

ANNUAL REPORT 2025



QUEENSLAND
MANUFACTURED
HOME OWNERS
ASSOCIATION INC.

ASSISTANCE - EDUCATION - ADVOCACY



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QMHOA ANNUAL REPORT 2025

PO Box 932 Booval Fair Qld 4304 | ABN 23 538 396 279
phone 04 6845 8625 | email: secretary@qmhoa.org.au

PRESIDENT'S REPORT

It is with great pleasure that I present this contribution to the second Annual Report of the Queensland Manufactured Home Owners Association Inc. The Annual Report provides an opportunity to reflect on the past year, update members on the work of the Association, and share thoughts about the future direction of QMHOA.

Committee and Governance

The workload of QMHOA is considerable, particularly for an organisation that relies so heavily on voluntary contributions. I am pleased to report that the members of our Management Committee and volunteer support team have risen to this challenge magnificently.

Table 1: QMHOA Team Members 2024-2025

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 Bethania
Trevor Vandreike	Vice President Full Year	Vice President Responsibilities Advocacy Team Presentations Team Wide Bay Branch President	Latitude 25 Hervey Bay
Sue Gregor	Secretary Full Year	Secretarial Responsibilities Advocacy Team Presentations Team Communications Team	Ingenia Freshwater Burpengary East
Wim Saarberg	Treasurer Full Year	Treasurer Responsibilities Membership Team	Halcyon Glades Caboolture
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 Bemi	Committee Member Full Year	Assistance Team	Life Member Ipswich
Sharon Robertson	Committee Member Full Year	Advocacy Team Presentation Team Communications Team	Ingenia Lifestyle Bethania
Olenka Poczwa	Committee Member Full Year	Assistance Team	Lewani Palms Ormeau
Kenneth Cross	Committee Member Sept – Nov 2024	Presentations Team	Eureka Gainsborough
Maggi Wayne	(Contracted) Administration Project Officer	Admin Team Communications Team Presentations Team	Tamborine Gold Coast
Ali Birbeck	QMHOA Volunteer	Admin Team Presentations Team Communications Team	Latitude 25 Hervey Bay

The Committee has met monthly via Zoom, with all meetings well attended. Reports are received from each subcommittee team leader and matters from correspondence and current issues are considered. In February 2025, we also held a highly productive **two-day in-person strategic planning workshop** at the Community Hub, Beachmere.

The Committee's primary role is governance: determining QMHOA's purpose, setting short-, medium- and long-term goals, and making the decisions needed to achieve them.

Mission and Purpose

QMHOA's mission is to represent the interests of, and foster fair and equitable treatment of, homeowners in manufactured homes and residential parks.

Our vision is to be a strong and respected organisation that fulfils this mission and supports homeowners to live happy, secure, and fulfilling lives in Queensland's manufactured home parks.

To achieve this, QMHOA must continue working towards redressing the **imbalance of power** that characterises the relationship between homeowners

and park owners. Our core purpose must be to become a stronger, more influential stakeholder in the sector — ensuring that homeowners have a greater say in how parks are managed and in decisions that affect their lives.

Operational Activities

In addition to governance, committee members and volunteers play active roles in administration and operational activities. I encourage more members to consider offering their assistance in the future.

Building QMHOA into a more powerful and effective organisation will require both:

- Strong, assertive advocacy (outlined in the Advocacy Report); and
- A strengthened administration team to support our work.

Funding and Support

QMHOA's activities are supported by funding from the Queensland Government through the **Building Consumer Confidence (BCC) program**, which enables us to:

1. Assist homeowners to understand their rights and obligations under the *Manufactured Homes (Residential Parks) Act 2003*.
2. Build capacity for homeowners and committees to represent their interests to park owners.
3. Provide professional advocacy to government and stakeholders on behalf of homeowners.

Until last year, this funding was sufficient only to cover operational costs and employ our Admin Project Officer, Maggi, for 20 hours per week. Following successful advocacy, funding was increased, with the goal of employing additional professional support to strengthen our operations.

We delayed this step until the outcome of last October's state election was known. Having now received confirmation of funding for the **2025–26 financial year**, we believe QMHOA has the resources to engage a part-time leader with the skills and experience in administration and operational activities to help us achieve our goals.

Looking Ahead

Key aspects of QMHOA's administration are reported in the **Membership** and **Finance** sections of this Annual Report. Our operational activities are best summed up in our motto:

Assistance – Education – Advocacy

Each of these areas is reported separately below.

