

## “UNCLE ARPQ” NEEDS YOU, — PLEASE TALK ABOUT US! —

The ARPQ Committee would like to encourage all our members to let their neighbours and friends know about us and the work we do to represent the interests of all home owners in manufactured home parks in Queensland.

It is always disappointing to hear reports that while lots of residents in parks are distressed by and make lots of complaints about things that happen in their parks and the way they are treated by their park owners, *they don't know anything about the ARPQ and the work we do.*

ARPQ gives advice on a host of home owner issues with park owners and interpretation of the Act and Site Agreements. Not surprisingly, there are many common problems which we are able to resolve on behalf of home owners quickly and efficiently.

One reason for our frustration is that owners of manufactured homes and prospective owners are unable to benefit from the services that ARPQ has to offer. There is a lot about our advisory/assistance and information sharing services elsewhere in the newsletter that people are missing out on because they don't know ARPQ exists`.

The other reason why we are disappointed is that there are many residents in parks who would like to see something done to address the kinds of issues they regularly complain about. These people unfortunately are not aware that they could do something to help deal with those issues by joining ARPQ and using our services.

If people are not aware of us and the work we are doing on behalf of them and their fellow home owners, they are not likely to become one of our members or to seek our assistance.

*Getting new members is important if ARPQ is to become stronger and more influential.*

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You might also consider finding out if there is an ARPQ Park Liaison person in your park.

If there is you could work with them on spreading our message.

If there isn't, then perhaps you could become one for your park.

*You can discuss this idea with any member of the ARPQ committee. See our website for contact details of committee members.*

Please give these ideas some thought and consideration. ARPQ wants to become more resilient and powerful because we believe that it will benefit all home owners.

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This is particularly true in our advocacy work with the Government in seeking changes to legislation and regulations that so many manufactured home owners are calling for.

Our members who receive this newsletter can help do something about this lack of awareness by considering these ideas.

- Making sure copies of ARPQ newsletters, bulletins and news articles you receive are displayed on noticeboards in your village for others to read;
- Sharing links on your Facebook or other social media platforms to items on the ARPQ website or Facebook page
- Just talking about ARPQ with your friends and neighbours in your park, especially when discussing complaints and concerns about things that are happening or the park owner is doing.
- Talk to your Home Owners Committee. Is your HOC a member of ARPQ? We offer advice and consult with HOC's all over Qld.

## PRESIDENT'S CORNER



In my address at the recent AGM and in my first newsletter message to members in December, I spoke and wrote about making the ARPQ a stronger more influential organisation.

I and your committee believe this is important in order to ensure that the interests of home owners in manufactured home residential parks are well represented in their relationships with park owners, government and other stakeholders whose actions directly impact on our quality of life.

In this message I would like to give members an update about what is currently happening to ensure we are strong in the three major areas of our activities:

- Advocacy,
- Communication/Information Sharing, and
- Advice/Assistance.

The main focus of our advocacy work is upon participation in discussions with the government and other stakeholders about the implementation of the actions that the government committed to taking in their Housing and Homelessness Action Plan 2021-25.

As we reported in our October/November 2021 newsletter, in that plan the government have promised to take legislative, regulatory and other actions to address the problems and concerns home owners have in respect to three broad areas:

- Site Rents,
- Sale of Pre-Loved Homes, and
- How Disputes are managed.

I am pleased to be able to report that the ARPQ is firmly established as a participant in the discussions and processes the Department of Housing in undertaking to decide how to implement their plans and keep their commitments to homeowners.

At this stage we are optimistic and quietly confident that we will have a strong voice and be influential in deciding what the changes to legislation, regulations, etc. will look like.

*Time will tell whether our optimism is well founded.*

The area in which your new ARPQ Committee would most like to see us make improvements is that of communication and information sharing with our members and prospective member home owners.

Feedback from members has been that they would like to hear from us more often about

what we are doing to represent their interests.

The main way we will be doing this is through our use of digital communications. That is, more emails to members and posts on our Web and Facebook pages.

You will note that there is news later in this Newsletter of our new, updated webpage.

We are of course aware that there are members who do not access information through emails and the internet.

For them we will continue to send out important materials by post, including of course our newsletter which we intend to be published every two months.

Though the committee has recognised the need to improve our performance in relation to communication via digital media, we do believe that our record in the past has been strong in direct communication with members through our Advisory Service.

We see this as being delivered in two main ways.

First, members of our committee are available to provide advice and assistance on problems and concerns that members and prospective members contact us about either by email or telephone.

In 2021 as many thirty plus members per month were taking advantage of this service. New Members of our committee are working hard to build their capacity to do this work with Vice President David Kennedy leading the team working on this service. We are deeply grateful that a couple of members of last year's committee are still involved and assisting in this work.

The second way we work to pass on advice is through our "Right Where You Live" presentations to groups of homeowners in their villages by members of our committee.

Again, there is information about this program elsewhere in this new-letter.

I firmly believe that a strong ARPQ acting as a state of the art peak body for home owners in manufactured home residential parks will lead to us have more influence and greater power to achieve the things we want to achieve, on your behalf.

I hope that from this brief update members can see how we are trying to make ourselves even more effective than we have been in the past.

Roger Marshall

## ARPQ WEB SITE REBUILD

Over recent months your ARPQ Committee has been working diligently to enable a total rebuild of our web site and are pleased to announce that this site will be going live and up and running any day now.

The new site will have a number of new features and will include many more improvements which will enable members and others to more readily access important documents and other information.

