



QUEENSLAND
MANUFACTURED HOME OWNERS
ASSOCIATION INC.

QMHOA ANNUAL REPORT 2023

PO Box 932 Booval Fair Qld 4304 | ABN 23 538 396 279
phone 07 3040 2344 | email: secretary@qmhoa.org.au

FOR

ANNUAL GENERAL MEETING

CABOOLTURE LEARNING HUB

22 AUGUST 2023

CONTENTS

- 1. PRESIDENT'S REPORT**
- 2. ASSISTANCE REPORT**
- 3. ADVOCACY REPORT**
- 4. EDUCATION REPORT**
- 5. TREASURER'S REPORT**
- 6. AUDITOR'S STATEMENT**

PRESIDENT'S REPORT

It is with great pleasure that I present this report to the inaugural Annual General Meeting of the Queensland Manufactured Home Owners Association, Inc. As members will be aware, QMHOA was formed by the amalgamation of the Manufactured Home Owner Association Inc. (MHOA) and Associated Residential Parks Queensland Inc. (ARPQ), with the unanimous support of members of each organisation at special general meetings of the two organisation held in December 2022. QMHOA officially came into being when we received our Certificate of Incorporation on the 20th January 2023.

Bringing two separate organisations like MHOA and ARPQ, each with its own proud traditions and ways of doing things, together to form one new entity is not without its challenges. I am delighted to be able to report to members that for us the process has on the whole gone very well. That this is the case is a tribute to the work of the interim committee composed as it has been of members of the former committees of MHOA and ARPQ who have always been prepared to be flexible, to listen and speak openly with each other and to consider and adapt to different ways of doing things.

There has been considerable work involved in the administrative aspects of setting up QMHOA such as: merging the MHOA and ARPQ membership databases; closing down old and opening up new bank accounts; changing all our account and contact details with various other organisations we deal with; and designing a new QMHOA website which incorporates the best features of the two old MHOA and ARPQ sites. What has been particularly pleasing is that at the same time as different groups of the committee members have been undertaking these tasks, we have been able to maintain the important work of serving the interests and meeting the needs of our members and other home owners in Queensland.

Members will have noticed that QMHOA has adopted a new motto:

ASSISTANCE – EDUCATION – ADVOCACY

We believe that these three words capture well the way in which our organisation serves and strives to meet the needs of home owners in manufactured home residential parks. Three of the other four sections of this annual report are organised under the headings of this motto.

I think that when they read the reports, members will agree with me that the work undertaken in the three areas of:

- assisting and helping individual members and home owners committees to deal with problems and issues they face;
- helping members to be as fully informed as possible about the legislation and other aspects of living in a residential park; and,
- advocating for the interests of home owners, particularly in the form of changes to the Manufactured Homes Act,

shows that QMHOA is doing well in building upon the work previously done in these fields by MHOA and ARPQ.

Before allowing members to move on to reading details of the work done in these areas as well as details of our audited Financial Report, I would like to draw attention to a vital aspect of QMHOA which I believe needs us to strive for improvement. That is our membership numbers. At the time of my writing this report (9th August 2023) I believe that QMHOA has 940 Ordinary and 40 Association/HOC members who are fully financial. Given that there are approximately 23,000 home owners in residential parks in Queensland, I believe that we should be aiming to attract more of them to join QMHOA.

I believe that most members will be all too aware that an unfortunate feature of the manufactured home residential park industry is the considerable imbalance in power between the large corporate park owners and the government on the one hand and individual home owners on the other. It is a feature that often has a considerable detrimental effect upon the wellbeing of home owners. Coming together and working together as members of an organisation like QMHOA is, I believe, a way, perhaps the only way, of shifting this imbalance. I think that we can be rightly proud of the way in which QMHOA, and its predecessors MOHA and ARPQ before it, have gone about building and enhancing their power and influence in the manufactured home residential park industry. I see the progress towards improvements in the Manufactured Homes Act reported below in the Advocacy section of this report as clear evidence of this. However, there is no doubt at all in my mind that the struggle is far from over.

