

# Manufactured homes Form 16



## Residential Park Comparison Document

*Manufactured Homes (Residential Parks) Act 2003*

This form is effective from 20 February 2025

### Important

#### About this document

The Residential Park Comparison Document assists prospective manufactured home owners compare residential parks by providing general information about a park and their facilities and services, including the costs of moving into, living in and leaving the residential park. It is not intended to provide information about individual manufactured homes within a park. It doesn't form advice or guidance, and any prospective home owner is encouraged to seek independent financial and legal advice.

#### Key things to know about residential parks

Manufactured homes in residential parks are a form of housing where manufactured home owners own their dwelling and position them on sites in a residential park owned by a park owner. Home owners enter into a site agreement with the park owner for the use of the land and communal facilities, services and amenities and pay the park owner site rent.

Buying a manufactured home is a significant commitment, and when you enter into a site agreement you are agreeing to continue paying site rent for as long as you own the home, or until you remove the home from the site in the park.

In a residential park, **site rents can increase at regular intervals based on the terms of your site agreement** and subject to legislation on site rent increases in the *Manufactured Homes (Residential Parks) Act 2003*.

**You should carefully consider whether you can afford the ongoing expenses of living in the residential park, and how this will increase over time. You are strongly encouraged to seek independent financial and legal advice from an experienced Queensland lawyer about your rights, options and obligations as a manufactured home owner before buying a manufactured home in a residential park and entering into a site agreement.**

For more information about residential parks and the *Manufactured Homes (Residential Parks) Act 2003*, please see <https://www.qld.gov.au/housing/buying-owning-home/housing-options-in-retirement/manufactured-homes/about-manufactured-homes>.

The information in this Residential Park Comparison Document is correct as at ..... **[insert date]**. Some of the information included may not apply to existing site agreements.

Park owner signature ..... Date .....

### Residential park details

Park name

Phone .....

Park address .....

Suburb ..... State ..... Postcode .....

Website..... Number of current manufactured home sites .....

Park contains: ☐ only manufactured homes ☐ multiple dwelling types (see section 15)

Total number of sites (including other dwelling types) currently in park .....

Development status: ☐ Completed ☐ Under development (see section 16 for details)

Re-development planned in the next 5 years: ☐ Yes ☐ No (see section 16 for details)

Year Residential Park began operating.....

## Part 1 – Site rent and other costs

### 1 Site rent for new site agreements

\*(GST exclusive)

Declaration of what site rent will be for new home owners.

Site rent\* (or range of site rent) payable by new owners

.....

This applies to site agreements entered from ..... DD/MM/YYYY)

How often is site rent due:

☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Other (specify) .....

### 2 Site rent increases

The proposed basis for how site rent can be increased under a site agreement for the site.

How does site rent increase for new home owners in the residential park?

#### Basis

.....

.....

**General increase day**..... (DD/MM/YYYY)

A general increase day is the day that site rent increases for all sites using a particular basis. A general site rent increase for a site cannot occur more than once a year.

#### Frequency

☐ Annual ☐ Other (specify) .....

**Additional information** (specify any additional basis, increase day and frequency below)

.....

.....

.....

Note: general site rent increases are limited to once per year using only a single basis at a time. However, some park owners may have multiple bases which apply in different years.

### 3 Mandatory costs or fees not included in site rent (GST inclusive)

Note: Does not include sales commissions where the park owner resells homes.

Are home owners in the park required to pay any additional costs or fees which are not included in site rent?

☐ Yes (provide details below) ☐ No

Total costs / fees: \$.....

Details of costs / fees and when payable: .....

.....