In looking ahead, I particularly draw members' attention to the proposal outlined in the Advocacy section for a major campaign to ensure that the significant concerns of homeowners — especially those affecting their economic and social wellbeing — are addressed in the manufactured home residential parks of the future.

I trust members will value the governance, administration, and operational work undertaken on their behalf this year, and I call upon all members to continue supporting our shared endeavour to build a stronger, more influential voice representing homeowners across Queensland.

Roger Marshall

President

MEMBERSHIP REPORT

Over the past 12 months, QMHOA has made significant progress in upgrading our membership systems as part of the wider redevelopment of our website. Members can now **join and renew online**, and we believe the system is operating well.

We acknowledge, however, that during the transition period some members experienced difficulties with renewals. We apologise for the inconvenience and thank members for their patience.

Please remember that our Membership Team is always ready to help. If you encounter any issues, please contact Robyn at membership@qmhoa.org.au, Sue at secretary@qmhoa.org.au, or phone 0468 458 625.

Membership Trends

At this time last year, QMHOA reported a 33% increase in membership. By contrast, 2024–25 has seen a decline:

- **Individual membership** fell by 217 to 1,029 (-21%).
- **Association membership** fell from 51 to 46 (-10%).

While this is a disappointing outcome, overall membership remains higher than two years ago. Importantly, during 2024–25 we welcomed **257 new individual households** and **5 new associations**, representing almost 25% of our current membership base. Unfortunately, non-renewals outnumbered new memberships, resulting in the overall decline.

Contributing Factors

Several factors may have influenced these results:

- Initial challenges with the new online renewal system.
- A quieter advocacy year compared with 2023–24, when debate on amendments to the *Manufactured Homes Act* generated strong interest.

Encouragingly, membership activity strengthened in **August 2025**, with 36 new members and 18 renewals, almost all processed online without difficulty.

Looking Ahead

Growing QMHOA's membership is essential to maintaining and strengthening our ability to represent homeowners effectively. The Committee is committed to focusing on recruitment and retention in the coming year.

Roger Marshall

On behalf of the QMHOA Membership Team

TREASURER'S FINANCIAL REPORT



QUEENSLAND
MANUFACTURED HOME OWNERS
ASSOCIATION INC.

TREASURER'S REPORT 2025

Financial Report: 1 July 2024 – 30 June 2025

During the 2024–25 financial year, QMHOA continued to strengthen its financial systems, supported by funding from the State Government. Several updates were made to banking and financial processes, and the Association now operates through four accounts:

1. **Imprest Account** – used for credit card payments.
2. **Members Account** – for membership fees and associated expenses.
3. **Contracts Account** – for income and expenses relating to assistance, advocacy, and education activities.
4. **Sandhurst Investment Account** – with a balance of **\$116,111.61** at 30 June 2025.

Income

- Membership fees: **\$23,061.22**
- State Government support: **\$29,681.70** (to assist in educating and advising residents of manufactured home communities about their rights and responsibilities).

Expenses

During the year, QMHOA spent **\$87,979.18** on:

- Office expenses
- Internet and web services
- Computer costs
- Presentations delivered in residential parks

Looking Ahead

For the year ahead, QMHOA will continue to focus on assisting, educating, and advising both new and existing members, while working to build a stronger Association.

Acknowledgements

I extend my thanks to all members who assisted me in managing the Association's finances during the year.

Wim Saarberg
Treasurer



0468 458 625

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

PO Box 932
Booval Fair, Qld 4304

ASSISTANCE - EDUCATION - ADVOCACY

Income and Expenditure Statement

Queensland Manufactured Home Owners Association Inc.
 For the year ended 30 June 2025

	2025
Income	
Donations Received	250
Government Grants	29,682
Membership Fees	23,061
Total Income	52,993
Gross Surplus	52,993
Other Income	
Interest Income	6,189
Total Other Income	6,189
Expenditure	
Administration Services	34,920
Audit Fees	725
Bank Fees	30
Computer Expenses	
Computer Expenses	1,994
Skype Comm	143
Microsoft Teams	179
Domain Hosting	4,521
Reckon One	420
Website Maintenance	12,684
Software Expenses	2,152
Total Computer Expenses	22,093
Discretionary Expenses	713
General Expenses	82
Insurance	2,685
Meeting Expenses	1,744
Mobile Phone	1,735
Postage, Freight & Courier	1,606
Printing & Stationery	12,024
Professional Fees	604
Storage	1,408
Subscriptions	24
Travelling	7,585
Total Expenditure	87,979
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	(28,797)
Current Year Surplus/(Deficit) Before Income Tax	(28,797)
Net Current Year Surplus After Income Tax	(28,797)

