

VALE

DAVID PATON

6 July 1939—24 August 2019

It is with regret that we note the passing of David Paton

Following his retirement from his position in Real Estate Maintenance on the Gold Coast, David with his wife Di, moved to the Sunshine Coast, building a new home which was situated in “Kurrajong Sanctuary” in Burpengary; a Manufactured Home in a Residential Park.

He was enamoured with the concept of a Residential park; having an unencumbered private residence next to extensive facilities for all to enjoy.

Being an experienced tradesman, he became concerned with the housing construction methods used for his and other residences and the attitude of the Park Management.

Thus began his Project to “level the playing field between Home Owner and Park Owner” and make changes to the Manufactured Homes Act.

ARPQ was formed in 2012 and with co-founder, Glen Franklin, he worked tenaciously towards this end, building up the membership and committee of ARPQ, occupying at various times, the position of President, Secretary, Advocacy Officer and committee.

Following his wife’s death in 2016, David sold the house in Kurrajong and moved into retirement in Murwillumbah NSW, resigning from ARPQ in 2017

In February 2018, David became the first “Honorary Life member” of ARPQ.

Without his efforts, ARPQ would not be in the position it is today.

Thank you David.

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RENEWING ACQUAINTANCE WITH THE R.S.U.

Previously, ARPQ had been in contact with the Regulatory Services Unit (RSU) on individual matters. Your committee thought it was time to renew and improve the relationship and extended an invitation to the RSU to meet with us.

We were most heartened when our invitation was accepted and two representatives from the Department of Housing and Public Works attended our July 2019 meeting, which lasted for at least two hours.

It is this Department which drives and is responsible for the Manufactured Homes Act Queensland.

The full titles of the representatives are,

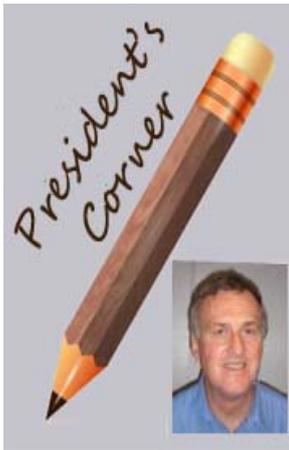
Mark Francis,

Executive Director/Registrar
Regulatory Services, Housing
Homelessness and Sport, Department of
Housing and Public Works.

Terry Green,

Regulatory Operations, Regulatory
Services, Housing Homelessness and
Sport, Department of Housing and
Public Works.

The ARPQ Committee discussion with Mark and Terry was open, positive and collaborative.



AN ALMOST NEVER ENDING STORY

We have reported on a number of occasions about the changes to the Manufactured Homes (Residential Parks) Act (the Act) that were passed by parliament in late September 2017.

After what seems an inordinate length of time, the final round of those changes commenced into law on 1 September 2019. They cover two areas:

- A requirement by Park Owners to prepare, maintain and implement emergency evacuations plans for all their Parks;
- Additional information disclosure by Park Owners to buyers during the house purchase process.

With respect to the latter, well in advance of entering into a new Site Agreement, or accepting the assignment of an existing Site Agreement via a Form 8, all

buyers must now be provided with various precontractual disclosure documents for the park, including:

- The *Initial Disclosure Document* (Form 1A) detailing the Site Rent that currently is, or is to be, payable for the home site, how Site Rent is calculated, the history of changes over the last three years and when the next increase is due;
- The Park Rules and any proposed changes to those rules;
- The *Supplementary Disclosure Document* (Form 1B) detailing the facilities available in the park and the responsibilities and obligations of the Park Owner and Home Owners;
- Two copies of the proposed Site Agreement, OR
- A copy of the existing site agreement with the current Home Owner.

Also, after entering into a new site agreement with a Park Owner, or accepting the assignment of an existing Site Agreement, there is a 28 day cooling off period during which buyers can cancel their agreement by giving the Park Owner a completed Form 3.

In addition to the Manufactured Homes Forms mentioned above, there are several others that are either new or have been substantially amended. They can all be found on the Department of Housing and Public Works website.

RENEWING ACQUAINTANCE WITH THE R.S.U.—Continued from Page 1

Some of the topics covered were.

- An outline of the structure of the Department and how Regulatory Services fits within this structure in relation to the Manufactured Homes Act Queensland.
- The manner in which Regulatory Services reacts when there has been a breach of the Act.
- The nature of the Investigation Team, the members' experience and the diverse backgrounds from which the members are drawn.
- The process of reaching a resolution when a dispute occurs and the time taken.
- Whether or not Regulatory Services can provide interpretation of the Act for ARPQ and Home Owners.
- The manner in which Regulatory Services provides feedback to the Minister in relation to sections of the Act which appear to create multiple complaints.

- The possibility of continuing collaboration between ARPQ and Regulatory Services

It was agreed that collaboration was very important and Mark and Terry agreed to attend future ARPQ Committee meetings on a quarterly basis.

Also discussed was the problem of "common" issues which are being faced by Home Owners in some villages.

Mark and Terry made it very clear that Regulatory Services wants to know about the complaints which Home Owners have when acceptable outcomes have not been reached with village management.

Home Owners' complaints can be made to Regulatory Services in the following ways.

Phone: (07) 3008 3450.

Email: RegulatoryServices@hpw.qld.gov.au

Mail: Regulatory Services, GPO Box 690, Brisbane Queensland 4001.

MEMBERS' REQUESTS FOR ASSISTANCE

The Secretary receives regular requests for assistance and members will always receive a response.

