

Manufactured homeowner survey

Summary of results



About the survey

- Survey was conducted between 17 June and 15 August 2022.
- The survey was available online or by completing a paper copy
- Paper copies of the survey were distributed via homeowner groups and on request via 13QGOV.
- 2201 responses were received
 - 56% were in hardcopy
 - 44% were online

About the survey respondents

- 91.5% of respondents live in purpose-built residential parks
- 60.5% lived with a partner
- There was an even split of male and female respondents
- 1.5% identified as Aboriginal or Torres Strait Islander
- 24.9% identified as having an ongoing disability
- 47% were aged 75 years or older and 43% were aged between 65 and 74 years of age

Motivations for moving into a residential park

- Lifestyle and sense of community
- No exit fee
- Reduced maintenance
- Living with people of a similar age
- Location

Moving into a park

Legal and financial advice

- 11% of respondents sought both legal and financial advice before signing a site agreement
- 38% sought legal advice only
- 4% sought financial advice only
- 44.5% of respondents did not get legal or financial advice

Purchasing conditions

- 33% of respondents purchased from a departing owner. Of these:
 - 70% signed a new agreement with the parker owner
 - 25% had the previous homeowner's agreement assigned
- 59.4% of respondents purchased from a park owner
- 94.5% of respondents purchased the home onsite
- Only 31 respondents had moved a home onto a site

Income

- The majority of respondents were on incomes of \$40,000 per annum or less
 - 18.8% of respondents reported incomes of less than \$25,000
 - 36.2% of respondents reported incomes between \$25,000 and \$40,000
 - 17.4% of respondents reported incomes between \$40,000 and \$80,000
 - 3.3% of respondents reported incomes greater \$80,000
- 78% of respondents receive a full or part aged pension
 - 53.6% receive a full aged pension
 - 24.4% receive a part aged pension
- 18% receive another government payment
- 37.5% had superannuation
- 5% had income from employment

Median site rent of survey respondents

- The median site rent is \$188 per week
- The median rent in purpose-built parks (\$189 per week) was slightly higher than in mixed-use parks (\$185)
- The Gold Coast area had the highest median site rent of \$217 per week. This was followed by Brisbane, Fraser Coast and the Sunshine Coast.
- Where utilities were included, the median rent was higher at \$192 per week

Basis for site rent increases

- 91% of respondents said their site agreement included Consumer Price Index (CPI) based increases
- Approximately 30% of respondents who have a CPI component have some other additional factor used at the same time to calculate their site rent
- 76% of respondents said their site agreements allowed for market reviews of site rent
- Less than 5% of respondents said their agreements allowed for a fixed percentage increase, either with or without a periodic market rent review
- Approximately 1% of respondents have rent increases based on the higher of either a fixed percentage or CPI, either with or without a periodic market rent review

Site rent increases

- The median CPI-based increase most recently experienced by respondents was 4.3%
- The median market rent review increase most recently experienced by respondents was 7.2%
- The median compound annual growth rate of site rents for respondents living in a residential park for 1 to 5 years is 2.9%
- 60.5% of respondents were not happy with how their last market review of site rent was conducted. Reasons for this dissatisfaction included:
 - Market valuation made inappropriate comparisons with other parks
 - The site rent increased by an excessive amount, and
 - The process to dispute the increase was too complex
- 15.2% of respondents were happy with how their last market review of site rent was conducted and 24.3% of respondents did not answer this question

Perceptions of affordability

- Regarding whether living in their residential park could become unaffordable in future,
 - 43% of respondents were very concerned, and
 - 27% were somewhat concerned.
- 41% of respondents indicated site rent increases have affected their ability to afford other essential items
- 47% indicated that site rent increases had not affected their ability to afford other essential items
- 11% did not answer

What respondents most like

- Living in a community environment
- No exit fee
- Location

What respondents most dislike

- Affordability of site rent
- Standard of park maintenance
- Standard of park amenities

Sales

- 6.3% of respondents had sold a manufactured home in past
 - 47% of these sales took less than 3 months
 - 26% of sales took 3 to 6 months
 - 22.5% of sales took 6 months or longer
- Only 28% of respondents who had sold a home said they had experienced difficulties selling their home, the majority of which were difficulties with the park owner or selling agent
- In 62% of sales, respondents had used the park owner or manager as the agent
- 17% of sales respondents had used an external agent

Confidence in the *Manufactured Homes (Residential Parks) Act 2003 (the Act)*

In response to the following statements, respondents indicated:

- “There is a clear and fair process for varying site rent”
 - 37.9% strongly disagreed
 - 24% somewhat disagreed
 - 13.2% neither agreed nor disagreed
 - 13% somewhat agreed
 - 5% strongly agreed
 - 6.8% provided no answer

- “There is a clear and fair process for selling a manufactured home in a residential park”
 - 14.8% strongly disagreed
 - 17.6% somewhat disagreed
 - 20.1% neither agreed nor disagreed
 - 28.9% somewhat agreed
 - 11.9% strongly agreed
 - 6.7% provided no answer