

# Manufactured homes and residential parks in Queensland

Surveys for current and former home owners

*June 2022*

# Manufactured homes and residential parks in Queensland | Your say

## About this survey

Under the Queensland Government's Housing and Homelessness Action Plan 2021-2025, we're committed to delivering improvements to residential parks and addressing concerns about site rent increases and unsold manufactured homes.

This will include reviewing the relevant parts of the *Manufactured Homes (Residential Parks) Act 2003* and considering issues raised by home owners related to site rent increases and home sale processes.

As part of the review, we're seeking feedback from current and former manufactured home owners to identify priorities for improvements to residential parks.

This survey gives you an opportunity to shape these improvements.

Completed surveys will be accepted until **15 August 2022**.

## How to complete this survey

You can answer as many or as few questions as you like. If you live with other people, please only submit one response for your household.

This survey may take around 30 minutes to complete.

All fields marked with an asterisk (\*) are required.

Any instruction to go to a question number refers to the numbered question in the same part of the survey.

When completed, please return to:

MH Consultation  
Legislation and Reform  
Strategic Policy and Legislation  
Housing and Homelessness Services| Department of Communities, Housing and Digital  
Economy  
GPO Box 690, Brisbane QLD 4001

Or scan and email to: [MHconsult@chde.qld.gov.au](mailto:MHconsult@chde.qld.gov.au)

1. Do you currently live in a manufactured home in a residential park? \*
  - Yes – Please complete **PART A** and **PART C** of the survey.
  - I have lived in one in the past – **SKIP TO PAGE 15** and complete **PART B** and **PART C** of the survey only.
  - No – Thank you but you are not eligible to complete this survey.

# Manufactured homes and residential parks in Queensland | Your say

## PART A – Questions for current home owners

Complete this part if you are a current home owner. Skip to **Part B** (page 15) if you are a former home owner who no longer lives in a residential park but has lived in one in the past.

### About your residential park

2. Who do you live with?

- Alone
- Spouse or partner
- Children or dependents
- Adult children
- Friend or housemate
- Other (please specify)

3. Before deciding to live in a residential park, did you consider buying into a retirement village?

- Yes
- No

4. Why did you choose to live in a residential park?

*(Choose up to 5 answers)*

- More affordable than other housing options, for example an apartment or townhouse
- Potential capital gain
- Freeing up equity
- Reducing the need for home and property maintenance
- Lifestyle and sense of community
- Living with people of a similar age
- Location
- Standard of park amenities
- Standard of park maintenance
- Long-term housing security
- Less complex contract than a retirement village
- No exit fees
- Ability to relocate a manufactured home
- Other (please specify)

5. How long have you lived in your residential park?

- Less than 12 months – *(go to question 7)*
- More than 12 months

## Manufactured homes and residential parks in Queensland | Your say

6. How many years have you lived in your current residential park?

*Round to the nearest year*

7. How many manufactured homes are there in your current park?

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

8. Is your residential park purpose built or a mixed-use park?

- Purpose built – only contains manufactured homes
- Mixed-use – a variety of accommodation, such as long-term caravan tenants, holiday cabins and manufactured homes

9. Does your residential park have an onsite manager?

- Yes
- No

### Site agreements and site rent

10. Did you get legal and/or financial advice before signing your site agreement?

*(Select only one answer)*

- Legal advice
- Financial advice
- Both
- Neither

11. How much was the **weekly** site rent when you moved into your park?

*Please provide weekly site rent as a number, for example, 200.00*

## Manufactured homes and residential parks in Queensland | Your say

12. How much is the **weekly** site rent now?

*Please provide weekly site rent as a number, for example, 200.00*

13. Does your site rent include utilities charges?

Yes

No

# Manufactured homes and residential parks in Queensland | Your say

## Questions about CPI Increases

14. Under your site agreement, can the park owner increase your site rent based on the Consumer Price Index (CPI)?

- Yes
- No – (go to question 20)

15. Under your site agreement, can the park owner increase your site rent based on CPI and another factor at the same time, for example “CPI plus 1 per cent”?

