



## ASSOCIATED RESIDENTIAL PARKS QUEENSLAND INC.

### ANNUAL GENERAL MEETING TUESDAY 25<sup>th</sup> 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**

**25<sup>th</sup> October 2022**