## Part 2 – Utilities and services

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>4 Electricity</b> | <p>Service Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>Usage Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>Does the park contain an embedded network for the supply of any electricity in the residential park?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>For more information about embedded networks see:</p> <p><a href="https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers">https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers</a></p> <p>Can solar panels be installed on manufactured homes?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Are there any known conditions/restrictions on the installation or use of solar panels in the residential park?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>If yes, specify</p> <p>.....</p> <p>.....</p> |
| <b>5 Water</b>       | <p>Service Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>Usage Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>.....</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6 Sewage</b>                        | <p>Service Charge/s</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>Usage Charge/s</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p>                                                                               |
| <b>7 Gas</b>                           | <p>Service Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> <p>Usage Charge/s (individually measured and/or metered)</p> <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Not included in Site Rent</p> <p><input type="checkbox"/> Other (specify) .....</p> |
| <b>8 Telephone</b>                     | <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Available but not included in site rent</p> <p><input type="checkbox"/> Not available    <input type="checkbox"/> Other (specify) .....</p> <p>.....</p>                                                                                                                                                                                                                          |
| <b>9 Internet</b>                      | <p><input type="checkbox"/> Included in site rent    <input type="checkbox"/> Available but not included in site rent</p> <p><input type="checkbox"/> Not available    <input type="checkbox"/> Other (specify) .....</p> <p>.....</p>                                                                                                                                                                                                                          |
| <b>10 Other utilities and services</b> | <p>Details of other services or utilities (for example, food services, gardening services, personal care services, transportation services) including whether provision of these services by the Park Owner is included in site rent</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>                                                                                      |

**11 Park Manager and staff**

Please provide details about the availability of park management.

**Is an on-site manager (or representative) available to home owners?**

☐ Yes ☐ No

Details of on-site availability:

.....

.....

**Does the on-site manager live on-site or work on-site?**

☐ Lives on-site ☐ Works on-site ☐ Not applicable

**Does the park have an after-hours emergency contact?**

☐ Yes ☐ No

**After-hours emergency contact details**

.....

.....

**Do any other staff work in the residential park?**

☐ Yes ☐ No

If yes, provide details (e.g. First Aid Officer, Security, Grounds person etc).

.....

.....

.....

.....

.....

## Part 3 – Facilities and amenities

**12 Communal/shared facilities** Please provide details about the facilities currently available in the park, including any additional costs for the use of these facilities.

(NOTE: Under section 14 (a) (iii) of the Act, a home-owner has non-exclusive use of the park's common areas and communal facilities).

☐ Activities, workshops or games room/s

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ BBQ area outdoors

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Bowling green

☐ Indoor ☐ Outdoor

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Club House

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Communal open space

Details.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Gym

Details.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Library

Details.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Restaurant / Cafe

Details.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Shops

Details.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Park bus or other park-supplied transport options

Details (conditions for use)

.....  
.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Frequency: .....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Swimming pool

☐ Indoor   ☐ Outdoor   ☐ Heated   ☐ Not heated

Size: .....

Details.....

.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Tennis court / Pickleball

Details.....

.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Changing rooms and showers at sports facilities

Details.....

.....

☐ Kitchens in communal facilities

Details.....

.....

Cost: ☐ Included in site rent      ☐ Additional fee (specify)

.....

Available to: ☐ Home owners   ☐ Guests / Visitors   ☐ Public

☐ Other facilities and amenities (specify below, including availability and cost)

.....

.....

.....

.....

.....

.....

### 13 Parking

Please provide details of parking available to home owners and their guests.

Do home owners have personal parking space/s on their site?

☐ Yes   ☐ No   ☐ Varies by site

Are there any restrictions on home owners parking on or adjacent to their site (e.g. on their driveway)? If so, please provide details:

.....

Is there additional parking available for home owner use in the park?

☐ Yes   ☐ No

If yes, specify number of spaces and any conditions

.....

Is there additional parking available for visitor use?

☐ Yes   ☐ No

If yes, specify number of spaces .....

Is there parking available for large vehicles such as trailers, motorhomes, caravans, boats or other recreational vehicles?

☐ Yes   ☐ No

If yes, specify number of spaces and any conditions

.....

.....

Are there any fees in addition to site rent applicable to the use of parking spaces for large vehicles such as trailers, motorhomes, caravans, boats or other recreational vehicles?