- Yes
- No – (go to Question 17)

16. How is this calculated?

17. How often can your rent be increased based on CPI?

- Annually
- Annually with periodic market rent reviews
- Every 2 years
- Every 3 years
- Every 4 years
- Every 5 years
- Other (please specify)

18. What was your **weekly** site rent before it was last increased using CPI?

*Please provide weekly site rent as a number, for example, 200.00*

19. How much did your **weekly** site rent go up when it was last increased using CPI?

*Please provide weekly site rent as a number, for example, 200.00*

# Manufactured homes and residential parks in Queensland | Your say

## Questions about market review of site rent

20. Under your site agreement, can your park owner increase your site rent based on market review of site rent?

- Yes
- No – (go to question 28)

21. How often does your site agreement allow market review of site rent?

- Annually
- Every 2 years
- Every 3 years
- Every 4 years
- Every 5 years
- Other (please specify)

22. What was your **weekly** site rent before you last market rent review?

*Please provide weekly site rent as a number, for example, 200.00*

23. How much did your **weekly** rent go up after your last market rent review?

*Please provide weekly site rent as a number, for example, 200.00*

24. Were you happy with how your last market review of site rent for your manufactured home was conducted?

- Yes – (go to question 26)
- No

25. Why were you unhappy with how your last market review of site rent for your manufactured home was conducted?

*(Choose up to 3 reasons.)*

- The site rent increased by an excessive amount
- The market valuation made inappropriate comparisons with other residential parks
- The market valuation was difficult to understand
- Home owners were not appropriately consulted in the preparation of the market valuation
- I did not feel like I had enough time to dispute the market review of site rent
- I felt like the process to dispute the market review of site rent was too complex or intimidating
- Other (please specify)

## Manufactured homes and residential parks in Queensland | Your say

We are collecting example market valuations to understand the different considerations and methodologies used by registered valuers during market reviews of site rent.

26. Would you like to send us a copy of a recent market rent valuation?

- Yes
- No – (go to question 28)

27. Copies of a recent market valuations, can be emailed to [mhconsult@chde.qld.gov.au](mailto:mhconsult@chde.qld.gov.au) or sent along with this survey to:

MH Consultation  
Legislation and Reform  
Strategic Policy and Legislation  
Housing and Homelessness Services| Department of Communities, Housing and Digital  
Economy  
GPO Box 690, Brisbane QLD 4001

### Questions about site rent increases based on a fixed percentage

28. Under your site agreement can your park owner increase site rent based on a fixed percentage?

- Yes
- No – (go to question 31)

29. How often can your site rent be increased based on a fixed percentage?

- Annually
- Every 2 years
- Every 3 years
- Every 4 years
- Every 5 years
- Other (please specify)

30. The last time your site rent was increased by a fixed percentage, what was the percentage point increase?

*Please provide as a percentage point as a number, for example a 3.5% increase would be 3.5*



# Manufactured homes and residential parks in Queensland | Your say

## Questions about site rent increases to cover a special cost

31. In the past 2 years, has your park increased site rent to cover a special cost?

- Yes
- No – (go to question 34)

*Special costs include increases to cover significant operational costs, cost of significant repairs, or the cost of significant upgrades where 75% of home owners have agreed to the increase.*

32. How much did your **weekly** site rent increase by to cover the special cost?

*Please provide weekly site rent as a number, for example, 200.00*

33. What did the increase in site rent to cover a special cost, pay for?

- An operational cost
- A repair cost
- An upgrade to the residential park

# Manufactured homes and residential parks in Queensland | Your say

## Questions about increases in site rent for another reason

34. Under your site agreement, can your park manager increase site rent for any other reason?

- Yes
- No – (go to question 39)

35. What other reasons are there for increasing your site rent?

36. How often does your site agreement allow site rent increases for this reason?

- Annually
- Every 2 years
- Every 3 years
- Every 4 years
- Every 5 years
- Other (please specify)

37. What was your **weekly** site rent before it was last increased using this basis?

*Please provide weekly site rent as a number, for example, 200.00*

38. How much did your **weekly** site rent go up after it was last increased using this basis?

*Please provide weekly site rent as a number, for example, 200.00*

# Manufactured homes and residential parks in Queensland | Your say

## Affordability

39. Has a site rent increase affected your ability to afford other essential items, for example groceries, utilities, transport, medical care or insurance?