Though increasing membership numbers is by no means the only way in which we can continue to be better placed in match the power and influence of the corporate park owners, having a greater proportion of home owners in Queensland as our members will certainly be a big help. I therefore invite the incoming committee and all of our members to come together with me in striving to achieve a significant increase in the numbers of QMHOA's Ordinary and Association/HOC memberships in the coming year.

INFORMATION AND ASSISTANCE REPORT

Following the decision to amalgamate MHOA and ARPQ, steps were taken to combine the structures, already in existence within these two organisations, that provided assistance to members when they experienced potential dispute situations. This involved separating general information-giving on such as membership and advocacy matters from the legal issues arising from perceived breaches of the Manufactured Homes Act, site agreements and park rules. While the general enquiries are now filtered off to the Administrative section of QMHOA, the latter (legal-type) issues are channelled through assist@qmhoa.org.au to the QMHOA Information and Assistance Service (QIAS), where they are allocated to one of our Consultants.

Our regular Consultants are Anne Bemj, Paul Gardener, Chris Trevor-Jones and Errol Way, but other QMHOA Management Committee Members are sometimes seconded in order to take advantage of their particular expertise in certain areas.

In addressing concerns of Manufactured Home Owners, QIAS provides many services including relevant information, assistance with understanding legislation, provision of forms and form letters, support in conducting dispute procedures, editing letters and applications and providing alternative actions when addressing a problem. This may require only a short email or phone call, or it could involve hours of research and analysis in order for the Consultant to provide the Homeowner with a detailed report and to record the advice given on a special database.

The QIAS has been up and running since March and the problems referred to it are many and varied, with the 'Big 3' being:

- Site Rent Increases (usually the magnitude and apparent unfairness or the method used)
- Charges for Utilities (esp. additional charges made in apparent contravention of s 99A of the Act)
- Interference with Quiet Enjoyment (by either park management or other homeowners)

My thanks go to all the volunteer Consultants who have given generously of their time and knowledge in order to assist their fellow Manufactured Home Owners.

Errol Way LLB BEd GDAS DipT AALIA, Senior Consultant
QMHOA Interim Committee, Information and Assistance Service

ADVOCACY REPORT

One of the key objectives of QMHOA, like both MHOA and ARPQ before us, is to represent and advocate with Government, park owners and other stakeholders for the interests of home owners in manufactured home residential parks. I am pleased to be able to report to members that, based upon our interactions with them, I and the rest of our committee are confident that we are recognised and respected by leaders and decision makers in all of the key stakeholders in the residential park industry as the premier peak body fulfilling this role. We have good reason to believe that the decision we took late last year to amalgamate has enhanced the level of this recognition.

One of the key things QMHOA has inherited from its two parent bodies is a strong determination to bring about changes in the Manufactured Homes Act and other aspects of the way in which the residential park industry is governed so that there is a greater emphasis on the way interests of home owners are protected and safeguarded than there has been in the past and is at present. Gaining commitments from the Government in their Qld. Housing and Homelessness Action Plan 2021-25 to review and reform legislation and regulations in relation to both increases in site rents and sale of homes and the management of disputes as well as pursuing non-legislative means of improving conditions for home owners, was a significant achievement for ARPQ and MHOA.

Lack of progress in work towards reviewing and reforming the way disputes are managed, and addressing the problems that most home owners feel exist in the way this is handled through QCAT, is disappointing and of considerable concern. In response to our frequent questions, we have been assured by the Government that work on this has been happening, but that public consultation and discussion has been put on hold in order to prioritize the progress of the reforms to the Act in relation to site rent increases and sale of homes. The resulting lack of transparency is a source of great frustration and suspicion of a lack of true intent to make changes.

