

## Our “New” Administration Officer

*After an exhaustive recruitment process we are pleased to introduce Maggi Wayne who has been appointed as Administration Officer*

**M**aggi has lived in the Gold Coast region since 1977 when she arrived at a young age to spend some time with her sister who had recently moved to Surfers Paradise.

She landed with a suitcase and prepared to stay for 6 months on a working holiday. She never went home and says she is still on a “working holiday”.

She is the mother of four grown children, three daughters and one son, and currently has seven grandchildren with number eight on the way.

A diverse career including pharmacy assistant, children’s clothing designer, building and running a graphic design and advertising agency, real estate sales, as an entrepreneur developing Australia’s first online ordering platform for restaurants, property development manager, property paralegal, office manager, WHS compliance and fund raising for various start-ups.

In 2019 she worked with a firm consulting to manufactured home estate (MHE) developers seeking investors for their projects. This short foray in the MHE market gave her an inside view into how enterprise investors see land lease home parks.

When she had the opportunity to come on board with ARPQ, she leaned into the challenge of assisting the Committee in helping homeowners navigate the changing landscape of land lease (Manufactured Homes Parks) living with great enthusiasm.

Together, the ARPQ Committee and Maggi, have in the first 6 months, with finalised and confirmed bookings, achieved 50% of their goal to conduct presentations to 70 parks

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*Maggi Wayne*

during the year. We look forward to providing these presentations to as many homeowners as possible, despite Covid-19 restrictions playing havoc with bookings.

With Maggi’s assistance ARPQ committee

members will continue their endeavours to complete this program of park visits, to deliver the presentations, to answer questions, to show how ARPQ can assist you and to show that you are not alone.

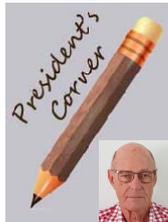
We are also in the process of upgrading our website and will be looking at ways to utilise online platforms to enable us to continue working with homeowners throughout Queensland, Covid or not.

As in the past ARPQ will continue to strongly advocate to government seeking greater protections for homeowners.

To our current members, we thank you for your continued support.

To those homeowners who are not members;

**Please join us ---  
We need each other.**



Manufactured home parks date back to late in the last century when caravan parks started to be used as long term low cost housing.

The industry has significantly changed and is now dominated by large corporations such as ASX listed companies like Ingenia (market cap \$1.9bil) and Stockland (\$10.5bil), property development companies, and even the Singapore government sovereign fund (\$450bil). Their only interest is to increase profits to return to shareholders.

By our Vice President, Frans Hamer

Yet the government has not moved with the changes and still sees the industry as it was in the last century.

We were disappointed when one of our members sent us a response from the Minister regarding changing the way with market rent reviews are conducted, which included:

*“Implementing this change could potentially have a significant impact on the long-term viability of the residential park industry...”*

ARPQ will continue to drive home that it is not the corporates with their ever increasing profits who need the government assistance.

It is in fact, the **elderly, mostly pensioner, home owners** who should be the government’s priority.

## RIGHT WHERE YOU LIVE PRESENTATIONS

Many members will be aware that several years ago ARPQ was awarded a contract by the Queensland State Government, through the Department of Housing, under the “*Right Where You Live*” initiative.

The contract is to produce, manage and deliver a series of presentations to homeowners, like yourselves, living in residential parks.

The Government realised that after the last round of amendments to the Manufactured Homes (Residential Parks) Act 2003 “the Act” there was a need for more “one on one” education around the changes, hence our contract to deliver their commitment to ensure home owners were fully aware of their rights.

These seminars are designed to provide residents with the information to assist them to understand their rights and obligations as set out in “the Act” and in sections of the site agreements which cover in more detail aspects of life in a manufactured home park.

Also included in the presentation are the very important tools which homeowners require when pursuing matters of concern with park owners.

The initial program was disrupted by the COVID 19 pandemic and the subsequent restrictions on meeting face to face meant that the presentations were put on hold for some 18 months. As these restrictions have gradually eased and the opportunities for meetings have increased, ARPQ has been able to resume the delivery of these presentations around the State, commencing in April of this year.

To date we have completed presentations at the following parks:-

- Lewani Palms ..... Ormeau
- Sea Change..... Toowoomba
- Norman Gardens ..... Rockhampton
- Pacific Pines ..... Burpengary
- Living Gems..... Caboolture
- Palm Lake Resort..... Waterford
- Gem Life Highfields ..... Toowoomba
- Redlands by Hometown ..... Birkdale
- Ingenia Lifestyle..... Bethania
- Island Breeze..... Bribie Island
- Bridge Street Resort..... Toowoomba
- Living Gems..... Glenvale

In addition, over the next 2 months we have confirmed dates to visit a further 16 parks with 7 others interested and awaiting confirmation. It is planned that by the end of December this year we will have completed 70 presentations during the 2021 program.

The presentations take the form of a Power Point slide show covering all aspects of the legislation covering our lives as seniors living in residential parks which, as you realise, is heavily regulated and not easily understood. The presentation runs for approximately 40 minutes and is usually followed by a vibrant question and answer session.

Should you be interested in having ARPQ visit your park and provide you and your fellow residents with the opportunity for a greater understanding of their rights and obligations, please contact our Administrative Officer at [admin@arpq.org.au](mailto:admin@arpq.org.au).