- Yes
- No

40. Are you concerned that living in your residential park could become unaffordable in the future?

- Not at all concerned
- A little bit concerned
- Neutral
- Somewhat concerned
- Very concerned

## Purchasing manufactured homes

41. Who did you purchase your manufactured home from?

- Departing home owner
- Park owner – *(Go to question 43)*
- Other (please specify)

42. Did the departing resident assign their existing site agreement to you?

- Yes – I signed an assignment agreement when I moved into the park
- No – I signed a new site agreement with the park owner/manager

43. Did you purchase your manufactured home onsite or move it into the park?

- Onsite – *(go to question 45)*
- Moved it into the park

44. How much did it cost you to relocate your manufactured home into your park?

*Please provide cost in dollars as a number, for example, 15000.00*

45. Have you ever relocated a manufactured home?

- Yes
- I haven't relocated but have considered it
- No – *(go to question 48)*

## Manufactured homes and residential parks in Queensland | Your say

46. Were there any barriers to you relocating your manufactured home?

- Yes
- No – (go to question 48)

47. What were the barriers to relocating your manufactured home?

(Choose all that apply)

- It cost too much
- The relocation process was too complicated
- It was difficult finding a company to relocate a manufactured home
- It was difficult finding a residential park willing to accept a relocated manufactured home
- Other (please specify)

48. What year did you purchase your current manufactured home?

*Provide year as a number, for example, 2015*

49. How much did your current manufactured home cost?

*Please provide cost in dollars as a number, for example, 350000.00*

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

- Yes
- No – (go to question 53)

51. 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

52. Are you paying somebody to help you sell your home?

- Park owner or manager
- Real estate agent
- I haven't paid someone / not applicable
- Other (please specify)

## Manufactured homes and residential parks in Queensland | Your say

53. Have you sold a manufactured home in the past?

- Yes
- No – (Skip to **PART C** of this survey on **page 19**)

54. How long did it take you to sell your manufactured home?

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

55. How much did you sell your manufactured home for?

*Please provide price in dollars as a number, for example, 350000.*

56. What was the original purchase price of this manufactured home (if applicable)?

*Please provide price in dollars as a number, for example, 350000.*

57. Did you experience any difficulties selling your home?

- Yes
- No – (Skip to **PART C** of this survey on **page 19**)

58. What difficulties did you experience?

- Difficult to find a buyer
- Understanding the process of selling the home
- Difficulty with park owner or selling agent
- Other

## Manufactured homes and residential parks in Queensland | Your say

59. Do you want to give any more information about the difficulties selling your home?

60. Did you pay somebody to help you sell your home?

- Park owner or manager
- Real estate agent
- I haven't paid someone
- Not applicable
- Other (please specify)

61. Does your site agreement permit you to rent your manufactured home to a tenant?

- Yes
- No
- Unsure

**END OF PART A, PLEASE SKIP TO PART C (PAGE 19)**

# Manufactured homes and residential parks in Queensland | Your say

## PART B – Questions for former home owners

Complete this part if you are a **former home owner**. Skip this part and complete PART C if you currently own a home in a residential park.

