



Factsheet 12.

Complaints Handling

Queensland Manufactured Home Owners Association Inc.

• APRIL, 2026

• V.4

• QMHOA RIGHT WHERE YOU LIVE FACT SHEET SERIES

Obligations

The Manufactured Homes (Residential Parks) Act 2003 (the Act) places obligations and behavioural standards on home owners and park owners/managers.

They are legally enforceable and required to be complied with under law. Some provisions of the Act have penalties attached and these provisions can be subject to investigations by the Department of Housing & Public Works with potential penalty outcomes.

Offences under the Act

One of the ways that the Act aims to ensure fair practices in residential parks is through assigning penalties for certain offences. Further, the Department appoints inspectors to investigate alleged breaches of the Act and other compliance issues in residential parks.

It is important to note that not all breaches of the Act have penalties attached. For example, section 90 states that the park owner must maintain trees in the park common areas, but there is no penalty for failing to do so. In these cases, the breach is best resolved through initiation of a 'residential park dispute' – see 'Fact Sheet 11: Dispute Resolution' for more information.

Making a Formal Complaint

You, as a home owner, can make a complaint to Regulatory Services, at the Department of Housing and Public Works.

Your complaint should include:

- Your name and contact details.
- The name and address of the residential park you have a complaint about.
- The facts of the situation, including times, dates, place and incidents.
- What action you have taken so far and which section of the Act you believe has been breached.
- Copies of relevant documents or evidence to support your complaint (e.g. photographs, drawings, letters, agreements etc.)

If your complaint is about a matter that is not a breach of the Act, the inspector may recommend another course of action or organisation to assist you in resolving the matter.

Regulatory Services can investigate any matter that comes under the Act, but particularly when they relate to statutory offences with penalty points provided in the Act.

Investigations can take some time to be completed and do not always result in a fine for the park owner. In some cases, resolution through negotiation or mediation may be more effective.

If you are concerned about confidentiality, you can ask Regulatory Services to withhold your personal information when investigating your complaint.





Factsheet 11. Complaints Handling

Queensland Manufactured Home Owners Association Inc.

Where To Send Your Complaint

Regulatory Services in Brisbane, operating under the Department of Housing, oversees compliance for manufactured homes, residential parks, and rooming accommodation, handling disputes and enforcing standards.

Regulatory Services prefer complaints in writing.

Contact them on the details below.

Email:
regulatoryservices@housing.qld.gov.au

Post:
Regulatory Services
GPO Box 690
Brisbane QLD 4001

Phone:
(07) 3013 2666



For further information:

QMHOA Website:

www.qmhoa.org.au

Phone enquiries: 0468 458 625

Not a member, please join us:

www.qmhoa.org.au/register/

**Queensland Retirement Village
and Parks Advice Service**
(QRVPAS): Phone 07 3214 6388

Caxton Legal website:

www.caxton.org.au/

Phone: 07 3214 6333

Disclaimer: This fact sheet and other fact sheets in this series provides information only and is not intended to provide legal advice. All information and assistance provided by QMHOA is general in nature and not intended as legal advice.

We encourage you to seek independent legal advice.

 **Right where you live**
Better rights for home owners in residential parks