Assets and Liabilities Statement

Queensland Manufactured Home Owners Association Inc.
As at 30 June 2025

 30 JUNE 2025

Assets

Current Assets

Cash and Cash Equivalents

Contracts Account	8,769
Imprest account	426
Members Account	7,647
Sandhurst Managed Fund	116,112
Total Cash and Cash Equivalents	132,954

Total Current Assets

132,954

Total Assets

132,954

Net Assets

132,954

Member's Funds

Capital Reserve

132,954

Total Member's Funds

132,954

The preceding Income and Expenditure, and Assets and Liabilities Statements are taken from the full 10-page report prepared by Etaireos Accounting for QMHOA Inc. for the Financial Year ending 30 June 2025.

Not-For-Profit - Association Report

Queensland Manufactured Home Owners Association Inc.

ABN 23 538 396 279

For the year ended 30 June 2025

Prepared by Etaireos Accounting

A copy of the full report is available to members on request to the Secretary, Sue Gregor at secretary@qmhoa.org.au

Auditor Certificate

5 September 2025

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 2025

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:	Etaireos 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,

Etaireos Accounting

Chartered Accountants and Business Advisers

A handwritten signature in black ink, appearing to read 'Paul Simpson'.

Paul Simpson



P Simpson Accounting Pty Ltd ATF the Simpsons Accounting Trust t/a Etaireos 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. 430082
www.san.com.au

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

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



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

STRENGTH IN NUMBERS

www.etairos.com.au

ASSISTANCE REPORT

The Information and Assistance section of the QMHOA Committee has now been operating successfully for over two years and continues to provide vital support to our members.

Overview

During the past year, assistance was provided to around **400 members**, an increase of more than 100 from the previous year. Most enquiries required about 30 minutes to resolve, although some complex cases needed many hours of involvement and ongoing follow-up.

Team Contributions

Since its inception, the Assistance service has been provided by two qualified lawyers, **Anne Bemi** and **Errol Way**. This year, QMHOA was fortunate to strengthen the team further with the addition of **Olenka Poczw**a, also a qualified lawyer.

The work of the Assistance Team has been supported by:

- **Sue Gregor (Secretary)** – providing essential backup and ongoing contributions.
- **President Roger Marshall, Vice President Trevor Vandreike, Membership Coordinator Robyn Walz, and Administrative Officer Maggi Wayne** – offering valuable assistance and support.
- Other committee members have contributed at different times to ensure effective outcomes for our members.

Key Issues in 2024–2025

The introduction of significant amendments to the *Manufactured Homes (Residential Parks) Act 2003* generated a large proportion of member enquiries. While some reforms, such as the capping of site rent increases, continue to cause issues for certain members, other changes — such as the future inclusion of a mandatory sale-of-home contract in site agreements — are also raising questions and concerns.

An increasing number of enquiries fall outside the scope of the Act. Members are frequently seeking advice on:

- **Contract law** (home purchases and warranties)
- **Estate law** (inheritance of homes)
- **Utilities** (electricity, water, and related services)

Although the Information and Assistance service was originally designed to address issues under the Manufactured Homes Act, QMHOA has endeavoured to provide guidance and referrals for these broader matters where possible.

Dispute Support and Representation

A core part of the service is supporting members in dispute processes with park owners. Assistance includes:

- Guidance during preliminary discussions and negotiations,
- Ongoing support for members who represent themselves at QCAT, and
- In special cases, representation by a QMHOA officer at QCAT.

Currently, three such representations are in progress.

Acknowledgements

The Assistance Team thanks everyone who has supported its efforts during the year, and we are especially grateful to the members who have expressed their appreciation for the help received.

Errol Way - LLB GDLP

On behalf of the QMHOA Assistance Team

EDUCATION REPORT

The Queensland Manufactured Home Owners Association (QMHOA) continued to strengthen its education initiatives throughout 2024–2025, adapting to legislative changes and evolving homeowner needs. Education remains central to our mission. We equip homeowners with the knowledge and tools they need to protect their rights and engage with confidence.

Objectives

Our education program is guided by two primary aims:

1. To ensure homeowners and Home Owner Committees (HOCs) are well-informed about their rights and responsibilities under the *Manufactured Homes (Residential Parks) Act 2003* and its amendments; and
2. To support HOCs and homeowners to effectively represent their interests and respond to developments in their communities.