### About your residential park

2. Before deciding to live in a residential park, did you consider buying into a retirement village?

- Yes
- No

3. Why did you choose to live in a residential park?

*(Choose up to 5 answers)*

- More affordable than other housing options, for example an apartment or townhouse
- Potential capital gain
- Freeing up equity
- Reducing the need for home and property maintenance
- Lifestyle and sense of community
- Living with people of a similar age
- Location
- Standard of park amenities
- Standard of park maintenance
- Long-term housing security
- Less complex contract than a retirement village
- No exit fees
- Ability to relocate a manufactured home
- Other (please specify)

4. How long did you live in your residential park?

- Less than 12 months – *(go to question 6)*
- More than 12 months

5. How long did you live in your most recent residential park for?

*Round to the nearest year. For example, if you've lived in the park for four years, write "4".*

6. Did you get legal and/or financial advice before signing your site agreement?

*(Select only one answer)*

- Legal advice
- Financial advice
- Both
- Neither

## Manufactured homes and residential parks in Queensland | Your say

7. How much was the **weekly** site rent when you moved into the most recent residential park you lived in?

Please provide weekly site rent as a number, for example, 200.00.

8. How much was the **weekly** site rent when you moved out of the most recent residential park you lived in?

Please provide weekly site rent as a number, for example, 200.00.

### Purchasing manufactured homes

9. Who did you purchase your manufactured home from?

- Departing home owner – (go to question 10)
- Park owner – (go to question 11)
- Other (please specify) – (go to question 11)

10. Did the departing resident assign their existing site agreement to you?

- Yes – I signed an assignment agreement when I moved into the park
- No – I signed a new site agreement with the park owner/manager

11. Did you purchase your manufactured home onsite or move it into the park?

- Onsite
- Moved it into the park

12. Have you ever relocated a manufactured home?

- Yes
- I haven't relocated but have considered it
- No – (go to question 16)

13. Were there any barriers to you relocating your manufactured home?

- Yes
- No – (go to question 16)

14. What were the barriers to relocating your manufactured home?

(Choose all that apply)

- It cost too much
- The relocation process was too complicated
- It was difficult finding a company to relocate a manufactured home
- It was difficult finding a residential park willing to accept a relocated manufactured home
- Other (please specify)



## Manufactured homes and residential parks in Queensland | Your say

15. How much did it cost you to relocate your manufactured home into your park?

*Please provide cost in dollars as a number, for example, 15000.00.*

16. What year did you purchase your most recent manufactured home?

*Provide year as a number, for example, 2015.*

17. How much did the most recent manufactured home you lived in cost?

*Please provide cost in dollars as a number, for example, 350000.00.*

18. Have you sold a manufactured home in the past?

- Yes
- No – (go to question 25)

19. How long did it take you to sell your most recent manufactured home?

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

20. How much did you sell your most recent manufactured home for?

*Please provide price in dollars as a number, for example, 350000.*

21. Did you experience any difficulties selling your home?

- Yes
- No – (go to question 24)

22. What difficulties did you experience?

- Difficult to find a buyer
- Understanding the process of selling the home
- Difficulty with park owner or selling agent
- Other (please specify)

## Manufactured homes and residential parks in Queensland | Your say

23. Do you want to give us more information about your answer?

24. Did you pay somebody to help you sell your home?

- Park owner or manager
- Real estate agent
- I haven't paid someone
- Other (please specify)

25. Did your site agreement permit you to rent your manufactured home to a tenant?

- Yes
- No
- Unsure

**END OF PART B, PLEASE CONTINUE ONTO PART C ON THE FOLLOWING PAGE.**

# Manufactured homes and residential parks in Queensland | Your say

## PART C – Questions for both current and former home owners

*Current and former home owners should both complete this part*

### About the *Manufactured Home (Residential Parks) Act 2003*

The objectives 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.

1. Do you agree or disagree with the following statements?

*Tick whichever box best applies (select one per row)*

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The Act is achieving its objective to regulate and promote fair trading practices in the operation of residential parks.					
There is a clear and fair process for making, assigning, and ending site agreements.					
There is a clear and fair process for selling a manufactured home in a residential park.					
Home owners are protected from unfair business practices.					
There is a clear and fair process for varying site rent.					
The Act provides effective ways of resolving a residential park dispute.					
Home owners, and prospective home owners are enabled to make informed choices by being fully aware of their rights and responsibilities in their relationship with park owners.					
The Act facilitates the disclosure of information about a residential park to a prospective home owner for a site.					
The Act facilitates participation by home owners for a residential park in the affairs of the park.					

