

**ASSOCIATED RESIDENTIAL
PARKS QUEENSLAND INC.**

ANNUAL GENERAL MEETING

TUESDAY 25th OCTOBER 2022

Agenda item 6 – President’s Report

It is with great pleasure that I present this report at the end of my first year as President of ARPQ. At this time last year we were still experiencing the constraints that the COVID pandemic imposed on our activities. These continued to challenge us for much of the year particularly the first few months. Despite that, it has I believe, been a year in which our association has recorded some significant achievements.

A major element of our work is in the area of advocacy and representation of the interests of home owners in manufactured home parks with the Government and other stakeholders in the industry. Our main, though not only, goal in this work is the strengthening of the Manufactured Homes (Residential Parks) Act, 2003, so that it provides a much greater measure of consumer protection than it does at present.

Our achievements in this area include:

- Maintaining ongoing interactions with various sections of Government through our participation in the “Manufactured Homes Working Group” and “Right Where You Live Program Steering Committee”. As President, I also met recently with Minister Leanne Enoch to discuss progress on the legislative, regulatory and other reforms;
- Strengthening our relationships with other key stakeholders in the manufactured homes industry such as the QRVPAS team at Caxton Legal Services, the Queensland Law Society, the UDIA (Urban Development Institute Australia), which represents park owners, and continuing discussions with other home owners associations;
- Seeing the Government start to act upon the commitment it gave us in 2021 to included actions in its Housing and Homelessness Action Plan 2021-22.
- Submitting to the Government comprehensive feedback to their Issues Paper published in June. This gave us the opportunity to both fully explain the concerns and problems home owners face in their relationships with corporate park owners and to state the kinds of legislative and regulatory changes we would like to see to provide us with greater consumer protection. We await with interest the publication of further consultation papers outlining what the Department of Communities, Housing

and Digital Economy (DHDE) see as options required in order to address home owners concerns. We have been told that the aim is to publish these later this year.

- We have also made a written submission during the year to the Queensland Human Rights Commission in relation to exemptions for Manufactured Home Parks from provisions in respect to age discrimination in order that they can be recognised as retirement living options for seniors.
- We recently made a submission to the Queensland Housing Summit 2022 seeking to put on the record and make the wider Queensland community aware of developments in the manufactured homes industry which impact upon the financial security and overall wellbeing of home owners.

An equally, if not more, important major element of the work of ARPQ is providing information to our members on their rights and responsibilities under the Act and assisting them in managing issues they face in their dealings with park owners and others agencies. Achievements in this area during the year include:

- Visiting 32 different parks to deliver "Right Where You Live" presentations. Approximately 1754 home owners attended these sessions. The aim of these presentations is to explain to home owners their rights and responsibilities under the Act. They also provide a great opportunity to discuss the issues people are currently facing in their parks, thus helping to ensure that ARPQ committee members are kept well informed.
- Providing assistance and/or advocacy support with over 200 formal responses to requests from individual or association members with various issues arising from their dealings with their Park Owners and attending to large numbers of additional phone inquiries relating to living in a Residential Park. A feature of our work this year has been improving the records we keep of this activity;
- Finalising the revision of our web site to significantly raise our profile with members, potential members and government agencies;
- Maintaining a number of Park Liaison Officers to assist with recruitment and our communication with members. It will be good if we can expand this program in the coming year and also try to establish some Regional Coordinator positions, especially in the remoter areas of regional Queensland.

I would like to acknowledge the work done by the members of the outgoing committee and thank them on behalf of the Association for their sterling efforts. I also acknowledge the contribution of Maggi, who is employed in the role of our administration and communications project officer, and thank her for her assistance. All of our committee are volunteers who give up many hours of their time to ARPQ. The achievements listed above were only attained due to the dedicated efforts of this small group.

I hesitate to mention individuals but must do so to thank Jen Wain who is stepping down from the committee after spending at least 4 years in the role of Treasurer. We wish Jen and her husband Bob all the very best for the future. Paul Gardner and Alex Douglas are

also leaving the committee after both making distinguished contributions to the affairs of ARPQ which have been greatly appreciated.

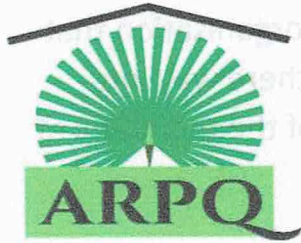
I would also like to acknowledge all those home owners out in the parks who have served on their home owners committees (HOCs). I see the work these people volunteer to do, in helping to organise the communal life of their park and represent the interests of home owners, as a complementary extension of the work that I and the Association's committee do. A goal I would like to see next year's committee of ARPQ set itself is to find ways that we can better support HOCs to carry out the important role they play in our parks.

In closing I want to urge all of our members and our association members to be prepared to speak up and have a voice in response to the various rounds of consultation that will take place in the coming year about changes to the legislation and regulations that govern our parks. ARPQ has worked tirelessly for a number of years to persuade the Government to carry out a review and consider reforms. We, together, now have an opportunity, which may not be repeated for a long time to come, to make a big difference and change things for the better. It is important that all involved in ARPQ pull together to make the most of these opportunities.

Roger Marshall, Ph.D., M.Ed.

President

25th October 2022



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Agenda item 7 – Advisory Report

During the year the Advisory team fielded almost 240 enquiries, not including those regarding membership. The attached table shows a breakdown of the types of issues our members are asking about. It shows that the concerns for our members are numerous and many of them are resolved or the question is answered with a phone call. Others, particularly those referred to the Regulatory Services Unit or the Tribunal can drag on for months, if not years. Unfortunately for our team, once a client is advised to refer a matter for resolution, we seldom hear the result.