1. In-Person Presentations

From 1 July 2024 to 30 June 2025, QMHOA delivered **27 presentations** in parks across Queensland, reaching **1,344 homeowners**. We also exhibited at the Forde Seniors Expo in Logan, where we interacted with more than 100 seniors. Additional events have already been completed in July and August 2025, with bookings through to October, indicating strong and ongoing demand.

Presentations were delivered in regional and urban parks including Brisbane, Toowoomba, Redlands, Logan, the Gold Coast and Sunshine Coast, Burpengary, Bribie Island, Hervey Bay and North Queensland. Our team also participated in community expos and responded to invitations from individual parks and HOCs.

Presentations were tailored to address:

- Legislative changes
- Rent increases and transparency
- Sale of home provisions
- Energy affordability and government programs such as HEAS

Our volunteer presenters and committee members invested over **297 hours** in scheduling, preparation, travel, and delivery.

2. Online Education and Website Improvements

Our website remained a vital source of accurate and timely information. Key updates and enhancements during the year included:

- Launched a new online membership system, enabling individuals and HOCs to join or renew directly via our website, reducing committee workload.
- Developed a members-only portal, providing gated access to exclusive resources, advocacy updates, and guides.
- Posted updated fact sheets, bulletins, and advocacy updates.
- Continued building a structured education section, with more resources planned for 2025–2026.
- Began preparing a member discussion forum, to support peer learning and shared knowledge.

These initiatives were supported by further development of the QMHOA website and membership system, undertaken from late 2024 through mid-2025.

3. Communications and Bulletins

We maintained frequent communications through Mailchimp, sending **34 bulletins** between July 2024 and June 2025. Topics included:

- Legislative amendments and implementation dates
- Government consultation feedback opportunities
- Regional meeting invitations
- AGM notices and proxy forms
- Special offers (e.g. LPG discounts)
- Energy assistance updates

While most updates are now distributed online, QMHOA continues to support members who are not digitally connected. As at June 2025, **76 members** receive periodic updates and essential communications via Australia Post, ensuring they remain fully informed.

Print materials were strategically reduced during the year, with new designs aimed at improving efficiency and directing seniors to the website for detailed information.

Newly released print media includes a **magnet-backed DL information card**, which will be distributed in the coming months to all homeowners living in manufactured home (residential) parks across Queensland.

4. Strategic and Collaborative Education

This year, we expanded our educational strategy to include:

- Updating PowerPoint presentations to reflect amended legislation.
- Consulting on a new HOC-specific education package.
- Collaborating with other advocacy bodies through the HEAS working group (QMHOA, SARPA, MHOA Vic).
- Conducting a national survey on site rents, which gathered over 60 responses and informed our advocacy and education materials.
- Providing site-specific guidance and responses, reflecting emerging rent practices and park owner behaviour post-legislative reform.

Conclusion

In 2025, QMHOA has continued to provide essential education through in-person, online, and written channels. We thank our Education Team, Committee members, volunteers, and members for their commitment and contributions.

Looking forward, we will continue to refine our educational content, expand online access, and develop tailored resources for both HOCs and individual homeowners.

Maggi Wayne

On behalf of the QMHOA Education Team

ADVOCACY REPORT

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.

Advocacy Focus

For many years, our advocacy has centred on amendments to the *Manufactured Homes (Residential Parks) Act 2003*, the main source of protection for homeowners. At this time last year, there was a strong sense of optimism among homeowners following the passing of the 2024 Amendment Bill. Many believed it would help address long-standing concerns about **site rent increases, the sale of homes, and the maintenance of parks**.

However, even in last year's report, we noted that many issues remained unresolved.

Current Position

Twelve months on, QMHOA is far from satisfied that the 2024 Amendment Bill adequately addresses the legitimate concerns of homeowners. We believe:

- Some measures included in the amendments are **inadequate** in tackling the problems they were designed to fix.
- The **narrow scope** of the reforms meant that many major concerns were left unaddressed.

Listening to Homeowners

A key part of our advocacy is actively listening to members during park visits and through correspondence. Since our formation in early 2023, QMHOA has conducted between **80 and 100 park visits** to deliver information sessions and hear directly from homeowners.

Through this process, we have identified **21 significant concerns** that are already impacting, or are likely to impact, the social and economic wellbeing of homeowners. These issues are listed in the attachment at the end of this report.

Parliamentary Committee Findings

We are not alone in raising these concerns. In its review of the 2024 Amendment Bill, the Housing, Big Build and Manufacturing Parliamentary Committee concluded:

“.... the sector (manufactured home residential parks) is evolving in a way that may be financially sustainable or attractive for park owners but arguably may not be meeting the broader social and economic needs of senior Queenslanders.”