☐ Yes   ☐ No

If yes, provide details

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.....

|                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div>14 Security and safety</div><div><p>Note: Park Owners are required to maintain and implement an emergency plan for the residential park.</p><p>Additional features listed at park owners discretion. This list may not be exhaustive. Please enquire with park owner for more details.</p></div></div>                                              | <div><div>Does the residential park have any of the following security and safety features?</div><div><div><input type="checkbox"/> Security cameras</div><div><input type="checkbox"/> Key fob/pin code operated Security gates</div><div><input type="checkbox"/> Emergency phones</div><div><input type="checkbox"/> Defibrillator(s)</div></div><div><div>Provide details of any other notable security or safety features of the park?</div><div><div></div><div></div><div></div><div></div></div></div></div>                                                                                                                                                                                                                                                                                                                                                       |
| <div><div>15 Accessibility features</div><div><p>Please provide details of features in the park to assist home owners with mobility or other issues.</p><p>Details are provided for comparative information only. Home owners with specific accessibility requirements should contact the park owner to ensure the park can meet their needs.</p></div></div> | <div><div>Does the residential park have any of the following accessibility features in the common areas of the residential park?</div><div><div><input type="checkbox"/> Ramps</div><div><input type="checkbox"/> Lifts</div><div><input type="checkbox"/> Wheelchair-accessible toilets</div><div><input type="checkbox"/> Extra-wide doors</div><div><input type="checkbox"/> Wheelchair-accessibility to Letterboxes</div><div><input type="checkbox"/> Wheelchair-accessibility to Residential Park Office</div></div><div><div>What parts of the park have these features?</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div></div> |

## Part 4 – Miscellaneous

|                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16 Other dwellings</b>                                                                                                                      | <p>Does the park contain dwellings other than manufactured homes (i.e., is a mixed-use park)?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>If yes, provide details, for example caravans, holiday rental cabins, residential premises (including manufactured homes) under residential tenancy agreements)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>                                                                                                                                                                                                                                        |
| <b>17 Development</b><br><br><small>Indications of future plans may be subject to change. For more information contact the park owner.</small> | <p>Has development of the park been completed?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>If no, provide details of how many sites, including manufactured home sites and other dwellings will be available when planned development is completed and the anticipated date for completion?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>If no, provide details of any services, amenities or facilities that will become available when development is complete, including when these will be available</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |
| <b>18 Home owners committee</b>                                                                                                                | <p>Does the park have a home owners' committee?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>19 Letting the home</b>                                                                                                                     | <p>Do site agreements in the residential park permit home owners to let their home to another person?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>If yes, detail any restriction on letting:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>                                                                                                                                                                                                                                                                                                                                                     |

|                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>20 Temporary stays</div>                                                                                                | <p>Do site agreements in the residential park include any limitations or requirements on people temporarily staying in the residential park? (For example, house sitters, pet sitters or family members temporarily staying at the home)?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, detail any limitations or requirements?</p> <div></div>                                                                                                                                                                                                                                      |
| <div>21 Insurance</div> <div>Please provide details about any insurance taken out over the park land and/or facilities</div> | <p>Are the communal facilities and land in the residential park insured?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>What is covered by the insurance?</p> <p><input type="checkbox"/> Flood <input type="checkbox"/> Storm <input type="checkbox"/> Fire <input type="checkbox"/> Public liability</p> <p>Note: home owners will generally be responsible for insuring their own property in the park.</p> <p>Are home owners required to insure their manufactured home?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, provide details:</p> <div></div> |

## Part 5 – Park Rules

[illegible]

## Part 6 – Park details and operations

### 24 Park owner details

☐ **Individual owner/s**

Title.....Full name .....

Title.....Full name .....

Title.....Full name .....

☐ **Corporate owner**

Full company / corporation name

.....

Australian Company Number (ACN) .....

Australian Business Number (ABN) .....

Business address

.....

.....

Suburb ..... State ..... Post code .....

Phone number .....

Email address .....

### 25 Park contact

Please provide contact details for the residential park for information and enquiries if different from above.

Contact name.....

Park phone.....

Park email.....

## Further Information

If you would like more information, contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at

[www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

### **Regulatory Services (Department of Housing and Public Works)**

Regulatory Services administers *the Manufactured Homes (Residential Parks) Act 2003*. This includes investigating breaches of the Act.

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: [regulatoryservices@housing.qld.gov.au](mailto:regulatoryservices@housing.qld.gov.au)

Website: [www.housing.qld.gov.au/housing](http://www.housing.qld.gov.au/housing)

### **Queensland Retirement Village and Park Advice Service (QRVPAS)**

Specialist service providing free information and legal assistance to home owners and prospective home owners in residential parks in Queensland.

