



Manufactured Home Owners Association (Vic) Inc.

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NEWSLETTER

JUNE 2025



Consumer Policy Research Centre Report Finalised

The CPRC report has now been completed and presented to the Minister of Consumer Affairs, Nick Staikos, for his consideration.

Meeting on 26th June 2025 - At the meeting the Minister stated that he is trying to get his head around DMF and will soon be visiting a village that has no DMF. He has already visited two villages that have DMF so there may be a slight delay in the release of the report, until after his visit.

We will provide you all with the report for your feedback. This has been a long time coming and we hope the Minister accepts all the recommendations and provides us with some long-awaited protections.

MHOA will be providing feedback to the Minister on what can be improved. Not everything will be to our satisfaction but we have come a long way in getting this far in such a short time, so fingers crossed.

Extract section of MHOA letter to Minister Staikos :

Research findings show there is an inconsistent logic behind DMFs, which are exit fees charged to residents when they leave their park.

The way DMFs are calculated also varies across parks: fees can be based on the selling price (which cannot be known at the point of purchase).

MHOA are requesting that you look more closely at the fees in these villages especially DMF/Exit fees and we request the abolishment of these fees, as the evidence throughout this document provides proof that these fees are inconsistent and illogical rather MHOA believe this is financial abuse of the most vulnerable in our society.

It takes a strong politician to make the tough decisions, and this is ours and your chance to get these reforms right in the first-time round.

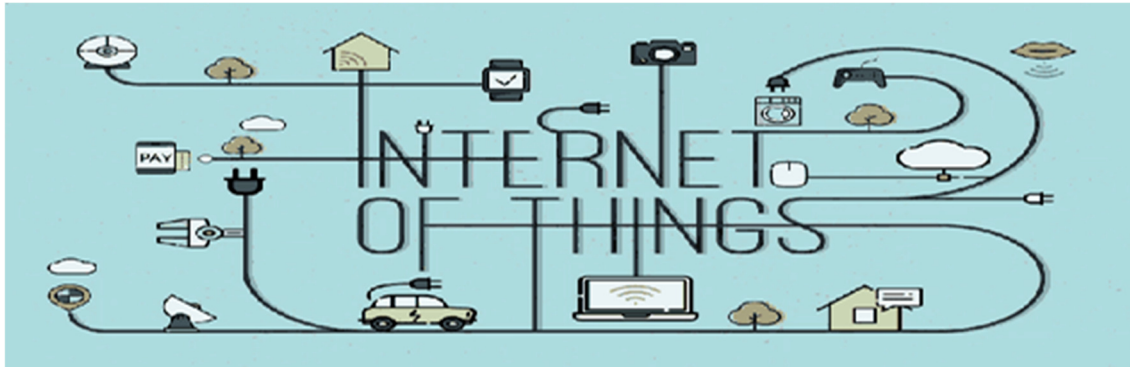
Extract of Letter from Secretary of the South Australian Residential Parks Residents Assoc.

Contrary to concerns that the removal of exit fees would deter investment or undermine the viability of exit residential parks, the reality on the ground tells a different story. Over the past two years, the industry has demonstrated strong, consistent growth. On the Fleurier Peninsula alone, four new residential parks are in the development stage, and two existing parks have undergone significant extensions. This expansion is not only a testament to sustained development but also to confidence in the sector's regulatory environment.

In fact, far from hampering business activity, the current regulatory clarity appears to have stimulated healthy investment, interstate companies, such as Hometown Australia, now view South Australia as an attractive and stable jurisdiction. This underscores that reasonable consumer protections such as transparency in exit fees can coexist with a flourishing retirement living sector. Importantly, there is no observable evidence that the removal or regulation of exit fees has negatively affected existing park operations or the choices available to residents. If anything, the reforms have supported informed decision-making and encouraged fairer practices within the industry. We trust this provides a clear overview of the positive trajectory of South Australian residential parks and the negligible impact of exit fees introduced in 2022.

Over the last 2-1/2 years, MHOA has been advocating for:

1. Stand-alone legislation for land lease villages
2. Registration of all villages with Consumer Affairs Victoria
3. Licensing of villages
4. Training of operators on what constitutes elderly abuse
5. Code of conduct for owner-operators and staff
6. Owner-operators to consult with residents and resident committees
7. A definition of consultation in RTA 4A legislation
8. Standard leases (already legislated to start 01.08.2025)
9. Building standards of homes in land lease villages
10. Anomalies within the RTA 4A legislation
11. Prohibit the use of DMF otherwise known as Exit fees
12. Single method rent increases for all land lease villages
13. Establish a dispute resolution process for land lease villages
14. Residents to act jointly on village disputes in VCAT.
15. Redefine residents' rights in RTA 4A on inheritance in land lease villages



Embedded Network System

Concession discounts work differently in an embedded network than in private homes. With embedded systems, the Commonwealth Energy Concession is payable by the Commonwealth Government into your bank account and is usually paid around 10 weeks after the operator of your village submits the concession details of each eligible resident pensioner living in their village to the Department of Human Services. Normally, this is done between 1 July and 31 December depending on your village operator.

Do you live in an embedded network?

In land lease villages or retirement villages, the village management will apply for the concession on behalf of its residents.

The village management will collect the concession card information when residents move in and should **ask for consent to apply for the concession on your behalf.**

The village management will apply for all eligible residents at the end of each year.

Note: If the village management does not apply on the resident's behalf, the resident will need to submit an application along with energy invoices for that year. Application forms are available by phoning the Department of Families, Fairness and Housing Concessions Information Line on 1800 658 521 (toll)

This discount is not itemized on your bills as it is a Commonwealth Government concession paid directly through them, and has nothing to do with the energy provider.

If you have embedded electricity, but the gas in your village is not embedded, then follow these instructions:

Choose your own gas provider. You will need to give the provider your pension card details. This only needs to be done once, unless **you change providers**. From then on you will receive an itemised discount and will be shown on your gas bill.

If you are already on mains gas and are unsure if you are receiving the gas discount, ask your provider.

Hope this clarifies the embedded system concessions for all villages.

If you have any further enquires let us know.

NOTE: If you are not on an embedded network, this means you have chosen your electricity provider. Once again, if you are unsure that you are receiving the concession discount, ask your provider.

Thank you to those residents who have already sent in their renewals. This makes life easier for both Carmel and myself as we have over a thousand renewals to process which takes quite some time.

And, whilst thanking our renewal members, we would also like to thank all our new members. Numbers certainly make a difference when making submissions etc to government



MEMBERSHIP RENEWAL FEES BECOME DUE 1 JULY

As previously advised, membership fees are now \$10 per person per year. 1 July to 30 June 2026. Renewals can be done from our website or download a paper copy from our website www.mhoavic.com Renewal forms were also sent with our last newsletter.

Members reminder

When paying your membership fee please put **your first name and surname** on the bank reference as we have so many residents with the same surname it is hard to know who has paid the money into our account.

Also, please do not forget, **if you are a new member** we need your Application Form to obtain all your details for our register which is a regulatory requirement.

We have several residents who have made payments but we cannot supply a receipt or our newsletters as no details of who they are or where they are from, has been provided. If you have paid your money and have not heard from us within two weeks of having made that payment, please contact us so we can follow-up.

If you know these residents on our list below, please ask them to contact us on 0431 347 797 so we can provide the service they have paid for:

MHOA List

Roslyn Howe
Stoss
Marilyn Hadden

Judy & Carmel



Business hours: Mon-Fri 9am—4.30pm