The committee recommended that:

“.... an examination by the state government of the future shape and structure of the manufactured homes (residential parks) sector would be warranted.”

Future Directions

Manufactured home parks offer many benefits — downsizing, affordability, and community living — but there are growing concerns about the way the sector is evolving. These risks could increasingly outweigh the benefits if not addressed.

To advance this conversation, QMHOA has invited **Chris Whiting MP**, Chair of the Parliamentary Committee, to speak at our AGM. He will share his views on how manufactured home parks can remain both **viable businesses** and places that meet the **social and economic needs of seniors**.

Call to Action

The Committee believes QMHOA should mount a major campaign over the next 12 months calling for a **comprehensive “root and branch” review of the manufactured home park industry**. Such a campaign will require strong grassroots support.

We urge all members to get behind this advocacy push to ensure that the voices of homeowners are heard and acted upon.

Roger Marshall

On behalf of the QMHOA Advocacy Team

ADVOCACY REPORT - ATTACHMENT

Significant Concerns Affecting the Social and Economic Wellbeing of Owners of Manufactured Homes in Queensland

Through park visits, presentations, correspondence, and direct member feedback, QMHOA has identified the following **21 significant concerns**. These issues are either already impacting, or are likely to impact, the social and economic wellbeing of homeowners in manufactured home residential parks.

Unfinished or Problematic Amendments

1. The longer than expected or promised time being taken to implement significant sections of the 2024 Amendment Bill.
2. Capping provisions in the amended Act still allow site rent increases significantly higher than rises in the aged pension and other retirement incomes.
3. Uncertainty about whether the amended Act adequately protects the right to assign a site agreement when selling a home, particularly in maintaining existing services under the old agreement.
4. No restrictions on site rents in new agreements when a home is sold. This enables higher rents for new buyers than existing residents or nearby parks, potentially undermining home sales.

Maintenance, Disputes, and Compliance

5. Concerns about how the new Maintenance and Capital Replacement Plan provisions will operate:
 - Homeowners must have significant input into the plans.
 - Plans must adequately address homeowner concerns.
 - Park owners must be held accountable for implementation.
 - The process must not become tokenistic or symbolic.
6. Dysfunctional dispute resolution under QCAT. Long delays, high costs, use of law firms by park owners, and limited enforcement options create inequities and restrict homeowners' ability to assert their rights.
7. Ineffectiveness of current compliance and enforcement processes by the Regulatory Services Unit.
8. Many homeowners lack access to solar panels and other energy technologies that could reduce costs and improve sustainability.

Definitions, Standards, and Fair Practice

9. The definition of a “manufactured home” in the Act does not reflect the wide variety of homes in parks today.
10. Homeowners lack proof of ownership comparable to land title registration or the motor vehicle register.
11. No recognised standards or accreditation exist to guarantee the quality of services provided by park owners.

12. No recognised qualifications are required for park managers or sales staff.
13. Homeowners have little influence over park management decisions that affect their economic and social wellbeing.
14. Park owners exploit legal loopholes to avoid complying with the Act.

Economic Insecurity for Homeowners

15. The business relationship between park owners and homeowners is unbalanced:
 - Park owners enjoy strong guarantees of security through land ownership, guaranteed income, and power to raise rents.
 - Homeowners face rising site rents, reduced bargaining power, limited security, and risk of reduced capital value if park standards decline.
16. Homeowners must continue to pay site rent even when they can no longer live in or sell their home, increasing financial stress.
17. Many homeowners feel pressured to remain silent about systemic flaws, fearing that public criticism could reduce resale values and lead to social pressure within parks.
18. Buyback provisions are inadequate:
 - No rent reduction occurs until 12 months after notice of intention to sell, and then only by 25%.
 - The process is complex and difficult to navigate.
 - Urgent cases (e.g. transition to care) gain little benefit, especially when sellers must keep paying site rent without being able to remain in their home.

Sector Trends and Government Coordination

19. A shift away from affordable housing toward luxury lifestyle communities, making many parks increasingly unaffordable for seniors on low to moderate incomes.
20. Homeowners in residential parks are excluded from the Federal Government's Home Equity Access Scheme (HEAS).
21. Insufficient collaboration between State and Federal Governments to ensure consistent and effective regulation of the land lease sector across Australia.

Conclusion

These 21 concerns highlight the scale of the issues still facing homeowners in Queensland's manufactured home parks. They demonstrate why QMHOA is calling for a comprehensive **“root and branch” review of the manufactured home park industry** to secure fair and sustainable outcomes for seniors.