

### OUR ANNUAL GENERAL MEETING

Our AGM, held on the 22<sup>nd</sup> October 2019 at Bethania Community Centre, was well attended and thanks to those who joined us.

In addition to “normal business”, and an interesting address from Brittany Smeed, Senior Lawyer at Caxton Legal Centre (QRVPAS), Constitution amendments were approved as well as increasing your committee from seven to nine members.

See President’s Corner (P2) for a summary of his report.

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## YOUR NEW COMMITTEE

Many thanks to the following  
for making the commitment  
to helping Homeowners in Residential Parks  
by  
joining your committee.



**Mike Kenavan**

With his wife, Mike moved into a new lifestyle village on the Gold Coast in 2016. He was a foundation member of the HOC with a term as secretary. In his working life, Mike served in the RAAF as a commissioned officer for over 20 years, was a school teacher, business operator, company director, company secretary and held various positions in service and community organisations. He joined ARPQ in 2017 with an interest in the role of the ARPQ in assisting manufactured home homeowners.



**Frans Hamer**

Has been a resident of RV Homebase Fraser Coast for four years after travelling full time for nearly nine years. Prior to retiring, Frans was President of the Cairns Chamber of Commerce for thirteen years and owner of a Business Brokerage firm. He was a Foundation Fellow of the Australian Institute of Company Directors, and for Twenty five years was a Director of various Public and Government Companies and Corporations.



**Norman Watts**

With his wife Gayle, Norman has lived in Palm Lake Waterford for nine years. He was on the Resident’s Home Owners Committee for five years as treasurer. Prior to retirement he worked in the Federal and Queensland Governments for forty years in mixed and often challenging positions. While enjoying the lifestyle of resort living, he has become more concerned with the widening gap between residents and resort owners.



**Ian Clark**

Ian’s first qualification was a degree in Electrical Engineering, followed by an MBA and three Post Graduate Diplomas. His engineering career sent him all over the world, with some of the world’s largest construction companies as well as leading Australian companies. His expertise was in managing mega, multi billion projects and multi-disciplined teams and advising Management Boards. With his wife Carolyn he has four children and six grand children.



### For your information here is an abridged version of my 2019 Report

Looking back over the year it's been largely a question of 'another day but the same old stuff' as we faced repeated problems with deficiencies in the Manufactured Homes (Residential Parks) Act and some Park Owners ongoing attempts to exploit these deficiencies, whilst at the same time aggressively pursuing their interests at the expense of home Owners.

*This has been compounded by the increasing globalisation of the Manufactured Homes (Residential Parks) sector through the involvement of international investors attracted by the high earnings potential from our sector, and who naturally have no interest or sympathy with Australian over 50s. They are only interested in profit for their shareholders in the USA or Asia.*

**This is a very worrying development.**

Throughout the year we have continued to expend considerable effort on our involvement in the Queensland Government's funded 'rightwhereyoulive' program designed to inform and educate Homeowners on their rights under changes to Manufactured Homes (Residential Parks) Act and improve their ability to deal with Park Owners/Managers

I am pleased to report that we have been able to;

- Significantly boost our relationship with Government through (new) regular meetings, including the extension of our 'rightwhereyoulive' funding from 1 July 2019 to 1 July 2020;
- Recruit new members; increasing our membership;
- Visit and/or give briefing sessions at 32 Residential Parks addressing in excess of 2,500 Home Owners;
- Provide advice or advocacy support to around 40 of our individual or association members with various issues arising from their dealings with their Park Owners;
- Apply for a grant from the Queensland Government Gambling Community Benefit Fund to assist in the production of a Home Owners Committee handbook;
- Mount a display stand and attend two seniors' expos;
- Publish our newsletters, the ARPQ ARGUS;
- Maintain an effective advertising campaign through the Seniors newspaper;
- Achieve an agreement in principle with the Manufactured Home Owners Association (MHOA) on amalgamation. It is not a question of if, only of when and how.

We still need to reach the vast majority of the 35,000 or so estimated Home Owners in Residential Parks in Qld. Motivating Home Owners to take an interest in their rights and take action is the biggest problem we continue to face.

There is clearly much work still to be done which is why we are proposing to increase the number of members on the Management Committee from seven to nine.

Although the new Management Committee will have its own priorities, I believe it is important build on what we achieved this year. Consequently, I foresee that some of the challenges we will face during the next financial year are:

- Continuing to work with and lobby Government on further amendments to the Act and other initiatives to improve and protect Home Owners' Rights;
- Completing our Park Visit and Home Owner presentation program under the 'rightwhereyoulive' initiative with a target of visiting at least 50% of all Residential Parks in Queensland;
- Finalising our amalgamation with MHOA to provide a much needed single representational voice for Manufactured Home Owners in Queensland;
- Significantly expanding our membership base thereby developing a stronger Home Owners' representational body to try match the power and strength of Park Owners;
- Subject to the availability of the grant finance we have applied for, completing a Home Owners Committee (HOC) manual to assist in the effective establishment and running of HOCs;

*President's Corner—continued from page 2*

- Pursuing a resolution in areas where we believe Manufactured Home Owners are financially discriminated against compared with other seniors, such as pensioner water rebates and access to the Commonwealth Pensioner Loan Scheme;
- Pursuing our long-held objective of achieving some sort of 'accreditation' for Park Owners and Park Managers by liaising with the Property Council of Australia about the applicability of its 'Retirement Living Code of Conduct' to Residential Parks as well as Retirement Villages;
- Expanding the number of Park Liaison officers and where appropriate regional co-ordinators to assist with the recruitment and our communication with members, especially in the remoter areas of regional Queensland.

In closing, I would like to thank the outgoing Committee members for their stalwart efforts in overcoming the challenges we have faced this year and for the support they have provided. All have all worked on tirelessly and I could not have managed without their encouragement and assistance. It is always difficult and perhaps not fair to mention individuals, but I would particularly like to thank Noel Wright as Secretary, who has been an absolute 'rock'.

Best wishes for the coming year

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## ARPQ MEMBERS REQUESTS FOR ASSISTANCE

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

The members of the ARPQ Committee have collectively a 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 help 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.

- 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.

**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



## STOP PRESS

### **PARK VISITS**

**We will soon restart Park visits to update Homeowners on the Manufactured Homes (Residential Parks) Act and how it affects you. If you would like us to visit your Park, please contact us on (07) 3040 2344**

### **QUEENSLAND STATE ELECTION 2020**

**This year sees us going to the polls to elect a State Government for the next 4 years. Now is the time for YOU to raise matters of concern with the operation of the Manufactured Homes Act directly with your local State Member of Parliament.**

## The ARPQ Newsletter Distribution

**T**he ARPQ Newsletter is usually distributed by Australia Post or email.

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

As the result of some checking and research 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.

### 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

### An Apology.

Two members of the ARPQ Committee are responsible for the publication of the Newsletter.

In recent times one of those Committee members has been in hospital for almost three weeks and the other Committee member has been away from home.

So, this Newsletter is later than was originally scheduled. Hopefully, members will understand.

## ARPQ PARK LIAISON OFFICER



As you may be aware, not all ARPQ members have email accounts, which means that we have to actually post correspondence, including our Newsletters, at considerable and increasing cost.

We can reduce these costs by bulk mailing correspondence for members in a park to an individual **"Park Liaison Officer—PLO"**, who will then distribute it to the individual members in that Park.

Salary and entitlements will be the same as your Committee members—NIL, NADA, NOTHING!

If you are willing to be our "PLO" in your Park, please contact us on (07) 3040 2344