



QUEENSLAND
MANUFACTURED HOME OWNERS
ASSOCIATION INC.

QMHOA ANNUAL REPORT 2024

**ANNUAL GENERAL MEETING
28 AUGUST 2024
CABOOLTURE**

ASSISTANCE - EDUCATION - ADVOCACY

QMHOA Annual Report 2024

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QMHOA ANNUAL REPORT 2024

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PRESIDENT'S REPORT 2024

It is with great pleasure that I submit this contribution to the second Annual Report of the Queensland Manufactured Home Owners Association Inc. I hope that in presenting this report to members we will first of all inform members about the way the association has functioned in the past 12 months; and secondly, that we will be able to explain to them what we are aiming to achieve as an organisation, how we are going about achieving it and the extent to which we are succeeding or failing in doing so.

Management & Administration

In my contribution to last year's report, I commented upon the considerable amount of administrative work that was involved in merging together MHOA and ARPQ to form QMHOA. Though the level of the administrative load involved is now a little less than it was in that phase, it is still considerable. I am however, pleased to be able to report that things have run well throughout the year. That this has been the case is a tribute to the dedication, commitment and hard work of the Management Committee and the small support team listed in the table below. (My apologies to them for any omissions in listing the major responsibilities they have had during the year.)

Name	Position	Major Roles During Year	Park/Location
Roger Marshall	President Full Year	Presidential Responsibilities, Advocacy Team Convenor Presentations Team Ex-Officio in All Other Teams	Regal Waters, Logan
Dawn Cameron	Vice- President Full Year	Vice President Responsibilities Assistance Team – Telephone Enquiries, Advocacy Team, Presentations Team Membership Team	Maroochy Shores, Maroochydore
Sue Gregor	Secretary October 2023 onwards	Secretarial Responsibilities Advocacy Team	Seachange, Toowoomba
Wim Saarberg	Treasurer Full Year	Treasurer Responsibilities Presentations Team Membership Team	Halcyon Glades, Caboolture

QMHOA Annual Report 2024

Noel Wright	Committee Member Full Year	Presentations Team Advocacy Team Communication Team	Regal Waters, Logan
Robyn Walz	Committee Member Full Year	Membership Team	Green Wattle Sanctuary, Burpengary
Jennifer Brown	Committee Member Full Year	Education Team Convenor Strategic Planning Team Presentations Team	Botanica, Cairns
Errol Way	Committee Member Full Year	Assistance Team Convenor	Life Member, Ipswich
Anne Beml	Committee Member November 2023 Onwards	Assistance Team	Life Member, Ipswich
Trevor Vandreiike	Committee Member May 2024 Onwards	Advocacy Team	Latitude 25 Hervey Bay
Christopher Dickinson	Committee Member to April 2024	Education Team Co- Convenor Strategic Planning Team Presentations Team	Ingenia Bethania, Logan
Chris Trevor- Jones	Committee Member to November 2023	Assistance Team Advocacy Team	Hometown Redlands, Birkdale
Max Broad	Committee Member to March 2024	Advocacy Team	Ingenia Bethania, Logan
Maggi Wayne	(Contracted) Administration Project Officer	Admin Team Communications Team	Northern Gold Coast
Ali Birbeck	QMHOA Volunteer	Admin Team Communications Team Presentations Team	Latitude 25 Hervey Bay
Paul Gardner	QMHOA Volunteer To November 2023	Assistance Team Advocacy Team	Honorary Member

The Committee have met regularly each month on-line via Zoom with all meetings being well attended. In each meeting reports are received from each of the sub-committee teams in addition to considering matters arising from correspondence, of which there is often a great deal, and various matters and issues current at the time. We also held a one day in-person strategic planning day which was held at Ingenia Bethania in Logan in October which was attended by all of the committee members at the time.

A pleasing aspect of the year has been the increase we have seen in our membership. Our total membership has increased by approx. 33% since January this year (956 to 1267). This includes an increase of over 40% in the number of HOC/Association

members (35 to 51). Whilst this growth is encouraging, we will be aiming to attract more members in the year ahead. At the moment we estimate that through our two levels of membership, we represent approximately 43% of the manufactured home owners in Qld. We would like to see this exceed 50% in the near future. There is a noticeable correlation between growth in our membership and the visits our presentation team makes to parks where we deliver “Right Where You Live” information sessions to residents on their rights and responsibilities under the Manufactured Homes Residential Parks Act. We hope to continue to do many of these in the coming months.

