



Spring

EDITORIAL:

A lot has happened for me these past two months, the most exciting being the river cruise from Amsterdam to Budapest which I did with APT. As I had not seen the beautiful architecture of Europe apart from watching "Escape to the Country", I was blown away by the beauty of the buildings, the castles, the ruins and the very green countryside. The most amazing feat of engineering is of course the 64 locks we negotiated to traverse the river, the largest of which is 38 meters high. Most definitely worth the money.

Following up on our May/June Newsletter regarding ***The Residential Services Unit***. As stated previously, the Residential Services Unit regulates the *Manufactured Homes (Residential Parks) Act 2003*, which includes investigating complaints and alleged breaches of the Act which contain a penalty clause.

What this means to residents of manufactured homes covered by the Act is a saving of over \$300. To make an application to QCAT regarding breaches of the Act by park owners/Managers, is very expensive (approx \$300) for home owners who are predominately pensioners, but if the complaint is in regard to harassment or unconscionable conduct then the Residential Services Unit will follow through on your behalf at no cost to you. The only catch is that you must have proof of your complaint, the same as when making application to QCAT.

I can't emphasise this point enough when dealing with park owners/manager's, **PUT EVERYTHING IN WRITING**, if it's not in writing it cannot be proved and therefore doesn't exist.

You can contact the Residential Services Unit (RSU) by

Phone: 07 3008 5824

Email: residentialservices@hpw.qld.gov.au

Website: www.hpw.qld.gov.au/housing

C. Murchison

PRESIDENTS REPORT:

On Wednesday 17 June, the MHOA Annual General Meeting was held at Hervey Bay and was attended by a small but involved group of MHOA Members. Reports were heard about the various MHOA activities over the year and following the meeting a Q&A session was conducted to address concerns of Members.

June Porter, who has been the long serving State Treasurer of MHOA tendered her resignation due to ill health. Tribute was paid to her dedicated service, on behalf of

the MHOA Membership, by Southern Region Coordinator Karen Haywood and State Secretary Kay Nichols.

Newly elected members of the MHOA Management Committee are:

State Treasurer	David Hurley
Membership Coordinator	Ronald Just

<i>Re-elected were:</i> President	Alex Nicholson
Secretary	Kaye Nicholson
Southside Coordinator	Karen Haywood
Northside Coordinator	Beryl Just
Editor	Carol Murchison

Ms Anne Bemis and Mr Errol Way were re-appointed as Advisory Consultants.

IN THE TRIBUNAL

Early in 2011, a MHOA Member on the Sunshine Coast was advised that her home had been partially installed on land belonging to the Government and that relocating it fully within the park boundaries would need to be undertaken at that Member's own expense. With MHOA's assistance, the matter was contested over many months in the Queensland Civil and Administrative Tribunal and finally Orders were made in late 2014, that the park owner would either relocate the home fully at its own expense or alternatively pay the home owner the sum of \$27,874.00 in order to allow her to carry out the relocation. The park owner appealed the Orders but the Tribunal Decision was upheld and the home was finally relocated to its correct site in May this year.



YOUR RIGHTS

SITE RENT INCREASE NOTICES:

There are 2 ways in which you may be notified of a proposed site rent increase.

1. A **section 69 increase** notice is given in regard to the method of site rent increases defined in your site agreement, and which, by signing the agreement, you contracted to accept. A 69 notice must give at least 28 days' notice of the increase date. If you believe the increase is excessive, you may file an application in the Tribunal seeking a reduction of the increase BUT you must continue paying the increase while the matter is being considered.
2. A **section 71 increase** is given in regard to matters that are not detailed in your agreement e.g. an alleged unexpected increase in the park owner's running costs. These increases may be given at any time. The park owner must give 2 months' notice of the proposed increase date, and must ask you to advise him whether you agree or not to the increase. If you do not agree to the increase, you simply advise the park owner of this. You are not obligated to pay the increase, even though other home owners may elect to do so. If you do not agree to the increase, the park owner may make an application to the Tribunal seeking orders that the increase be paid by you. In such a case

you will have the opportunity to tell the Tribunal why you disagree with the increase. A park owner may not use a Review to Market under section 71.

CONTRIBUTIONS:

Would you like to bring your concerns about Residential Village life or related matters to the attention of other manufactured home owners (MHOs)? Or would you like to share interesting or informative happenings in your village? If so, why not drop an email to the Editor at carolmurch47@gmail.com.

RECORDS & MEMBERSHIP COORDINATOR:

Please help!

An effort is being made to ensure that the MHOA Inc membership list is current and correct. The Model Rules require that a record be kept of all members, whether they are still financial, or have moved, sold their house or are deceased. To ensure the information is correct we need the help of all those who are presently members of MHOA, to advise us if they know of any members who have sold their home, become non-financial, or have passed away. If you can help with this information, it would be greatly appreciated.

Please contact me, Dr Ronald Just, Records and Membership Coordinator, by:
Email beryl.ron@bigpond.com or
Phone 4128 3628,
Mobile 0416 232 483,
Fax 07 4124 3827 or
PO Box 1673, Hervey Bay, Q, 4655.

Your help would be greatly appreciated!

A REMINDER:

To all our valued members.

As you are aware, MHOA membership renewals were due on 1st April, and as sometime happens to notices that only occur yearly, they can get overlooked.

If you are uncertain as to whether you have renewed your membership, you can contact our Records and Membership Coordinator, Dr Ronald Just, who can inform you of your financial status, or contact the Editor.

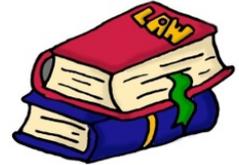


SOUTHSIDE COORDINATOR/CONSULTANT:

The Review of the Manufactured Homes (Residential Parks) Act 2003

Since early 2014, the Manufactured Homes (Residential Parks) Act 2003 has been undergoing a review by the Department of Housing and Public Works. A Ministers Working Party was convened which included park owners, representatives of seniors' groups, industry representatives, consumer advocates, academics and the legal profession.

A Consultation Regulatory Impact Statement (RIS) is currently being compiled and hopefully should be available for public release by the end of the year. This is when home owners will be able to make further submissions regarding any issue of concern to them.



As you can see, the Review of an Act is a very long process, even without being delayed by State elections. A Bill still has to be drafted and then begins the process of being presented to Parliament.

Hopefully it will all be worth the wait, especially if we end up with an Act that can work the way it was intended, without any "grey" areas to muddy the water and less need to resort to QCAT.

State Government Electricity Rebate

This concerns residents of parks/villages who pay for their electricity via the park owner, and who are eligible for the electricity rebate. That is, pensioners either Centrelink or Veteran Affairs/TPI recipients.

Some park owners had decided not to administer this rebate as it was voluntary for them to do so, but recent state government legislation that commenced on 1 July 2015 has changed this and they are now required to provide the rebate to those residents who are eligible.

If you have not already been advised of this, please approach your Management as they are required to sight your Pension card and have you sign a form before the rebate is applied to your electricity account.

