



## Manufactured Home Owners Association (Vic) Inc.

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# NEWSLETTER

NOVEMBER 2023

Our web address is <https://www.mhoavic.com>

MHOA has a champion in Sarah Connolly MP, and all the other MPs who have not only agreed to support the MHOA in our campaign for legislation changes, an ombudsman, protections for residents, but have actually taken action in meeting with Danny Pearson, the previous Minister for Consumer Affairs Victoria, but also followed up with Gabrielle Williams MP, the new CAV Minister. Below is screenshot of Sarah Connolly's meeting with Gabrielle Williams. Please see the list of these wonderful MPs and their comments attached. If they are in your electorate feel free to thank them in person or by email.





Gabrielle Williams remarked that she had heard a lot about MHOA and our advocacy for residents.

**The responses (attached) from MPs show that she was correct in her statement.**

**MHOA has written to all MPs who have land-lease manufactured home villages in their jurisdiction.**

We have had great feedback and encouragement for our changes. Gabrielle Williams, Minister for CAV in our October newsletter stated *"You have some very strong support amongst my colleges who have already given their updates on your behalf and I am looking forward to meeting up with you as soon as my diary permits"*.

You can read other responses on our attachment.

We recently received a letter of thanks from a very grateful resident:

#### FEEDBACK AND A BIG THANK YOU TO MHOA

I am thankful for the opportunity to join MHOA with the residents of the Village I live in, in Lakes Entrance. When we received a membership application for MHOA we were already struggling with many problems. Our kind, happy manager had left due to a terrible illness, and we were alone and uncared for, for some time before anything at all was done here. The owners of our Village had never contacted anyone or visited, and then left the running of the village to the Manager of a nearby caravan park they own. This amounted to very few hours of mowing being done in the village every week and many original problems with non-maintenance were added to by the unkempt condition of the village.

It was then we were able to contact MHOA and receive the wonderful support we have had from both Judy Duff and Carmel Perkins. We now have a submission ready and waiting to present to VCAT to address the terrible problems we have all endured here.

The President and I, the Treasurer of our Village Committee have worked tirelessly as have Judy and Carmel for weeks, getting information prepared for the submission. We could not have got this far without them and their knowledge of so many things that the average person has no idea of.

The company who owns our village are basically uncontactable and certainly not transparent. We have had trouble finding out details from their websites and names and addresses of various key representatives are not who they say they are. It has been a personal tedious nightmare dealing with this but with Judy and Carmel and their knowledge and wonderful contacts, we have made inroads at last, small steps, but progress nonetheless.

I encourage everyone who lives in a village to become members whether you have problems or not. Those who are lucky enough to have good owners are blessed, however the more members MHOA can get the better for a stronger voice to Parliament to pass needed legislation and the hopeful appointment of an Ombudsman to protect all villages.

Maggie 14.11.23

November has been another busy month with research gathering and attending meetings.

**Expo for lifestyle land lease villages** held at Essendon Football Club on the 20.11.2023. I wandered around various displays and spoke to some of the villages in attendance. Lifestyle Communities, - Palm Lake Resorts, Park Lane and Ingenia to name a few. It was interesting to hear the sales spiels. I found the information had a lot to be desired, if honesty and transparency are anything to go by!



These two meetings have been very productive and beneficial.

**MHOA Meeting with Aisling (Advisor) to Gabrielle Williams, Minister for Consumer Affairs Victoria on 9.11.2023**

**Aisling-** We want to know what you do and keen to know what your top priorities are and what you are looking at.

**MHOA-** described what a land-lease manufactured home village is. Our discussions continued on why manufactured homes need an ombudsman urgently. We also explained that our age restricts us from attending VCAT as the waits are long, maybe up to 14 months before getting a Hearing and by then resident health may deteriorate, mainly with the stress of having to attend VCAT in the first place so the cases are dropped, or management will settle with a confidentiality clause.

**Meeting with Jaklin Trajkovski -Executive Director, Regulation Policy & Dispute Services on 24.11.2023 –**

MHOA has provided Jaklin with our submission on legislation changes to RTA Part 4A prior to the meeting. Our submission was not discussed, it will be at our next meeting in February. Items discussed were Condition Reports, Assignment of leases, CPI what is fixed and what is variable to be clarified, the misapplication of rental increase notices, as some villages do not provide the source of the CPI calculation eg: Melbourne, Regional or All Ords for eight capital cities. Not including this in the formula, this does not provide residents the opportunity to calculate the increase for themselves. We were allocated 30 min the meeting went for well over an hour.

