

## YOUR 2018 ANNUAL GENERAL MEETING

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The largest turnout we have had in years, *thanks for your interest in attending!*



### Michael Hart MP

As you know, Minister Mick de Brenni, having earlier accepted our invitation to speak at our Annual general meeting, subsequently advised he would no longer attend, and did not even offer a replacement speaker.

Many thanks to Michael Hart MP, Member for Burleigh and Shadow Minister for Housing & Public Works who, at very short notice, accepted our invitation to speak at our Annual General meeting.

We appreciate your making time available at short notice, **thanks.**



Our President, Graham Marriott introduces our AGM Guest Speaker, Michael Hart MP.

Michael's address, referred to the amendments currently underway with the Manufactured Homes Act and how they effect Homeowners

After a short question and answer session, he was thanked with acclamation by the members present

**W**e now have a full committee with the following Home owners joining your Committee. On behalf of all ARPQ members, we thank them for volunteering their valuable time.



#### Vice President Gerry Kluyt

Gerry is also a resident at Regal Waters, joining our Secretary, Noel Wright on the Committee.

He has lived there for seven years. For six of those years he was a member of the Home Owners Committee, with four as President.

Born in the Netherlands, he came to Australia in 1957 where he served in the Royal Australian Navy for fifteen years.

After leaving the Navy he worked in various positions (including self-employed), culminating as a Supply Officer with a multi-national company, then retiring in 2005



#### Committee Dawn Cameron JP

was born in Gympie and educated at various schools as her father was a headmaster. She finished schooling at Ipswich Girl's Grammar.

Dawn worked in the secretarial, admin. & HR management fields for over 60 years, including 15 years with Queensland Police Service.

Also she has been associated with numerous clubs & associations.

After moving around the State, she and her husband have now settled at Gateway Maroochydore where her interest in ARPQ developed, to the extent of joining us—thanks Dawn.



#### Committee Brian McCarthy

Has been a resident at Bremer Waters for five years and joins Geoff Hall on your committee.

His career in education saw him occupy various posts including School Principal at five Schools two of which were international schools in Papua and New Guinea.

Subsequently, with his wife, he managed Retirement Villages.

He is also interested in sport, achieving International Referee status for swimming.

Brian also is involved with Palliative Care Australia.

## SOMETIMES HOMEOWNERS WIN!

### SUCCESS AT QUEENSLAND CIVIL AND ADMINISTRATIVE TRIBUNAL — “QCAT”

**A**t Palm Lake Riverside, Upper Coomera, a significant number of home owners were due for market review in July 2018.

Palm Lake Group (PLG) had at that time a company wide standard rent increase of 3.5% or CPI, whichever is the greater, replacing market review.

Palm Lake Group proposed that affected residents agree to amend their site agreements to remove market review provisions and replace them with their then standard rent increase. If not, a market review increase of 5.2% would apply, as per recommendation from Knight Frank, Valuers.

After review of this report, which, in their opinion, contained inconsistencies and errors, some homeowners decided they would appeal this increase of 5.2%.

Homeowners summed up the situation by agreeing that 2 years of current CPI (approx. 1.8% plus one 5.2% market review, - total **8.8%**) is still better than 3 years at 3.5% (total **10.5%**).

The Actual “Notice of Increase” (which they were forced to pay as it was the official notice) was for **10.6% — ten point six percent**.

Homeowners had no idea as to why the letter offering 5.2% was increased to 10.6% in the official notice.

Some of the Homeowners accepted the “3.5% or CPI, whichever is the higher” thus avoiding this market review.

The Riverside Residents Association Inc., on behalf of the affected Homeowners, asked ARPQ for assistance.

ARPQ’s Treasurer, Ian Morgan was one of the Homeowners affected and agreed to be the Applicant to QCAT. However, as he would be absent on three occasions in the foreseeable future, Advocacy Committee Chair, Greg Pomroy agreed to be and was nominated as their “representative” on behalf of the Objectors. This nomination was accepted by QCAT.

All objectors had to be nominated, and personally approve their being named as an objector.

This entailed lot of work and the help given by Greg Pomroy and Riverside Residents Association committee and helpers is acknowledged with thanks.

Various documents were lodged by both PLG and Riverside homeowners upon instructions from the tribunal.

Finally, on the 6 September 18, QCAT directed the applicants to attend a “compulsory conference” on the 4th October.

Conference proceedings are confidential, but the end result was that the **10.6% increase was reduced to 3.87%**.

Greg and Ian place on record their appreciation for the various “thank you” cards received from Palm Lake Riverside Homeowners..

*It is noted that those Palm Lake Riverside Homeowners who accepted the “3.5% or CPI” option or who did not participate in the QCAT application will not benefit from this decision.*

In this case, in view of the number of applicants the ARPQ committee extended assistance to both members and non-members alike. Any future request for similar assistance will be treated on its merits.

**Also, the process of objecting has changed.**

Please follow the provisions of the “new” *Manufactured Homes (Residential Parks) Act 2003*, current as at 31 October 2018.

NB: PLG have now deleted the alternate CPI increase; The annual 3.5% increase still applies.

*With permission of Riverside Residents Association Inc., their letter of thanks is reprinted on page 3.*

ARPQ are proud to have assisted the home owners in this matter and congratulates those who were prepared to stand up for their rights.