The management of our membership database and procedures at present involves quite labour intensive and time-consuming methods, and we are currently in the process of making changes to the way we undertake this work as part of an upgrade of our website.

Whilst I am always hesitant to mention the contributions of individual members, it would be highly remiss of me not to acknowledge the enormous impact that two of our members who are stepping down from their committee positions at this time, our Vice President Dawn Cameron and Committee Member Noel Wright. Both Dawn and Noel were previously long-serving members of the ARPQ Committee. Their wisdom and experience will be sorely missed at our meetings. They leave with our heartfelt thanks for all they have done for owners of manufactured homes in Queensland over the years and with our very best wishes for the future.

Strategic Purpose

Turning now to what we aspire to be achieving as an organisation and how we go about it. I think that there is a broad consensus amongst owners of manufactured homes in residential parks that there is one common factor which underpins most of the problems and issues we face. That factor is the fact that a feature of the business relationship that we home owners enter into with the park owner in residential parks, is that in so many things there is a massive power imbalance between us. In many cases the owner of the park is a large national or multinational corporation, and we the home owners, are an ordinary individual woman or man in the street. With such a power imbalance there is always going to be the likelihood that the party with the less power will feel that they are being treated unfairly and unjustly by the one with greater power.

Sadly, over the years there has been overwhelming evidence to confirm that this state of affairs exists. QMHOA, and before us both ARPQ and MHOA have consistently

received, and are still receiving, numerous reports from home owners of things that the owners of their park are doing that they see as being unfair and unjust and of feeling that they are being disrespected. Often, they speak of feeling that they are being bullied. Since it was formed in January 2023, QMHOA has visited over 65 residential parks to do 'Right Where You Live' presentations informing home owners of their rights and responsibilities under the Manufactured Homes (Residential Parks) Act. On almost every visit these feelings emerge from the conversations we have with the home owners.

It is important to have a clear idea of what we are looking for when we say we want to increase our power. My definition is a simple one. "Power is the ability to get things done in the way you would like to see them done." What we are aiming to achieve is for home owners to have greater say in and influence over the way things are done in our parks and at all levels of the manufactured homes residential parks sector in the state.

In order to achieve that and to match the power of the corporate park owners, or at least reduce the imbalance, we must organise. That is, we must come together and collaborate and work together in pursuit of our common interests as home owners in residential parks. Our goal must be to build our own power so that we have a better chance of seeing that things are done in the way we want them to be done when it comes to site rent increases and other aspects of our business relationship with park owners. And this is the role of QMHOA.

Our purpose is to ensure that home owners are recognised and respected as equal partners with other stakeholders; and that not only do they have a voice but that their voice has a major influence in bringing about changes so the industry operates in ways that home owners wish to see.

At the state-wide level our purpose must be to ensure that QMHOA is recognised and respected as an equal partner by representatives of government, park owners' and all other stakeholders in the manufactured home residential parks industry; and, for us to have a major influence in bringing about changes so the industry operates in ways that home owners wish to see. At the same time at the level of each individual park we must try to establish a norm in all parks of home owners, both individually and as a group through their home owner's committee/association or social committee, being given similar respect and recognition and a real say in the way community life in their park is run.

One of the major achievements QMHOA has had in the past 12 months was successfully tendering for a significant boost to the funding we receive from the State Government as a partner in the Department of Housing, Local Government, Planning and Public Works' Building Consumer Confidence Program. In return for this funding we are expected to:

- i. Assist Queenslanders living in manufactured home parks to:
 - a) Understand their rights and obligations under the Manufactured Homes (Residential Parks) Act 2003,
 - b) Build capacity to represent their interests to park owners in residential parks, and,
- ii. To provide professional advocacy to government and other stakeholders in the manufactured homes sector

The similarity between these expectations and the purposes of QMHOA outlined above and the fact that QMHOA is entrusted with the task of achieving them is we believe an indicator that we are indeed respected and recognised by the Queensland Government and that our voice has been heard in respect to the need for such services to be provided for home owners.

