Review of the *Manufactured Homes (Residential Parks) Act 2003* - Survey

The Department of Housing and Public Works is reviewing the *Manufactured Homes (Residential Parks) Act 2003* to ensure it meets community expectations, protects residents, promotes fair trading practices and encourages the growth and viability of the residential parks industry.

**Online survey**

You can complete the survey online at [www.getinvolved.qld.gov.au](http://www.getinvolved.qld.gov.au).

Please note: the survey will take approximately 30 minutes to complete.

**Written submissions**

Please send written submissions to:

- The Manufactured Homes Residential Parks Review
  
  GPO Box 690

  Brisbane QLD 4001

Email:

- [manufacturedhomesreview@hpw.qld.gov.au](mailto:manufacturedhomesreview@hpw.qld.gov.au)

Phone:

- (07) 322 78992 to request a copy of the survey

Submissions will not be made publicly available, but may be subject to disclosure under the *Right to Information Act 2009* and access applications for submissions will be determined in accordance with this Act.

Submissions close **5pm, 20 December 2013**.

This will not be your only opportunity to comment. There will be further community consultation as the review progresses.

Survey

About you
This information will help us gain a better understanding of the residential parks community.

1. You are
   Male
   Female

2. How old are you?
   17 or under  18 to 24
   25 to 34    35 to 44
   45 to 54    55 to 64
   65 to 74    75 to 84
   85 or over

3. What is your postcode?
   _______________________

4. Your household income?
   Less than $10,000  $10,001 to $20,000
   $20,001 to $40,000 $40,001 to $80,000
   $80,001 to $100,000 More than $100,000
About you and your park

5. Do you live in a manufactured home in a residential park?
   Yes
   No

6. Who do you live with?
   Alone
   Spouse
   Other

7. Before deciding to live in a residential park did you consider buying into a retirement village?
   Yes
   No

8. Why did you choose to live in a residential park?
   More affordable
   No exit fee
   Potential capital gain
   Site agreements compared to retirement village contracts
   Better facilities
   Other - please specify below
9. How long have you lived in your residential park?

- Less than 6 months
- 6 months to 12 months
- 12 months to 2 years
- 2 years to 5 years
- 5 years to 10 years
- 10 years or more

10. Approximately, how many manufactured home owners are there in your park?

- 0-20
- 21-50
- 51-100
- 101-150
- 151-200
- 201-300
- 301-400
- More
- Unsure

11. Is your park a purpose built or mixed use park?

- Purpose built - manufactured home parks that only contain manufactured homes.
- Mixed use - a variety of accommodation, including long-term caravan tenants, holiday cabins and manufactured homes.
- Unsure

12. Does your park have an on-site manager?

- Yes
- No

13. Do you have a site agreement in Manufactured Homes (Residential Parks) Form 2?
14. Did you obtain legal or financial advice before signing the site agreement?
   Yes
   No - Go to Question 16

15. If you did receive advice, did you find the advice useful?
   Yes
   No

16. How much was your site rent (per fortnight) when you moved in?
   $_____

17. How much is the site rent (per fortnight) now?
   $_____

About your home

18. Who did you purchase your manufactured home from?
   Departing park resident - Go to question 19
   Park owner or manager - Go to question 21
   Other
   I do not own the manufactured home I live in - Go to the Disputes section on page 7.

19. Did the departing resident assign their existing site agreement to you?
   Yes
   No
   Unsure

20. Did you purchase your manufactured home onsite or move it into the park?
21. What year did you purchase your manufactured home?

_______

22. What was the cost of your manufactured home?

- $100,000 or less
- $100,001 to $200,000
- $200,001 to $300,000
- $300,001 to $400,000
- $400,001 to $500,000
- $500,001 to $600,000
- $600,001 to $700,000
- $700,001 or more

Selling your home

23. Are you currently trying to sell your manufactured home?

- Yes
- No - Go to the Disputes section on page 7.

24. How long has your manufactured home been for sale?

- Less than 3 months
- 3 months to 6 months
- 6 months to 12 months
- 1 year to 2 years
- Longer

25. Have you sold a manufactured home?

- Yes
- No - Go to the Disputes section on page 7.
26. Did you pay someone to help you sell your home?

Park owner or manager

Real estate agent

Other

No

27. How much did you sell your home for?

$100,000 or less

$100,001 to $200,000

$200,001 to $300,000

$300,001 to $400,000

$400,001 to $500,000

$500,001 to $600,000

$600,001 to $700,000

$700,001 to $800,000

Other

Disputes

Notes: The function of a home owners committee is to deal with the park owner on behalf of the home owners about the general day-to-day running of the park and any complaint or proposal about the operation of the park raised by the home owners.

A park liaison committee is generally formed to discuss a park owner’s proposal, for example changing a park rule.

28. Have you sought to resolve a dispute through your home owners or park liaison committee?

No

Yes. What was the dispute about?
29. Have you been involved in a tribunal dispute?
   No
   Yes. What was your tribunal dispute about?

About rebates and subsidies

30. Do you receive the Queensland seniors’ electricity rebate?
   Yes
   No. If not, why?

31. Do you receive any other Queensland seniors’ rebates?
   Water
   Gas
   Reticulated gas
   Rates
   Other
   No

32. Do you receive Commonwealth Government rent assistance?
   Yes
   No
About the *Manufactured Homes (Residential Parks) Act 2003*

**Objects of Act**

The main objects of the Act are to:

- regulate and promote fair trading practices in the operation of residential parks
- protect home owners from unfair business practices
- enable home owners, and prospective home owners, to make informed choices by being fully aware of their rights and responsibilities in their relationship with park owners.


33. In your experience, do you believe the Act is achieving its aims?
   
   Yes
   
   Not sure
   
   No - If not why? (also see the Further comments section of this survey)

34. Does your site agreement include an annual CPI increase?
   
   Yes
   
   No
   
   I don't have a site agreement – Go to Question 41

35. Does your site agreement include a ‘market rent review’ or ‘review to market’?
   
   Yes
   
   No - Go to Question 38

36. How often is the market rent review/review to market?
   
   Every 2 years
Every 3 years
Every 4 years
Other

37. If you have a market rent review/review to market are you satisfied with how your site agreement provides for these?
   Yes
   No

38. Are you satisfied with the special terms of your site agreement?
   Yes
   No

39. Are you satisfied with the process involved in terminating a site agreement?
   Yes
   No

40. Is there adequate provision for the sale of a manufactured home?
   Yes
   No. If not, why?

41. Have you accessed information about manufactured homes from the department’s website?
   Yes
   No - Go to Question 43
42. Was the information on the department's website helpful?
   Yes
   No. If not, why?

43. Do you believe the Act offers adequate consumer protection for manufactured home owners?
   Yes
   No
   Unsure

Further comments – attach additional pages if required

What do you most like about living in a residential park?

What do you like least about living in a residential park?
Please provide any comments you may have about the following issues.

A. Increases in site rent and market rent reviews

B. Access to the park by family, emergency services or other persons providing a service

C. Charges for the on-supply of utilities

D. Park rules
E. Paying site fees after leaving a park but before the home is resold

F. The conduct of park managers and operators

G. Dispute resolution

H. Any other comments
Thank you for taking the time to participate in this survey.