One important new feature will be the inclusion of *a facility for payment of membership fees online with a credit or debit card.*

We know that in the past this has been a problem that members have raised with us and

we believe its inclusion will be greatly appreciated.

It is our intention to regularly post articles and bulletins of interest on the site and urge all to check out the new site over coming weeks for the opportunity to read these articles.

This updated web site and the more regular posting of information has come about following comments from members for additional articles and greater communication. We have taken these remarks on board and trust that you will approve of our efforts in the future.

Happy browsing.

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## INFORMATION PRESENTATIONS



Funded by



After a brief hiatus over the Christmas New Year period, ARPQ is ramping up its “*Right Where You Live*” information sessions in partnership with the Queensland State Government.

These educational presentations are designed to provide home owners in residential parks with information on their rights and obligations as set out in the Manufactured Homes (Residential Parks) Act 2003.

The overall aim is to provide residents with the necessary knowledge and tools to enable them to confidently enter into discussions or negotiations with park owners.

The presentations also provide an opportunity to update residents on our activities within Government for greater protections for all home owners in any future revision of the current legislation.

Over the past two years we have presented these talks to over fifty parks and can confirm

that they have been very well received with great involvement from home owners by way of question and answer sessions with numerous comments and suggestions and even on occasions, laughter.

We expect that as Queensland passes through the peak infection period from Covid-19 and its Omicron variant, home owners will be more amenable to gather as a group and take part in our presentation.

To this end if you would like us to visit your village and address your fellow residents, or would like further information:-

Please contact:

Maggie Wayne, ARPQ Admin, at [admin@arpq.org.au](mailto:admin@arpq.org.au) phone 0407 570 691,  
or

Noel Wright, ARPQ Secretary, at [secretary@arpq.org.au](mailto:secretary@arpq.org.au) phone 0407 170 937

### Many thanks to Logan Council's Bethania Community Centre

For use of a meeting room during the year and the Auditorium for our AGM. Bethania Community Centre has rooms for hire. Just contact them on (07) 3805 2687



ARPQ Contact details:- PO Box 1124  
Park Ridge Q 4125  
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General enq.: [secretary@arpq.org.au](mailto:secretary@arpq.org.au)

## ARPQ MEETINGS WITH HOME OWNERS COMMITTEES

In late 2021 ARPQ carried out a trial of a meeting via zoom with representatives of Home Owners' Committees (HOCs) in manufactured home parks.

It is our intention to continue these meetings in 2022. The format is fairly informal with no agenda other than to allow participants an opportunity to air issues they face in carrying out their role and discuss these with others in similar positions in other parks.

Members of the ARPQ Committee will also attend and provide an update on our activities in support of home owners.

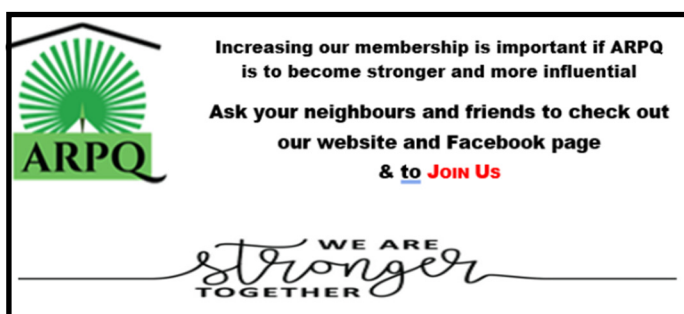
ARPQ's purpose is to represent the interests of home owners in residential (manufactured home) parks.

We do this in two main ways:

- By advocating with Governments and other key stakeholders for changes and improvements in the laws, regulations etc. which govern the residential parks industry;
- By seeking to ensure that home owners are fully informed whenever they need to deal with issues related to life in their park. The main focus of the latter is ensuring that home owners are well prepared when they engage with their park owner or park manager about problems or issues that may arise.

As a peak body we recognise the key role that Home Owners' Committees (HOCs) play in this work at the individual park level.

Section 102 (1) of the Manufactured Home Residential Parks Act (2003) defines the



## STOP PRESS

### NEW ARPQ WEBSITE "ON THE WAY"

Keep a look-out for our NEW website which will improve our communication with you, our members.

Included, is a new feature to enable the option for renewing/paying for membership on-line.

Watch out too for more regular news from us including more regular mailings, emails and our new-look Facebook page.

function of a HOC in a residential park as being,

*"to deal with the park owner on behalf of the home owners about—*

- the day-to-day running of the park; and*
- any complaint or proposal about the operation of the park raised by the home owners."*

It is clear to the ARPQ Committee that an effective way to represent the interest of all home owners is to assist and support those who serve on HOCs. We see organising zoom meetings of HOC representatives as a good way of doing this.

Any Home Owners Committee that would like to participate in a future zoom meeting can register their interest by contacting our Secretary, Noel Wright, at [secretary@arpq.org.au](mailto:secretary@arpq.org.au)

You will appreciate that to fulfil our aim of reaching as many home owners as possible we need support and urge all Home Owner Committees to seriously consider Association Membership of ARPQ.

In addition to enhancing our profile with decision makers in Government you become entitled to advice on issues that affect all residents in your park and any concerns about the operation of your committee.

### NEW SUB-COMMITTEE

ARPQ has established a new Strategy and Policy sub-committee to provide ARPQ additional advice and support.

We are pleased to announce that immediate past Vice President Frans Hamer and past Committee member Greg Pomroy have accepted appointment to this sub-committee.

We thank them for their ongoing commitment to ARPQ.

To contact Committee members please see details on our website <http://www.arpq.org.au>