Work in respect to pursuing non-legislative means of improving conditions for home owners has been limited to the activities of the Manufactured Homes Stakeholder Working Party, of which QMHOA is an active member. The focus has been upon providing documents to support the education and training of home owners and park owner staff at a grassroots level aimed at helping them to enhance their capacity to manage the everyday issues and problems that arise in residential park life. A Home Owners Committee Guide was published in December 2022 and work is currently in progress on a Guide to Managing Disputes and a Guide to Improving Communication

and Relationships between Home Owners and Park Staff. Though documents of this kind may have a role to play their impact will, of course, depend very much on the way they are used. Disappointingly, no action seems to have been taken yet on the idea of “exploring greater support for consumer-operated retirement villages and residential parks (such as the potential for home owner co-operatives)” which is also committed to in the Government's Housing Action Plan for this term of parliament.

The commitment in the Government's Action Plan upon which there has been concrete, albeit slow, progress is of course reforming the Act in areas relating to site rent increases and sale of homes. May this year saw the publication of a Consultation Regulatory Impact Statement (C-RIS) which put forward and sought feedback upon proposals for legislative changes designed to address the concerns of homeowners that had been identified in an Issues Paper published in 2022 and feedback received to it. QMHOA was pleased to participate in a co-design type of process aimed at maximising the participation of home owners and the level of feedback given by them, and then upon implementing the co-designed plan.

We also, of course, developed and submitted a comprehensive response to the C-RIS. I think it is important to note a special thanks to both those members who made submissions of their own and to the many who contributed to the final form of the QMHOA submission by responding to draft versions of our responses that were published in bulletins sent to members and published on our websites. Copies of both our full response to the C-RIS and all the key documents published over the past two years in relation to this reform process can be found on the Resources page of our website.

In July we met with the Minister for Housing, Megan Scanlan MP. We were able to brief her on what we see as the strengths and weaknesses of the C-RIS proposals and the things we would like to see changed. We also asked her about the timelines for completing the reforms and finalising changes to the Act. She told us that it was her intention to take some final proposals on what the changes will look like to Cabinet and what she termed “the whole of Government” for discussion. After that we can expect the publication of what is called a Decision Regulatory Impact Statement (D-RIS). It seems clear that it is the Minister's intention to have proposals voted on by parliament either late this or early next year.

Given that this is what we believe the timelines will be, it is important to try to make sure that as many of the decision makers who will finally determine what any changes to the legislation will look like are fully informed on the views we are putting forward representing our members and other home owners. In addition to meeting

with the Minister, members of the committee's Advocacy team have already also had meetings with the Shadow Minister, the Minister's Special Policy Adviser and a number of MPs who represent constituencies which have large numbers of manufactured home parks and homes. We are in the process of arranging more such meetings and plan to write to all MPs in the near future.

I would encourage all members, especially our Association/HOC members to take every opportunity to meet with and/or write their own local MP to ensure that they are fully briefed on our views as home owners when they are asked to vote on any reforms in parliament. We have been fighting and advocating for reforms to the Act for a number of years now, the success or failure of our efforts will be determined in the next few months.

**Roger Marshall M.Ed. PH.D, President
QMHOA Interim Committee**

EDUCATION REPORT

One of the key aspects of QMHOA since the amalgamation, as it was in the past for MHOA and ARPQ, has been education. Considerable work is done each year by QMHOA to assist our individual Home-Owners and Home-Owner Associations to be as well informed as possible about all aspects of their *rights and obligations* under the Manufactured Homes (Residential Parks) Act 2003.

We do this in several ways:

- Our **online presence** with a well-developed and updated website.
- Our information and assistance service with staff and volunteers being available by **phone, email, and over zoom**; and
- **In person** with our ‘Right Where You Live’ presentations delivered by our knowledgeable volunteer committee members taking information directly to homeowners in parks and villages where we provide a relevant presentation and invite attendees to question time with our experienced volunteer presenters; and
- Regular **communication** by way of bulletins and updates emailed or posted out to homeowners and associations on our database of members who we send Newsletters and Bulletins on a regular basis.

Online Presence:

Since amalgamation in January 2023, we have created a new QMHOA website, taking the best of each of the ARPQ and MHOA websites and forming one new look. We are pleased to announce at the AGM that the new QMHOA website is available now at www.qmhoa.org.au.

