

# Fact Sheet 6: New Behavioural Standards



**Right where you live**

Better rights for home owners in residential parks

## New Behavioural Standards

In November 2017, the *Manufactured Homes (Residential Parks) Act 2003* (the Act), which is the law governing manufactured homes, was amended. These amendments brought in new rights and obligations for both park owners and homes owners regarding standards of behaviour.

## Home Owners

Home owners must respect the rights of other residents and park owners including:

- Not interfering with the peace, comfort or privacy of other residents
- Respecting the rights of the park owner and their representative to work in an environment free from harassment and intimidation
- Upholding the occupational health and safety of people working in the park
- Ensuring, as much as reasonably practicable, that their guests comply with the above standards

## Park Owners

Park owners must respect the rights of home owners or other residents including:

- Not interfering with the peace, comfort or privacy of a home owner or other residents
- Taking reasonable steps to ensure a home owner does not interfere with the peace, comfort or privacy of others
- Using their best endeavours to ensure an environment free from harassment and intimidation
- Not restricting autonomy over personal or financial matters

## Amendments to the *Manufactured Homes (Residential Parks) Act 2003*

In 2017 there were some changes to the *Manufactured Homes (Residential Parks) Act 2003*

You may be affected by these amendments



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Park owners must also respect the rights of residents and home owners by:

- Not restricting self-reliance regarding personal, domestic or financial affairs
- Providing a complete written response (addressing each point) to correspondence from a home owner, other resident or their representative (for example a lawyer or Home Owners' Committee) within 21 days.



### Right Where You Live

Right Where You Live is an initiative to assist home owners in residential parks to understand and access new consumer protections, by providing information, support and referrals to organisations who can help you.

*Please contact Queensland Manufactured Home Owners Association Inc. (QMHOA) for more information* Phone: (07) 3040 2344  
[www.arpq.org.au](http://www.arpq.org.au)

#### *Queensland Retirement Village and Parks Advice Service*

QRVPAS (formerly PAVIL), situated at Caxton Legal Centre, provides information, advice and assistance on the law relating to manufactured homes

Phone: 07 3214 6333

#### *Do you have a hearing or speech impairment?*

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit:

[www.relayservice.gov.au](http://www.relayservice.gov.au)

#### *Do you speak a language other than English?*

If you need an interpreter, please contact the Translating and Interpreting Service (TIS) on **131 450** and provide them with the number you want to call

*Disclaimer: This fact sheet provides information only and is not intended to provide legal advice*