MHOA are proud of the legislation submission put forward. My appreciation to our Committee Members who contributed and especially Jenny Lonergan for her dedication in the formatting of this document which will be placed on our website for residents' information in due course.

After many hours of writing our submission regarding legislative changes to the Residential Tenancies Act 1997 Part 4A, we have presented it to the relevant MPs and government departments. This submission will be available on our website in the new year, however, if you would like a copy, please email us.



*MHOA would like to wish all our Members and supporters a Merry Christmas and a safe, happy and healthy 2024*

Our next Newsletter will be issued end of January.

Regards, Judy Duff

**Ms Bronwyn Halfpenny MP**  
**State Member for Thomastown**

Thank you for your email regarding MHOA and efforts to improve regulation of the sector. It is great to hear that my colleague, Sarah Connolly, is working on this and I would very much like to support her and your organisation regarding efforts to improve regulation of the sector. I will see her in Parliament this week to discuss.

**Mr Tim Richardson MP**  
**State Member for Mordialloc**

Thank you for the following correspondence and overview.

I have had the opportunity to discuss these issues and policy suggestions with Sarah Connolly in detail and share her views and concerns.

Having engaged with residents of Chelsea Heights Lifestyle over the previous few years and writing on their behalf to Ministers for Planning and Consumer Affairs seeking further reform and protections, we will continue this engagement and advocacy.

I will continue to work alongside Sarah and my other government MP colleagues on how we can improve the regulations and give protections for our constituents in the future. Thanks again for reaching out and will keep you contact.

**Ms Ella George MP**  
**State Member for Lara**

Thank you for your letter. I have spoken with Sarah previously about these issues and I would be pleased to continue to work with her to advocate for change. I will check in with her to see where things are up to, but please get in touch again if there are any other issues relating specifically to the homes in the Lara Electorate.

**Ms Martha Haylett MP**  
**Member for Ripon**

I have spoken to a couple of residents from these lifestyle villages and understand some of the issues. I will talk with Sarah in parliament next week. Since being elected last year, I have formed a close friendship with residents of the Lucas Lifestyle Estate in my electorate and took the former Minister for Consumer Affairs, the Hon. Danny Pearson, to meet them about their concerns with MHVs several months ago.

Like you say, the sector is immensely unregulated right now and I join with Sarah Connolly and other Labor MPs in wanting to see this change. I will be in touch with Sarah, Nathan, and others next week regarding how I can throw my support behind change even more.

You've got an ally in me! Let me know if there's anything further, I can do. in the meantime, and I look forward to working with you to ensure positive change. for MHV residents into the future.

**Ms Emma Vulin**  
**MP for Pakenham District**

I will have a chat to Sarah to find out more.



**Mr Chris Crewther**  
**MP for Mornington District**

Thank you for your letter, it is most appreciated. I agree that MHV's need to be subject to better regulation fees, so that we can protect generally older residents from unfair contracts, fees, unfair rental agreements and so on. I'm more than happy to raise this amongst my colleagues.

**Mr Bill Tilley MP**  
**MP for Benambra District**

Thanks for the information. Are there specific examples of the failure of this legislation at Lincoln Place Lifestyle Estates – Baranduda, or Wodonga Gardens Lifestyle Village Mr Tilley is on extended leave at present and is unlikely to return to Melbourne this year. He would like the opportunity to be updated on this issue and was hoping that we could, delay a catch up.

**Mr Nathan Lambert MP**  
**Member for Preston.**

Thanks a lot for the letter, Judy. I will speak with Sarah C and follow up.

**Ms Alison Marchant MP**  
**State Member for Bellarine**

Alison has asked me to thank you for your email and advocacy regarding Land-Lease Villages. I can confirm that Alison has been liaising with Sarah Connolly and her office on this matter. I will have a chat to Sarah to find out more.

**Ms Jordan Crugnale**  
**State Member for Bass**

Thank you for your email and attached letter. I will continue to work with my government MP colleagues and thank you for your continued advocacy to bring about change.