Our website is designed to be a comprehensive and up-to-date source for our members and the general public, of information relevant to the rights and responsibilities of homeowners in residential parks, and about the assistance, education and advocacy activities of QMHOA.

By Email, Phone and over Zoom:

Our experienced volunteer assistance team work tirelessly for our members making themselves available by direct email, by phone and where required over zoom. Simple enquiries can usually be handled right away by phone or email and where required we can refer those with specific needs on to a third party.

In Person, Presentations:

During March to July this year we have performed 15 presentations in various parks and villages within the state of Queensland, delivering information to 980 attendees. We have 2 expos we will be attending in September and another in October and would expect to see ourselves in a further 10 parks by the end of 2023.

In previous years the figures were for 2022 - 27 parks visited with 1564 attendees and in 2021 – 28 parks visited with 1126 attendees. Locales visited have so far included Far North Qld, Cairns, Rockhampton, Toowoomba, Ipswich, Gympie, Bundaberg, Frazer Coast, Hervey Bay, Sunshine Coast, Moreton Bay, Logan, and Brisbane.

Communication, Emails and Post:

QMHOA also creates regular newsletters and bulletins which we send out to our members using either email or Australia Post to those who don't have email or access to a computer. We endeavour to connect with our Members and Associations monthly or more often when something important or newsworthy is happening for example during the recent C-RIS consultations. We encourage members and associations receiving information to spread the word so that more homeowners can be informed.

Maggi Wayne, Secretary | Roger Marshall, President
QMHOA Interim Committee

MEMBERSHIP REPORT

I am delighted to report that we are presently hovering on a total of 1000 **financial members** in our newly formed association, namely Queensland Manufactured Home Owners' Association Inc (QMHOA).

As at 17 August 2023 we have a total of 996 financial members, the breakup being 955 individual personal members and 41 Association members. This total figure includes the Manufactured Home Owners Association (MHOA) members who were transferred across from their association to automatically become QMHOA members, along with the Associated Residential Parks Queensland (ARPQ) members.

Our members are spread all over Queensland at more than 125 locations – from the South East corner, down at the Gold Coast up to Caravonica (Cairns) and Mareeba in north Queensland – we have members from Townsville and Rockhampton and down to the Bundaberg, Hervey Bay and Sunshine Coast areas, and metropolitan Brisbane and Ipswich areas, just to name a few. And of course, we also go west to Toowoomba and other locations past those towns.

I now have 35 Liaison Officers who help distribute bulletins and other merchandise released by QMHOC to those folk who do not have internet access. We must remember that some of our members are quite elderly – they feel they cannot cope with the modern-day Information Technology (IT) equipment but still enjoy receiving and reading our periodicals –their continued support is very valuable and we must continue to look after them in return.

Recent statistical records appear to reflect a greater interest and increase in our association's activities, especially since the amalgamation of the two housing associations. The Government is in favour of our amalgamation and is helping us with some operational cost funding.

So hopefully we can look to the future in building up our membership numbers even further and recruiting more Liaison Officers and even encouraging more village Home Owner/Residents Associations and Committees to join with us to assist home owners with any issues they may be experiencing.

All the best to everyone in attendance during these challenging times.

Dawn Cameron, Membership Secretary
QMHOA Interim Committee

TREASURER'S REPORT

Financial report from September 2022 until 30th of June 2023.

Dear members,

Since the begin of the new financial year in September 2022, we started an exciting couple of months as both the Association of Residential Parks Queensland and the Manufactured Homes Owners Association, held their respective extraordinary general meetings to start the new period where both associations decided to amalgamate and form the new Queensland Manufactured Homes Owners Association.

As a result, we had to start to join various streams of the associations activities together and form the new streams. This included the changes to the banking and financial activities. For this we opened 3 new bank accounts in the name of QMHOA Inc, namely:

- 1) The Imprest account to be used for credit card payments,
- 2) The Current account for the Club associated expenses and income from membership fees, and
- 3) The Grants account for the income and expenses associated with the performance of the assistance, advocacy and education functions by the members of the Association.