You can assist ARPQ in their quest to provide advice and support to protect the rights of home owners in residential parks by maintaining your membership and urging fellow residents to join. Only with the strength of numbers can our (your) voice be heard.

Simply apply via our web site, [arpq.org.au](http://arpq.org.au), contact our Secretary on 07 3040 2344, or email [membership@arpq.org.au](mailto:membership@arpq.org.au)

#### Many thanks to Logan Council's Bethania Community Centre

For use of a meeting room during the year and the main Auditorium for our AGM.

Bethania Community Centre has rooms for hire, just contact Chris on (07) 3805 2687



*Riverside Residents Association Inc.*

Date:- 18<sup>th</sup> October

Secretary  
ARPQ  
PO Box 1124, Park Ridge, QLD 4125

Dear Committee,

We the committee of Riverside Residents Association of Riverside Palm Lake Resort, would like to extend our thanks to your organization and especially Ian Morgan, Graham Marriott, and Greg Pomroy. We could not have had the successful outcomes that have been achieved without the help of your organization.

We are an older age group resort and have found ourselves unable to negotiate the minefield of difficulties that have been put in our path by Palm Lake Resort Management. Firstly the rules situation and secondly the rental situation. For most of our residents these situations were over-whelming and they were at their wits end to know what to do. Without the help, guidance and advocacy of your organization we would have been completely out of our depth.

Thank you also for extending your help to the non-members of your organization. It was very generous of you. I am sure that it has made many of our residents aware of how important it is to belong to an advocacy group such as yours and I for one will be spreading the word.

Regards

Jen Wain  
Hon. Secretary  
Riverside Residents Association Inc  
Box 124  
Palm Lake Resort  
40 Riverbrooke Drive  
Upper Coomera Qld 4209

**CAN YOU HELP?**

We are looking for a John Woolley  
If you know him, please ask him to ring me  
(Ian Morgan) on 0412787147

# More than peanuts at Kingaroy!

*This article provided by Palm Lake residents for the information of ARPQ members*

Following the success of Palm Lake Riverside Homeowners at QCAT, it became apparent that there were concerns at other Palm Lake parks. A group meeting of Palm Lake Resort HOC's/homeowners was organised to discuss common problems.

The meeting was organised by Marilyn Goodwin of Palm Lake Eagleby and held at Kingaroy, a "central" location on the 21st and 22nd November.

The following Palm Lake Resorts were represented:- Bargara, Beachmere Bay, Carindale, Upper Coomera, Deception Bay, Eagleby, Waterford, Toowoomba and ARPQ President Graham Marriott.

Other resorts were unable to attend; Bethania, Hervey Bay, Mt Warren Park and Noosa-Cooroy.

The meeting commenced with an informative presentation by Graham Marriott on changes to the Legislation. Please check ARPQ Website for more details and information.

*Update for Legal Advice:- Caxton Legal Services provides a government funded support service known as QRVPAS—Queensland Retirement Village and Park Advice Service — previously known as "PAVIL" — 07 3214 6333 (9am to 4:30pm Monday to Friday).*

Summary of some points raised at the formal meeting included:-

- The need for support and training for new committees, also committee continuity.
- Protection of residents rights according to the governing legislation.
- Frustration with communication to and from Palm Lake Group on various issues.
- Communication and Dispute Resolution training for Park Managers/Caretakers.
- How to get best outcome when the Independent Valuer consults with the HOC on market review
- Park Rules—must comply with the ACT
- Site fee increases— ? 3.5% or CPI
- Breach Notices
- Sale of Homes—assignment of agreements
- Administration fee on sale
- Insurance—Public liability for HOC's
- Meal vouchers
- Volunteers

Graham Marriott advised that with complaints a formal letter be sent to management, not the "Caretakers", i.e. to Park Owner, Chief Executive Officer, Liaison Officer, Human Resources & Operations and Administration .

## STOP PRESS

**Please note:-**

**The Manufactured Homes (Residential Parks) Act 2003 has changed, with the new changes "current as at 31 October 2018".**

**ARPQ is conducting information sessions at various Parks.**

**It is your chance to bring yourself up to date.**

**Please contact ARPQ for dates & times near you or to request a visit to your Park**

**Under the Act they have 21 days to answer. Negotiation and mediation is the new approach, with the Tribunal being one of the last steps.**

Finally, those present all spoke of their enjoyment of the lifestyle available to them and that if the communication issues were resolved, life could well be easier, both for management and residents.

The Kingaroy meeting was extremely valuable in that it made people feel less alone in their dealings with Palm Lake Group.

All expressed their desire to maintain informal contact via similar meetings to share experiences and seek advice and support as needed.

Discussions revealed significant variations between Site rents and services provided. A summary of site rents and services is underway.

It is ARPQ's belief that group meetings between representatives of parks under the same management or even individual parks in a local area are extremely beneficial by providing peer support. ARPQ is available to attend such meetings,.

Also, we can provide a comprehensive presentation in your park to inform residents on their rights and obligations following the amendments to the Act. Over the last 3 months we have spoken at 8 separate parks.

For a visit, Simply phone 07 3040 2344 or email [secretary@arpq.org.au](mailto:secretary@arpq.org.au)