The way QMHOA goes about satisfying this expectation and achieving the purpose we have set ourselves is captured in our action by-line or motto:

Assistance - Education - Advocacy

Each of these areas is reported upon below. I trust that members will appreciate and approve of our efforts.

Roger Marshall
President

ASSISTANCE REPORT 2024

Following the merger of ARPQ and MHOA in 2023, the Member Assistance Services of both organizations were combined and restructured. This process was overseen by Errol Way, the former President of MHOA, after the 2023 AGM.

Thanks go to the Committee Members who made themselves available as part of the Assistance Team to address the queries and concerns of QMHOA Members and provide welcome assistance.

These included Consultants Dawn Cameron, David Kennedy, Chris Trevor-Jones and Paul Gardner, as well as other Committee Members, whose expertise was called upon from time to time and who made a very valuable contribution to the Assistance Team.

Late in 2023, Committee Member, Chris Trevor-Jones, retired from the Committee due to pressure of other duties, leaving the way open for Anne Bemis LLB to join the Committee and the Assistance Team. Anne, previously a long-serving member of the MHOA Management Committee, brought with her significant legal qualifications and experience, and agreed to jointly administer the Member Assistance Service together with Errol.

Since the 2023 AGM, the QMHOA Assistance Service, has responded to 332 requests from Members. Many of these inquiries required up to an hour to address, and not infrequently, required even more time to thoroughly understand the situation and research the relevant law. The announcement by the Information/Advocacy Team, and subsequent discussion of the amendments to the Manufactured Homes Act 2003 during the first half of 2024 prompted a significant number of questions and concerns from members.

Following this the introduction and commencement of the new sections and legislative provisions in the Act in late May then generated a constant flow of enquiries. These matters concerned site rent increases capping, status of the now non-existent market review increase method, site agreement assignment, buyback provisions, and new factors influencing granting of termination of site agreement applications, and subsequent compensation clauses, have kept the Assistance Team busy; along with a raft of situational problems, including relations with park owner/managers and non-provision of promised facilities or poor or inadequate maintenance of these for the home owners' use and enjoyment.

With the considerable explosion of new residential parks across the state, the ever-increasing population of manufactured home owners in these and the concentration

of ownership with a handful of major companies/groups, it is not anticipated that problems arising will start to wane in the near future.

While QMHOA primarily assists Members with issues arising from perceived breaches of the Manufactured Homes Act, in recent times the Assistance Service has received a considerable number of queries concerning aspects of Park living that fall outside this legislation, such as charges for utilities, ownership in regard to deceased estates and home defects. The degree to which the Assistance Service can provide help with such issues is currently under review.

Finally, a reminder that the most effective way in which to obtain assistance is to email details of the issue directly to assist@qmhoa.org.au. It is also strongly advised that members keep themselves informed and up to date with the legislation and its interpretation through the QMHOA website, members special bulletins and fact sheets uploaded to the web.

Errol Way LLB
Information & Assistance Service Team

EDUCATION REPORT 2024

The Queensland Manufactured Home Owners Association (QMHOA) has continued its strong commitment to education throughout 2024, building on the legacy of previous years.

Our ongoing efforts aims are:

- i. To ensure that homeowners and Home-Owner Associations are well-informed about their rights and responsibilities under the Manufactured Homes (Residential Parks) Act 2003 and its recent amendments; and
- ii. To help homeowners and Home-Owner Associations to build capacity to represent their interests to residential park owners

Education Initiatives include the following areas:

1. Online Presence

In 2024, our website, www.qmhoa.org.au, has remained a vital resource. We have continued to enhance the site, integrating valuable content and ensuring that it serves as a comprehensive source of information regarding homeowners' rights and QMHOA's advocacy activities. The website has been updated regularly to reflect the

latest changes and developments in the Manufactured Homes Act and other relevant regulations.

2. In-Person Presentations

During the period from 1 July to 30 June, QMHOA has delivered 42 presentations in parks and villages across Queensland, reaching approximately 3,126 homeowners face to face. These presentations have included new locations in addition to returning to previously visited parks. Our team of knowledgeable volunteers has effectively communicated key information and engaged with homeowners directly. We also attend expos and Home Owner Committee (HOC) general meetings where we are invited.