## **EPETITION TO THE QUEENSLAND GOVERNMENT RE THE MANUFACTURED HOMES ACT**

You will recall that several months ago ARPQ advised members of an ePetition which had been prepared and circulated by a concerned homeowner calling on the Queensland State Government to **amend the Manufactured Homes (Residential Parks) Act 2003** so as to provide greater protections for residents.

We now remind you that this petition closes on the 29<sup>th</sup> August 2021 so there is still time to add your name to the over 4,000 people who have already signed in support of the petition.

Should you wish to participate you can access the petition on line at:-

<https://www.parliament.qld.gov.au/work-of-assembly/petitions/petition-details?id=3509>

## **DISPUTE RESOLUTION PROCESS – IS IT BROKEN?**

**D**uring 2020, ARPQ undertook a study of market rent reviews and dispute resolution. This study included a survey to determine our members' experience when attempting to resolve a dispute involving rent increases.

Findings included:

- **76%** of the negotiations with the park owner (as required under the Form 11 Dispute Negotiation Notice) **failed**
- The compulsory mediation by QCAT **failed** for **82%** of respondents
- Where mediation failed, only **78%** of respondents continued on to a tribunal hearing

At a tribunal hearing,

- **5%** of the home owners considered they were successful;
- **20%** were satisfied with partial success;
- **10%** were not satisfied with partial success;
- **65% of the decisions went against the home owner.**

Subsequently, one dispute was closely followed, step by step, from the issue of the Form 11 through to the tribunal hearing.

This case is still awaiting a decision at the time of preparing this newsletter article.

Some of the facts from the case:

- The dispute was initiated 19 March 2020;
- Two payments to QCAT each of \$345.80 are required during the process;
- There are five formal submissions made;
- The sequence of the process is such that the park owner has the advantage of responding to the home owner's submissions;
- It is now 17 months later and the applicants are still awaiting a decision;
- Throughout the process there were 44 separate steps or actions;
- There were 5 different QCAT Case Managers during the process, which added a degree of difficulty to receiving assistance.

During the process, advice was requested from Caxton Legal (Queensland Retirement Village and Park Advice Service or QRVPAS)

The response was concise, helpful and offered in layman's terms.

By having the blow by blow details of this case, ARPQ now has a greater appreciation of the difficulties of the process and the disadvantage the home owner has compared to the park owner.

By closely following and analysing this case a number of pitfalls have been identified.

Consequently, ARPQ can offer advice to ensure that our members:

- Are fully aware of the process and the difficulties;
- Apply the process to their best advantage;
- Are more able to anticipate the likely actions by the park owners.

The question being, "*is the process broken?*" and in the opinion of ARPQ the system is definitely broken.

We have made submissions to Government identifying the deficiencies and our recommended remedies.

The published report of the 2020 study can be found here:

[arpq.org.au/advocacy](http://arpq.org.au/advocacy)

**IF YOU DO NOT HAVE ACCESS TO A COMPUTER**  
Our contact details are:-

**Address:** A.R.P.Q. Inc, PO Box 1124  
Park Ridge QLD 4125 **Phone:** (07) 3040 2344



## New Members Welcome!

**ARPQ** is recognised as the peak organisation in Queensland representing home owners in Residential and Mixed Parks.

ARPQ is a not-for-profit, member funded, organisation managed by a Management Committee of nine volunteers elected annually.

**All members of the Management Committee are home owners who reside in Manufactured Home parks** – thus all have the experience and knowledge to assist other residents with village issues.

It is only through your membership fees that we can continue our work to achieve a better liaison between park owners/managers and residents and bring a balance of fairness for home owners.

Our membership year runs from 1 October to 30 September and we have this year re-introduced a:-

### Special New Membership Offer

to both

**Personal** (\$15) and

**Association** (\$75) applicants

whereby you join now and your membership will continue until

**30<sup>th</sup> September 2022.**

For more information contact our Membership Secretary, Dawn on:-

*Ph:* 0439 201 940,  
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 Auditorium for our AGM. Bethania Community Centre has rooms for hire. Just contact them on (07) 3805 2687



## STOP PRESS

### YOUR NEXT AGM

The Hon. Leeanne Enoch, ("our" Minister) has been invited to speak at our AGM.

Until confirmed, the date is uncertain, but will be in the October to November period.

We also intend to "livestream" the meeting, for those who cannot attend in person. If your park has the facility, you may be able to book a cinema session and view proceedings on the BIG screen.

We are investigating the possibility of making the livestream "two-way" to enable questions to be asked and answered.—See your notice of meeting.

### ePETITION

Please refer to the ePetition article on P. 2

This advises that over 4000 signatures have been registered. Also, approx. 40000 homeowners live in residential parks in Qld.

One interpretation of this could be that 90% of homeowners are satisfied with "their lot"

Your Committee is well aware that this is not the case.

The Government will only act if a petition has numbers that cannot be ignored

### Sharing of this Newsletter

You are encouraged to share copies of "THE ARGUS" with fellow residents so that they become aware of ARPQ and our activities to protect homeowners in residential parks in Queensland.

For copyright reasons, the newsletter may only be shared as a complete document and under no circumstances should individual articles or other content be shared, copied or re-distributed without the written consent of ARPQ.

In sharing with your neighbours, please ensure that they are aware of the current offer of extended membership and urge them to join us.

**The more members, the stronger our voice.**

*Should you require additional copies of this newsletter, please email*

[secretary@arpq.org.au](mailto:secretary@arpq.org.au)

To contact Committee members please see details on our website <http://www.arpq.org.au>