## Manufactured homes and residential parks in Queensland | Your say

2. Do you have any other comments about the Act?  
(You may attach additional pages if needed)

### Satisfaction with living in a residential park

3. What have you liked most about living in a manufactured home in your residential park?  
(Choose up to 3 answers.)

- Affordability
- Potential capital gain
- Living in a community environment
- Living with people of a similar age
- Location
- Standard of park amenities
- Standard of park maintenance
- Long-term housing security
- No exit fees
- The ability to relocate my manufactured home
- Other (please specify)

## Manufactured homes and residential parks in Queensland | Your say

4. What have you disliked most about living in a manufactured home in your residential park?  
(Choose up to 3 answers.)

- Affordability of site rent
- Potential capital loss
- Living in a community environment
- Living with people of a similar age
- Location
- Standard of park amenities
- Standard of park maintenance
- The cost and complication of relocating my manufactured home
- Other (please specify)

5. Is there anything else you'd like to tell us about living in a residential park?  
(You may attach additional pages if needed)

# Manufactured homes and residential parks in Queensland | Your say

## About you

Answer these questions as they apply to you, even if you're responding to this survey on behalf of your household.

6. What is your gender?

- Male
- Female
- Non-binary/Third gender
- Prefer not to answer
- Prefer to self-describe

7. What is your age group?

- Under 55
- 55 – 64
- 65 – 74
- 75 or older
- Prefer not to answer

8. What is your annual household income?

- Less than \$25,000
- \$25,000 to \$40,000
- \$40,000 to \$80,000
- \$80,000 to \$100,000
- More than \$100,000
- Prefer not to answer

9. What are the sources of your household income?

*(Choose all that apply)*

- Employment
- Full Aged Pension
- Part Aged Pension
- Other government payment, for example Newstart allowance, Disability Support Pension or Commonwealth Rent Assistance
- Superannuation
- Savings
- Rental and other investment income
- Other (please specify)

## Manufactured homes and residential parks in Queensland | Your say

10. Do you receive any Queensland seniors' rebates or other government assistance?

*(Choose all that apply)*

- Electricity
- Water
- Gas
- Reticulated gas
- Rates
- None of the above
- Other (please specify)

11. What is the suburb of your current residential park, or for former home owners, the suburb of the last residential park you lived in?

12. Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No
- I prefer not to answer

13. Do you have an ongoing disability?

- Yes
- No
- I prefer not to answer

14. What language do you speak at home?

15. Can we contact you about your answers and send you updates about this consultation? \*

- Yes
- No – *(go to question 18 of this part / Privacy Statement)*

16. Name?

17. Preferred email or mailing address?

## Privacy statement

The Department of Communities, Housing and Digital Economy (the department) is collecting your personal information in connection with the *Manufactured Homes (Residential Parks) Act 2003* (Act) Review Survey (survey) for the purposes of conducting research about manufactured home parks; and assessing the effectiveness and operation of the Act in terms of consumer protection, promoting informed choice and preventing unfair business practices in the residential parks sector

Limited personal information may be used for related research, policy or planning functions. Unless authorised or required by law, your personal information will not otherwise be disclosed to any other third party without your consent. More information about the Department's privacy policy is available on our website at <https://www.chde.qld.gov.au/global/privacy>

On-line versions of this survey will be hosted on the Engagement HQ website. The department is not responsible for the privacy, security practices or content of the Engagement HQ website. Engagement HQ may collect, use and disclosure your personal information in different ways to the department. Please refer to the Engagement HQ privacy policy for more detail, which can be located at <https://go.engagementhq.com/privacy>.

18. Do you agree to the privacy statement? \*

I have read and understand the privacy statement

## END OF SURVEY

When completed, please return to:

MH Consultation  
Legislation and Reform  
Strategic Policy and Legislation  
Housing and Homelessness Services| Department of Communities, Housing and Digital  
Economy  
GPO Box 690, Brisbane QLD 4001