—	
Crown/Kings currency exchange—	
Bay Audio—	
Apia Insurance—	

Links are on our web site—www.arpq.org.au

Due to the sudden resignation of our previous Treasurer, we had very limited financial details at the AGM.

As promised at the AGM, we have now extracted further information as shown on the right.

Please note as from 01/09/16 we will be reporting on a cash receipts and payments basis, starting from balances as per bank statements as at 31/8/16

ARPQ Inc-Profit and Loss Statement for the Period September 1, 2015 to August 31 2016	
INCOME	
Membership Fees	11,005.00
Expo Fees	-70.00
Preloved listings	300.00
Donations/Gift Income	90.00
Interest Received	119.66
Sponsorship fees	150.00
TOTAL INCOME	11,594.66
EXPENSES	
Advertising & Marketing	1,335.00
Bank Fees	5.00
Equipment	24.95
Expo Expenses	24.10
Gifts	145.45
Registration Fees	49.95
Morning Teas	46.57
Printing	508.20
Computer Expenses	859.99
Meetings	731.20
Stationery	285.45
Travel Expenses	315.40
Postage	1,929.80
Uniforms	108.31
Website Expenses	65.00
Insurance	1,898.22
TOTAL EXPENDITURE	8,332.59
NET SURPLUS	3,262.07
Cash at Bank at 31 August 2016	
Westpac current Ac	2,738.24
Westpac Investment Ac	8,123.78
Balances as per bank statements	10,862.02