Against an income of \$20,343.50 from membership fees, and a number of \$25,000 grants from the State Government in support of the work members do to inform the residents living in the various Manufactured Homes communities, on their rights and responsibilities from living in the residential parks.

Over the last financial year the Association has paid around \$55,500 for office expenses, internet web services, computer expenses and the presentations done at quite a few Residential Parks.

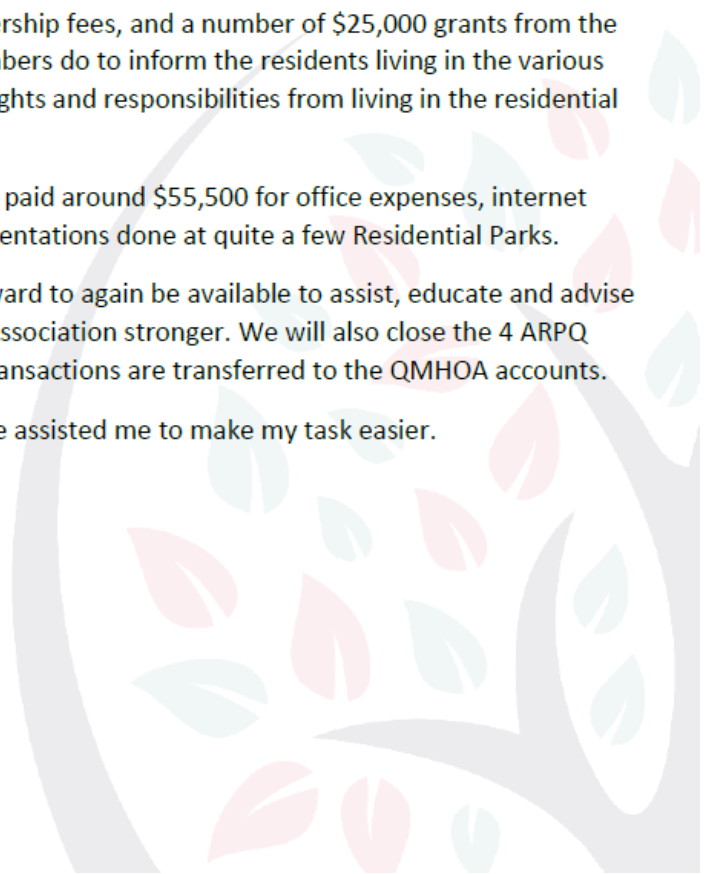
For the next financial year, we are looking forward to again be available to assist, educate and advise more and new members and try to make the Association stronger. We will also close the 4 ARPQ bank accounts previously used as soon as all transactions are transferred to the QMHOA accounts.

I would like to thank all the members who have assisted me to make my task easier.

Kind regards,



Wim Saarberg
Treasurer



18 August 2023

Attention: Mr Wim Saarberg
Queensland Manufactured Home Owners Association Inc.
PO Box 932
BOOVAL FAIR QLD 4304

Office of Fair Trading - Queensland



QUEENSLAND MANUFACTURED HOME OWNERS ASSOCIATION INC.
IA4662211
Annual Return for the year ended 30 June 2023

Dear Sir/Madam

In reference to Associations Incorporation Form 12-1 we make the following statement:

We have sighted the association's financial records and the financial records show that the association has bookkeeping processes in place to adequately record the association's income and expenditure and dealings with its assets and liabilities.

Our Audit details are as follows:

Name of Auditor:	Mr Paul Michael Simpson
Name of Auditing Firm:	Etailiros Accounting
Address of Auditor:	Ground Floor 112 Siganto Drive HELENSVALE QLD 4212
Professional Association:	Institute of Chartered Accountants
Professional Registration Number:	88833

When completing this audit, we have noticed two major issues, that require attention.

