



Manufactured Home Owners Association (Vic) Inc.

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NEWSLETTER

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Federal Minister for Financial Services Stephen Jones says he wants all Australians to retire with dignity.

(ABC News: Mark Moore)

Mr Jones said he was meeting state and territory consumer ministers in December and would put tougher regulation of the sector on the agenda.

Current laws are not working to protect retirees.

"Additional measures such as an ombudsman and star ratings should also be looked at."



Extract from Letter to The Hon. Stephen Jones from MHOA (Vic), QMHOA (Queensland Manufactured Home Owners Association) and SARPRA (S.A. Residential Parks Residents' Association Inc.)

MHOA Vic is respectfully requesting that the manufactured home villages (land lease villages) be added to your agenda for discussion, as in years to come these vulnerable financially bankrupt residents will no longer be able to afford to stay and this will put pressure on the aged care system and the federal budget for their accommodation needs.

Gabrielle Williams, Minister for Consumer Affairs Victoria

"The Victorian government said it planned to put its long-anticipated laws to overhaul the sector before parliament later this year."

"It's clear from recent reporting that some providers aren't doing the right thing, and we need to strengthen our laws to protect older Victorians," a spokesperson for the Consumer Affairs Minister said.

"The aim would be to improve national consistency, transparency and above all, consumer protections, so that all retirement village residents can enjoy retirement living, not just the lucky few."



MP Nathan Lambert's statement reported on Hansard:

Residents living in a land lease village effectively have the worst of both the renting and owning worlds, resulting in the insecurity of renting but the responsibilities of owning.

Residents are currently responsible for all maintenance and renovations to their units, including new guttering, roofing, painting, re-stumping, and replacement of outdated or broken-down household items such as hot water services and heating/cooling units. This is particularly challenging when a significant portion of their pensions is spent on rent, with residents in some cases taking out loans for these necessary expenses.

This is the time residents can now be heard by Government. We can speak with one voice. Please speak up and add your voice to the "Call for Submissions".



**Residential Tenancies Commissioner
wants to hear from you.**

**Let's show how interested Land Lease
residents are in improving their lives.**

The Commissioner is collecting information from stakeholders in the residential parks sector about conditions in residential parks in Victoria to better inform any future reforms or regulatory changes by Government.

Please include in your submission or letter any matter that you consider relevant to the sector and the experience of residents. We want to hear about good and bad experiences to get a proper picture of residential park life.

You can also contact our office by email at info@rentingcommissioner.vic.gov.au if you have any questions about the project.

Please send your submissions to info@rentingcomissioner.vic.gov.au with the subject line: **Residential Parks Project Submission.**

Be quick, as submissions close at close of business on Friday, 8 November, 2024

REMINDER:

Residents in Land Lease Villages on embedded networks who applied are now receiving the \$300 rebate in the bank.

Anyone that has not yet applied contact [Victorian Energy Compare Website](#).

Rebate applications became available on 7 October 2024.

**Residents' Committee letter received by MHOA:**

10 October 2024

Dear Judy,

Thank you on behalf of all the residents at Ingenia Federation Village Werribee.

Our Residents' Committee would like to thank you and your committee for the hard work that has been done and the achievements that you have made.

We all look forward to the future knowing that whatever the outcome, that all in MHOA can hold their heads high for taking up the challenge to make a difference to the lives of so many disadvantaged seniors.

Thanks again and kind regards.

We also received many complimentary comments and thanks from members when they responded to the invitation to attend our AGM.

CORRECTIONS TO THE AGM MINUTES: Page 4 (words added have been underlined)

Carmel Evans (Palm Lake Resort Truganina) believed that on that last subject of CAV policing, they won't do that. However, at Truganina the Residents' Association paid for a Health & Safety Inspector who reported on broken concrete, roads and buildings in poor repair and this has worked for them.

Also, regarding the exit fee – in her village the record for waiting to sell is three years. That estate suffered greatly with having to pay site rent for three years whilst being forbidden from using any of the facilities. There is a Fair Trading rule where no charge can be made if you do not receive a service or product that you are paying for. So, the estate is paying for months or years until the house is sold, whilst the service is not being received.

ATTENDEE LIST: Greg Atholwood's village incorrectly stated. Should be Lifestyle Community—Phillip Island.

MHOA Agenda 2024/25

Standalone Legislation for Manufactured Home Villages

Manufactured Home Villages deserve legislation which is not shared with any other housing choice.

Standardised Lease/Site Agreements (Achieved 2024)

Standardised Lease/Site Agreements are required so that village owners cannot mislead residents about their entitlements and liabilities.

All Manufactured Home Villages to be Registered with Government

Residential Villages, whether dedicated or mixed use, should be registered with the State Government in a similar way that Retirement Villages are registered with Consumer Affairs Victoria.

Ceiling/Cap on Annual Site/Rent Fees

A cap or ceiling for annual site/rent fees needs to be written into new standalone legislation to ensure ongoing affordability for residents who are dependent on fixed income aged pensions and to protect the long-term viability of this housing sector.

Removal of CPI as a Site/Rent Modifier

The use of CPI as a site/rent modifier should never have been legislated into the Residential Tenancies Act and needs to be removed. All it does is produce an income windfall for village owners and residents subject to this increase have no ability to challenge the increase via VCAT.

Removal of the Market Rent Review as a Site/Rent Modifier

The Market Rent Review needs to be removed as the basis for site/rent increases. The Market Rent Review allows the Village Owner to “catch up” every few years, especially when real estate prices have increased. This does not constitute a higher income for the resident as that value is locked up in their home. There is also little evidence that the property valuer, hired by the village owner to estimate the site rental value, physically visits the village to arrive at the decision.

Abolish Exit Fees (Deferred Management Fees)

Many Residential Villages have adopted an exit fee or Deferred Management Fee however this can be unfair and exploitative without the limitations and protections provided by proper legislation.

Mandatory Training for Village Owners/Managers

There is a need for mandatory training for village owners/managers in how to interact properly with older residents.

More transparency between home owners and village owners/managers

Residents report a lack of clarity by village owners about responsibility and lack of responsiveness to repairs and maintenance within the village community.

These include unmaintained thoroughfares and damaged infrastructure such as fencing, plumbing, lighting, water intrusion, shifting foundations and rodent infestations, just to name a few.

Judy & Carmel