Caxton Legal Centre Inc

Level 23, 179 Turbot Street

Brisbane Qld 4000

Phone: 07 3214 6333

Email: [qrvpas@caxton.org.au](mailto:qrvpas@caxton.org.au)

Website: [www.caxton.org.au](http://www.caxton.org.au)

### **The Queensland Manufactured Home Owners Association Inc (QMHOA)**

Is a peak body representing owners of manufactured homes in Queensland.

They provide information and assistance to home owners and prospective home owners in relation to their rights and responsibilities under the *Manufactured Homes (Residential Parks) Act 2003*.

Phone: 07 3040 2344

Website: [www.qmhoa.org.au](http://www.qmhoa.org.au)

### **Seniors Legal and Support Service**

Provides free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.

Caxton Legal Centre Inc

Level 23, 179 Turbot Street

Brisbane Qld 4000

Phone: 07 3214 6333

Email: [slas@cxton.org.au](mailto:slas@cxton.org.au)

Website: [www.caxton.org.au/sails\\_slas](http://www.caxton.org.au/sails_slas)

### **Queensland Civil and Administrative Tribunal (QCAT)**

This independent decision-making body helps resolve disputes and reviews administrative decisions by government.

GPO Box 1639, Brisbane, QLD 4001

Phone: 1300 753 228

Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

### **Queensland Law Society**

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: [info@qls.com.au](mailto:info@qls.com.au)

Website: [www.qls.com.au](http://www.qls.com.au)

### **Department of Justice and Attorney-General**

Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.

Phone: 07 3006 2518

Toll free: 1800 017 288

Website: [www.justice.qld.gov.au](http://www.justice.qld.gov.au)

# Upper Coomera Residential Park Rules

*Manufactured Homes (Residential Parks) Act 2003*

**SEPTEMBER 2017**

## 1. ALCOHOL

BYO alcohol is permitted but consumption is limited to the Resort Clubhouse/s, Hall/s, Sports Club, around the barbecue areas and at functions arranged with the Resort Caretaker's consent.

Areas that are covered by a Liquor Licence must comply with Liquor Licencing obligations as defined by the relevant regulatory authority. Supply is limited to home owners or their visitors, and must only be sold within the hours permitted and in the designated areas.

No alcohol is permitted in the Resort streets (unless approved by Resort Caretakers), pool areas or in any building other than in designated "alcohol allowed" zones.

## 2. AMENITIES

Facilities such as Clubhouses, halls, bowling clubs, recreation areas and swimming pools are key amenities and to be used at own risk. Rules for their use are prominently displayed and should be observed at all times. A host home owner must be present if visitors wish to use these facilities. These areas are strictly pet free areas.

Use of billiards tables and golf simulators (where applicable) is limited to persons over 16 years of age.

All facilities will be opened and closed as per current nominated times; these times may be amended as required by management.

## 3. ANNOYING OR INJURIOUS CONDUCT

Home owners will not do any act or thing or permit any family member, visitor or invitee to do any act or thing which through noise, odours, vibrations or otherwise may be or grow to the annoyance, nuisance, grievance, damage, hazard or disturbance of the home owners or of the occupiers of neighbouring sites. Without limiting the generality of the prohibition, home owners are not to play or permit the playing of any musical instrument or system of sound amplification nor sing nor permit singing on the site or in the home (or in or upon any part of the Resort) between the hours of 11.00pm and 7.00am, nor use or permit or be used any radio or television set at any times so as to cause annoyance to other home owners or occupiers within the Resort.

#### **4. APPEARANCE OF HOMES**

Home Owners must maintain the gardens, rear and side lawns on their site.

Home Owners must keep all glass doors and windows clean and not display any signs or other notices in or on windows or doors. This excludes festive decorations and flags, within reason as determined by Resort Caretakers.

Home Owners must not hang any items such as washing, towels, bedding, clothing or other articles out the front of their home or other article in such a way as to be visible from the street frontage of their site.

Home Owners must not install any shades, awnings or other external structures, fittings or devices without obtaining the Resort Caretaker's prior consent.

Satellite dishes for pay television may only be installed with the Resort Caretaker's prior consent. Large satellite dishes are not permitted.

Antennas may only be installed with the Resort Caretaker's prior consent. Large antennas are not permitted.