The members of the ARPQ Committee have collectively substantial knowledge of the Manufactured Homes Act and Site Agreements. Requests for assistance will usually be responded to by email and/or a phone call, or both.

These responses usually provide members with a pathway to progress the concern which has been raised. However, on some occasions the request for assistance may be outside the operation of the ARPQ.

Listed below are some of the topics for which assistance is sought.

- Rent increase matters.
- Potential breaches of the Manufactured Homes Act.
- Potential breaches of Site Agreements.
- Health and safety issues.
- Charges for utilities.
- Park Rules.
- Withdrawal of or reduction of community facilities and resources.
- Home Owners' Committee processes.

In addition to seeking assistance from the ARPQ Committee there are some things which members can do for themselves. *Continued page 4*

HOW'S YOUR SACRIFICIAL ANODE?

When asked that question, one answer (*name withheld to protect the guilty*) was "it aches first thing in the morning"

If you don't know what a sacrificial anode is, then read on...

When electricity and water are in close proximity, the result is electrolysis, which will erode ("eat away") any metal in "the circuit".

The saving grace is that some metals are more susceptible to electrolysis than others. For instance, ZINC is more prone to electrolysis than ALUMINIUM or STEEL.

So to prevent electrolysis eating away aluminium or steel, a "Sacrificial anode" (i.e. zinc) will be attached.

The anode needs to be replaced at regular intervals.

Your HOT WATER TANK has the SAME PROBLEM WITH ELECTROLYSIS eating the steel lining on the wall of your hot water tank.

Recognising this problem, hot water tank makers install a SACRIFICIAL ANODE in hot water tanks, generally in the tank centre.

If this sacrificial anode is not replaced when eaten away, the electrolysis will eat the stainless-steel lining of your tank, with your system ultimately failing and needing replacement.

You should inspect your sacrificial anode at least every 5 YEARS. If replacement is needed, it should cost less than \$100.

It will still be a lot cheaper than having to replace your hot water tank/system!

YOUR ANNUAL GENERAL MEETING

The ARPQ ANNUAL GENERAL MEETING will be held on Tuesday the 22nd October 2019 with arrival from 9.30am for a scheduled start of the meeting at 10am.

The meeting venue will be at the **Bethania Community Centre** 88 – 118 Station Rd. Bethania Q 4205. For those who may be travelling the Bethania Railway Station is only a short walk from the centre.

Notice of meeting etc. will be received by you in the near future.

In addition to the usual meeting program of election of committee members and the presentation of the annual financial reports it is intended to put to the meeting for approval several amendments to our constitution, which are mainly minor.

However the main change is to allow for the **election of an additional two committee members.**

The last year has been particularly busy given our involvement in the Right Where You Live program of visiting parks to give presentations on home owner's rights and recent amendments to the Manufactured Homes Act, as well as our ongoing advocacy service and we believe that to continue this work extra assistance is essential.

We urge all members to give serious consideration to nominating for any of the committee positions.

We look forward to meeting as many members as possible on the 22nd October 2019.

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

PENSIONER CONCESSIONS FOR COUNCIL RATES

Some members may not be aware that they may be eligible for a remission of Council Rates.

What follows is a summary of what happens at the **Bremer Waters Village in Ipswich**.

The Ipswich City Council states in the Pensioner Concession Application Form.

“Under Council’s Pensioner policy, pensioners may be eligible for a remission of up to a maximum of \$235 per annum or \$58.75 per quarter for general rates and \$10 per annum or \$2.50 per quarter for the Enviroplan Levy.

To be eligible you must live on the property and receive one of the following pensions paid at the maximum rate.

- Age pension
- Carer Payment
- Disability Support Pension
- Parenting Payment Single
- Widow Pension
- Wife Pension
- Service Pension
- War Widow Pension with full income support supplement”

The process at Bremer Waters is quite simple.

Home Owners complete an application form which is available from the Council.

The completed application, with a copy of the appropriate pension card, is then given to the Village Manager, who endorses the application and sends it on to the Council.

On a quarterly basis the Council forwards the concessions to Village Management and Home Owners’ Village accounts are credited accordingly.

ARPQ members should check with their local Council about the availability of this concession.

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



STOP PRESS

NEWSLETTER DISTRIBUTION

The ARPQ Newsletter is distributed by Post or email.

On some occasions members have not received the Newsletter by email.

As the result of some checking and re-search it appears that for some members the Newsletter has been lodged in their JUNK Folder.

Perhaps members could check this file on their computers.

In addition to this, the Newsletters are always available on the ARPQ website.

MEMBERS’ REQUESTS FOR ASSISTANCE—CONT. FROM PAGE 3

- Check your Site Agreement about the cause for your concern.
- Check the Manufactured Homes Act about the cause for your concern. The Act is available online.
- Go to the ARPQ website and check the Right Where You Live Facts Sheets.
- Write to your Village Manager in an attempt to resolve your concern in the easiest, most collaborative way.

In addition to what is written above, a member of the ARPQ Committee will always respond to your request for assistance.

A WORKSHOP FOR HOME OWNERS’ COMMITTEES

In view of the recent changes to the Manufactured Homes Act the ARPQ Committee has decided that it is appropriate to develop a Workshop for representatives of Home Owners’ Committees.

A draft proposal will be presented to the ARPQ Committee meeting in September.

The Workshop will be for a full day and will cover topics which are the most relevant to the needs and operation of Home Owners’ Committees.

It is probable that each Home Owners’ Committee will be invited to nominate two members to attend.

Specific details will be provided to members once the draft of the proposal has been approved.