This year's figures reflect our continued commitment to reaching as many homeowners as possible while adapting to the evolving needs of our community.

3. Regular Communication

QMHOA maintains a robust communication strategy through newsletters and bulletins. We have continued to distribute these materials both electronically and via postal service to accommodate all members. We encourage our members who receive information from us to share these updates with other non-member homeowners to maximise our reach and impact.

Our communications have been regular, with updates sent monthly and more frequently when significant news arises, such as during the C-RIS consultations this year and more recently with the passing of amendments to the Manufactured Homes Act.

Conclusion

In 2024, QMHOA has built on its established reputation for providing essential education and support to homeowners across Queensland. Through our online resources, direct assistance, in-person presentations, and regular communications, we remain dedicated to enhancing the knowledge and advocacy of our members. As we move forward, we will continue to adapt and improve our services to meet the evolving needs of our community.

Thank you to all our members and volunteers for your continued support and involvement.

Maggi Wayne
Education Team

ADVOCACY REPORT 2024

A primary role of QMHOA is to organise and coordinate advocacy for the interests of our members as owners of manufactured homes in Queensland's residential parks. For a number of years now the focus of our advocacy has been upon seeking amendments to the Manufactured Homes (Residential Parks) Act, 2003 which is the main source of protection of home owners' interests in the state.

QMHOA believes that the amendments to the Act passed by parliament in June this year will go a long way in addressing many the concerns home owners have had for many years about site rent increases and the sale of homes. The achievement of these improvements is a just reward for the many home owners who have been part of the advocacy campaign that QMHOA is proud to have played a leading role in.

We think that it is appropriate at this time to recognise, first that the government and the parliament have listened and responded to the concerns of home owners, particularly about the excessive increases in site rents that were being imposed; and second that they did make a number of politically courageous decisions in regard to the measures introduced to regulate them, some of which were relatively radical. We owe sincere thanks to them for this. However, it is also important to make the point that by no means have all the concerns of home owners been addressed, and though we acknowledge what the government has achieved on our behalf, there are aspects of their responses to our advocacy that we are disappointed in.

There are aspects of the changes in the Bill that QMHOA is concerned about the adequacy of. We will need to advocate for the government elected in October to monitor and if necessary, respond further to these. There are also some significant major issues and concerns that were not addressed at all in this round of reforms.

High on QMHOA's list of priorities of things to be advocating for from now on are:

- For the Government to honour the commitment made in the Queensland Housing Strategy 2021-25 to explore options to improve Queenslanders living in residential parks' access to timely and consistent decision-making to help them resolve housing issues and disputes
- For provision of some form of registration to provide home owners with proof of ownership of their manufactured homes
- For actions by the Government and other stakeholders aimed at addressing the major concerns that many home owners have about the nature of relationships between themselves and park owners. QMHOA believes that home owners

consistently reporting feeling that they are being treated unfairly, disrespected and bullied by their park owner is a major threat to the future wellbeing of the residential parks industry and its potential as a key element in Queensland's housing sector.

- For the Government to act on the Parliamentary Committee's recommendation for an examination of the future shape and structure of the manufactured homes residential parks industry including a thorough examination and analysis of the Act and its applicability to the future shape of the sector, and an examination of an expanded range of ownership models for the sector that meet the needs of seniors who rely on residential parks catering for people on low to medium retirement incomes.

We believe that the outcomes that we at QMHOA, together with our members and the wider community of home owners in Queensland's residential parks have achieved in the past few years show that we have the capacity to now ensure that the issues listed above are addressed.

QMHOA is looking forward to meeting the next challenge!!

Roger Marshall
Advocacy Team

FINANCIAL REPORT 2024

Financial Reports and Auditor's Certificate on following pages.

Wim Saarberg
Treasurer



**QUEENSLAND
MANUFACTURED HOME OWNERS
ASSOCIATION INC.**

Financial report from 1st of July 2023 until 30th of June 2024.



Dear members,

Since the beginning of the new financial year in June 2023, we have completed the merger of the Associated Residential Parks Queensland (ARPQ) and the Manufactured Home Owners Association (MHOA) the the Queensland Manufactured Home Owners Association (QMHOA).

