

16 September 2020

Honorable Michael (Mick) de Brenni, MP
Minister for Housing and Public Works
1 William Street
BRISBANE QLD 4000

Dear Minister

**DEFICIENCIES IN THE MANUFACTURED HOMES (RESIDENTIAL PARKS) ACT
RENT INCREASE AND DISPUTE ANALYSIS PROJECT**

In previous correspondence we have referred to deficiencies in the Manufactured Homes (Residential Parks) Act (the **Act**) especially its bias towards protecting the commercial interests of Park Owners, its failure to keep up with significant changes in the nature of the Residential Parks Industry, the problems elderly and vulnerable Home Owners face as a result of ever increasing Site Rents and dissatisfaction with the unwieldy and inadequate dispute resolution process.

As a result of a recent survey of our members, we are now able to quantify the extent of problems arising from these deficiencies. From the attached report on that survey you will be able to see that:

- Over 75% of homes in Residential Parks in Queensland are in parks owned by large or medium profit driven corporations, including some multinationals, who do not need the support provide by the **Act**;
- 70% of Home Owners consider the rent increases they are being exposed to, are not fair nor reasonable;
- 76% of negotiations with Park Owners under the Form 11 process fail;
- Only 5% of Home Owners who take their dispute to QCAT are fully satisfied with the outcome;
- Over the last 7 years the average Site Rent increase has been 1.9 times CPI, whereas the highest has been 3.4 times CPI.

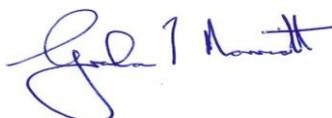
We conclude that CPI increases and the protection of Section 71 of the **Act** are all that are necessary to allow Park Owners to achieve acceptable profits. Market Reviews are not needed as recognised by the NSW Residential (Land Lease) Communities Act.

We believe these findings speak for themselves and add further weight to our previously stated view that Home Owners are being exploited and a fundamental review of the **Act** is urgently needed to deliver a balance of fairness through a re-focus on its main Object, which is given in Division 2, Section 4(1)(a) as:

- ‘To protect Home Owners from unfair business practices’.

We look forward to ongoing discussions on these matters with you and your Departmental staff.

Yours sincerely



GRAHAM T MARRIOTT
President