1. Currently, there are 4 bank accounts in your financials, however there are 7 bank accounts. We have noticed that 3 of the bank accounts are actually 2 different bank accounts that have been consolidated in the financials. This needs to be adjusted, as each individual bank account, needs to show separately.
2. The Equity (Retained Earning and Current Year Earnings) figures on the Balance Sheet, are not accurate and we had to adjust in our records for audit purposes. These figures are out of balance, due to the financial year in the Reckon file being set as September to August. Please update the settings to update and correct the financial year.



P Simpson Accounting Pty Ltd ATF the Simpsons Accounting Trust t/a Etailiros Accounting
ABN 82 102 325 090 is a Corporate Authorised Representative No. 125 4206 of

SMSF Advisers Network Pty Ltd
ABN 64 155 907 681 AFSL No. 430062
www.san.com.au

T 1300 55 22 30
F 07 5606 6904
E info@etailiros.com.au

112 Siganto Drive, Helensvale QLD 4212
PO Box 923, Oxenford QLD 4210

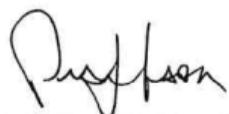


"Liability limited by a scheme approved under Professional Standards Legislation"

Yours faithfully,

Etairos Accounting

Chartered Accountants and Business Advisers

A handwritten signature in black ink, appearing to read 'Paul Simpson', written over a thin horizontal line.

Paul Simpson
Partner

Profit and loss

For 1 September 2022 to 30 June 2023, cash basis

CODE	ACCOUNT	AMOUNT
INCOME		
-	interest	\$55.69
-	mem	\$105.00
4-2900	Income	-
4-2021	Sundry Income	\$8,326.00
4-2060	Sponsorship Fees	\$15.00
4-2050	interest received	\$371.41
4-2040	Donations/Gift income	\$30.00
4-2010	Membership Fees	\$11,440.40
	Total Income	\$20,182.81
	TOTAL INCOME	\$20,343.50
	GROSS PROFIT	\$20,343.50

EXPENSES

6-0021	Ezidebit Fees	\$7.20
-	Administration	\$28,547.46
6-0199	Sundry Expense	\$1,012.57
6-0196	Storage	\$1,083.40
6-0018	Audit Fees	\$440.00
6-0194	Stationery	\$718.61
6-0209	Travel expenses	\$3,873.70
6-0020	Bank/Finance Fees	\$48.98
6-0010	Advertising & Marketing	\$2,997.50
6-0030	Equipment	\$112.42
6-0050	Gifts	\$270.75
6-0080	Computer Expenses	\$666.15
-	Reckon	\$36.00
-	Domain & Hosting	\$4,892.44
-	Computer Software	\$4,921.66
-	Microsoft Teams	\$145.50
	Total Computer Software	\$5,067.16
	Total Computer Expenses	\$10,661.75
6-0070	Printing	\$488.75
6-0090	Meetings	\$533.60
6-0130	Insurance	\$2,319.89
6-0120	Postage	\$2,432.38
	TOTAL EXPENSES	\$55,548.96

NET POSITION

Income	\$20,343.50
Cost of goods sold	\$0.00
Gross profit	\$20,343.50
Expenses	\$55,548.96
Other income	\$0.00

Profit and loss

For 1 September 2022 to 30 June 2023, cash basis

CODE	ACCOUNT	AMOUNT
	Other expenses	\$0.00
	NET POSITION	-\$35,205.46

Balance sheet

As at 30 June 2023, cash basis

ACCOUNT CODE	ACCOUNT NAME	BALANCE
ASSETS		
CURRENT ASSETS		
1-1118	Bank - Imprest Account	\$2,809.18
1-1114	Bank - Bank - Bendigo Grants Account	\$26,476.02
1-1112	Bank - Bank - Bendigo Current Account	\$32,506.56
	TOTAL CURRENT ASSETS	\$61,791.76
	TOTAL ASSETS	\$61,791.76
	NET ASSETS	\$61,791.76
EQUITY		
3-0100	Opening Balance Equity	\$10,862.02
3-1000	Retained Earnings Surplus/(Accumulated Losses)	\$86,135.20
-	Current year earnings	-\$35,205.46
	TOTAL EQUITY	\$61,791.76