As a result, we have joined 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 4 new bank accounts in the name of QMHOA Inc, namely:

- 1) The Imprest account to be used for credit card payments,
- 2) The Members account for the Club associated expenses and income from membership fees, and
- 3) The Contracts account for the income and expenses associated with the performance of the assistance, advocacy and education functions by the members of the Association.
- 4) The Sandhurst Investment account, which holds at the end of June 2024 \$125,305.36.

Against an income of \$24,676.45 from membership fees, and \$161,490.67 from the State Government in support of the work members do to inform the residents living in the various Manufactured Homes communities, on their residents Rights and Responsibilities from living in the Residential Parks.

Over the last financial year, the Association has paid around \$84,900.00 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 new and existing members and try to make the Association stronger.

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

Kind regards,

Wim Saarberg
QMHOA Treasurer



07 3040 2344



www.qmhoa.org.au
secretary@qmhoa.org.au



PO Box 932
Booval Fair, Qld 4304

Profit and loss

QMHOA

For the year ending 30 June 2024, cash basis

CODE	ACCOUNT	AMOUNT
INCOME		
4-9000	Gov. Grants	\$161,490.67
4-2000	Income	\$251.60
4-2030	Sponsorship Fees	\$20.00
4-2020	Membership Fees	\$24,676.45
4-2050	Bank Interest received	\$1,409.70
	Total Income	\$26,357.75
	TOTAL INCOME	\$187,848.42
	GROSS PROFIT	\$187,848.42
EXPENSES		
-	Discretionary Expenses Insurance	\$2,519.12
-	Banking returns	\$100.00
-	Banking fees	\$99.73
1-1000	Administration Services	\$36,980.00
5-1010	Computer Expenses	\$74.18
5-1075	Skype Comm	\$29.07
5-1060	Microsoft Teams	\$139.00
5-1050	Domain Hosting	\$5,064.57
5-1040	Reckon One	\$360.00
5-1030	Website Maintenance	\$1,590.00
5-1020	Software Expenses	\$2,899.47
	Total Computer Expenses	\$10,156.29
6-0500	Transport Expenses	-
6-0501	Mileage and Accommodation	\$9,208.74
	Total Transport Expenses	\$9,208.74
6-1000	Discretionary Expenses	\$6,723.12
6-1030	Postage	\$1,937.51
6-1020	Stationary	\$13,885.83
6-1050	Donations	\$55.00
6-1070	Entertainment	\$368.00
6-1080	General expenses	\$1,140.39
	Total Discretionary Expenses	\$24,109.85
6-3000	Fixed Expenses	-
6-3008	Storage	\$1,017.81
6-3001	Advice and Professional Fees	\$700.00
6-3009	Home office expenses	\$67.00
	Total Fixed Expenses	\$1,784.81
	TOTAL EXPENSES	\$84,958.54
NET POSITION		
	Income	\$187,848.42
	Cost of goods sold	\$0.00
	Gross profit	\$187,848.42
	Expenses	\$84,958.54
	Other income	\$0.00
	Other expenses	\$0.00
	NET POSITION	\$102,889.88

Balance sheet

QMHOA

For the year ending 30 June 2024, cash basis

ACCOUNT CODE	ACCOUNT NAME	BALANCE
ASSETS		
CURRENT ASSETS		
-	Sandhurst Managed Fund	\$125,305.63
-	Members account	\$12,091.48
-	Contracts Account	\$22,868.19
-	Imprest account	\$1,485.70
	TOTAL CURRENT ASSETS	\$161,751.00
	TOTAL ASSETS	\$161,751.00
	NET ASSETS	\$161,751.00
EQUITY		
3-0100	Opening Balance Equity	\$58,861.12
-	Current year earnings	\$102,889.88
	TOTAL EQUITY	\$161,751.00

30 July 2024

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 2024

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:	Etailros Accounting
Address of Auditor:	Ground Floor 112 Siganto Drive HELENSVALE QLD 4212
Professional Association:	Institute of Chartered Accountants
Professional Registration Number:	88833

Thank you

Yours faithfully,

Etailros Accounting
Chartered Accountants and Business Advisers

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

Paul Simpson



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

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