Late last year we purchased a programme called Infinity that would allow the committee to see in real time a synopsis of and access the documents related to each enquiry as it is entered. Indeed, members of the team are able to make their own entries into the database too.

I have to note that, since we are not able to give legal or financial advice, it is frustrating to discover that there are few others with the necessary qualifications to fill the gap, and those that do, such as Caxton Legal Service are so under-resourced that there are significant delays in providing the advice required.

It's also worth noting that, at a recent meeting with the Housing Department it was agreed that we should, as the Retirement Villages peak body already do, provide the Department with our data relating to the many varied concerns of home owners. Of course this will be redacted as required to meet privacy provisions. This data, together with that also being collected by the Regulatory Services Unit, should better inform the lawmakers where the holes are in our legislation.

Finally, it is the fervent hope of all on the committee of this organisation that the changes to the Act that we have proposed actually find their way into amended legislation. We are convinced that the lives of all of the members of ARPQ will be improved as a result.

I move that my report be accepted.

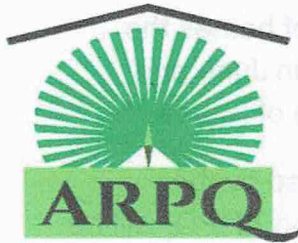
David Kennedy.

Vice President and Chair of the Advisory Committee

25th October 2022

Types of Issues dealt with by the Advisory Team

• Access for the disabled	1
• COVID	13
• Emergency Plans	3
• Electricity billing	12
• Gas	3
• Home Owner Committees	29
• General Information	31
• Insurance	5
• Maintenance	29
• Park management	10
• Rent increases	23
• Referrals to RSU	7
• Right Where You Live Programme	2
• Site Agreements	10
• Sales of Homes	14
• Sundry	44
• Water	2



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Agenda item 8 – Advocacy Report

Advocacy and representing the interests of home owners and prospective home owners in manufactured home residential parks is a major part of why the ARPQ exists. A summary of what has been achieved in this aspect of the Association's work can be found in my President's Report. Here I will focus upon putting those achievements into the context of ARPQ's longer term advocacy goals and the important work that lies ahead in this area in the coming 12 months.

When the nature of the 2017 reforms to the Manufactured Homes (Residential Park) Act, 2003 became clear, ARPQ quickly recognised that they were unlikely to provide adequate protection to home owners in the face of the business practices of increasingly corporatized park owners intent on maximising the income they could pass on to their shareholders. Experience has proved our assessment at the time to be correct. Over the past five years the focus of our advocacy has been upon persuading the government to review the Act once more with a view to making changes that will provide greater consumer protection to our members.

The sections of the Queensland Housing and Homelessness Action Plan, 2021-25, issued by the Department of Communities, Housing and the Digital Economy (DCHDE), that refer to the manufactured homes industry are a source of hope that home owners are being heard and that meaningful and effective legislative and regulatory changes could be made in the next 12 to 18 months. This outcome is however far from certain. Achieving it is likely to require further strong advocacy by ARPQ and all home owners during the period in which the reform processes, which are already underway, are being worked through.

The Action Plan outlines two areas that will be reviewed and reforms considered: (a) Site Rents and Sale of Homes; (b) Management of Disputes. The processes will be the same but separate for the two areas. The Department of Communities, Housing and Digital Economy (DCHDE) have given us a clear picture of what these processes will entail.

They can be thought of as falling into two parts. In the first part there will be three stages:

Step 1 - Problem Identification - In the case of site rents and sale of homes the Issues Paper and Residents Survey published by the Department in June and analysis of the feedback given to them will enable the identification of issues.

For dispute management the research by consultants commissioned by the Department in 2021 and other feedback from stakeholders, including ARPQ, will be used

Step 2 – A Consultation Regulatory Impact Statement (CRIS) will be published for each of the two areas. These will outline what the Department believes are the problems and issues that need to be addressed and are based on Step 1. They will also put forward a range of options for legislative, regulatory and other reforms to address the problems along with discussion of the wider implications of implementing each of them.

The Minister and DCHDE officials have told us that they aim to publish these Consultation RIS along with calls for further feedback from home owners and stakeholders by the end of 2022 or early in 2023.

Step 3 – A Proposal Regulatory Impact Statement (RIS) (I believe this is the correct name) will be published by DCHDE drawing on the outcomes of the the Consultation RIS. In it they will outline the set of proposals for reforms they intend to take to the Minister and Government. Again feedback from home owners and stakeholders will be sought.

The outcome of this first part of the process will then be a set of proposals for legislative, regulatory and other reforms in relation to first, site rent and sale of home issues and second, dispute management issues.

In the second part of the process these proposals will go to the Government who will make a decision on the content of draft amendments to the Act to present to parliament. There they will be considered by a parliamentary committee before being voted upon by the Legislative Assembly.

When I met a few weeks ago with Minister Leanne Enoch and her advisors in my role as ARPQ President, she assured me that she will be very disappointed if these processes are not completed by the end of 2023.

These processes mean that there will be opportunities for ARPQ and home owners to give feedback to the two rounds of regulatory impact statements. It is likely that there will also be the opportunity to make submissions when the draft amendments to the Act are considered by a parliamentary committee.

As well as giving feedback it will be important for the ARPQ Committee, our members and indeed all home owners in manufactured home residential parks to engage in strong political advocacy if we are to achieve the sort of reforms which will make the Act the strong piece of consumer protection legislation we all desire.

Roger Marshall, Ph.D., M.Ed.

President, ARPQ