#### **5. BILLIARD TABLES**

Visitors wishing to play on the billiard tables must be accompanied by a host home owner at all times. No person under 16 (sixteen) years of age will be permitted to play on the tables. These tables must not be monopolized by any group if others are waiting to play. Home owners have precedence over visitors at all times.

#### **6. BOAT RAMPS**

Not Applicable.

#### **7. COMPLAINT PROCEDURE**

As a policy, the Park Owner and Resort Caretaker prefer complaints to be dealt with on a personal basis and as rapidly and efficiently as possible. Complaints are to be in writing and submitted to the on-site Resort Caretaker.

#### **8. EMERGENCY CALL ALERT**

In the case of an emergency, please call 000, notify your Resort Caretaker.

## **9. FIRE HYDRANTS & FIRE REELS**

Please ensure that there is clear access to fire hydrants and hose reels at all times.

Home Owners must maintain clear and easy access around their homes for emergency services in accordance with any State or other Authority.

## **10. GARBAGE**

Home Owners must keep garbage bins in a position that is not visible from the street frontage of their site except when they are put out for collection on the nominated collection day as advised by the Resort Caretaker.

Weight of rubbish bins are as per the external contractors guidelines; or not to exceed 15kg each and no sharp objects are to be placed in rubbish bins without being carefully wrapped.

Home Owners must not burn any garden or other waste in any part of the Resort, including their home.

## **11. GATE**

The gates will be opened and closed as per current nominated times; these times may be amended as required by management. Entry to the Resort when the gates are closed is restricted.

## **12. GYM**

The gym opening hours are as per nominated times. The gym equipment is for home owners' use only. Home Owners are responsible for their own safety when using all gym equipment. Please refer to the Resort Caretaker for instructions.

## **13. HOUSE SITTING**

Home Owners may engage a house sitter to look after their homes but are reminded that they are not permitted to rent their homes on a temporary basis during their absence.

Home Owners who wish to engage a house sitter must comply with the "House Sitter Policy", a copy of which can be requested from the Resort Caretaker.

## **14. PETS**

Subject to the conditions below, home owners may be granted consent to keep up to one pet (bird, cat or dog) in their home.

- All pets must be properly controlled and looked after.
- Prior written permission must be obtained from the Resort Caretaker before any pet will be allowed to live in the Resort. This consent may be granted or withheld at the absolute discretion of the Resort Caretaker.
- All cats and dogs must be spayed or neutered, micro chipped and registered as per council bylaws.
- Cats are not allowed to roam freely.
- Dogs are not allowed outside the home owner's site unless on a leash. Droppings must be picked up and disposed of by the person in control of the dog.
- No animals are permitted in or in close proximity to communal facilities (all buildings, pools etc.).
- Any nuisance caused by pets which reasonably interferes with the peace, comfort or privacy of other home owners (as reported to the Resort Caretaker) must be rectified immediately or the pet may have to be removed from the Resort.

## 15. RESORT ENVIRONMENT

Home Owners must not:

- use their site for any purpose which is illegal or interferes with the "peaceful" enjoyment of other home owners (including but not limited to carrying out trade activities, vehicle repairs or excessive use of power tools);
- park, or allow visitors to park, any motor-vehicle in locations other than those provided for parking (i.e. vehicles must not be parked on any roadway), exceptions may be made for:
  - picking up or dropping off passengers;
  - caravan charging / cleaning;
  - loading or unloading of vehicles;
  - service vehicles (home help, medical, dog washing etc.)
  - trade vehicles

- display or permit to be displayed any placard, advertisement, signs, letters or designs in or about the site or the home;
- park in visitor parking.

Rules regarding "For Sale" signage on homes are set out in individual site agreements.

## **16. RESORT EVENTS AND FUNCTIONS**

No Resort event or function shall be advertised outside the Resort unless the Resort Caretaker has given its prior written approval.

## **17. RESORT FACILITIES USE POLICY**

All events held in the clubhouse or other Resort facilities must be booked in advance through the Resort Caretaker / Manager.

A copy of the Policy and booking form can be requested from the Resort Caretaker / Manager.

## **18. RULES**

The Park Owner may introduce new rules, in accordance with the Manufactured Homes Act, for the management of the Resort and the conduct of persons anywhere in the Resort to ensure a peaceful, comfortable and safe environment at the Resort is maintained for the benefit of all home owners and their visitors.

## **19. SECURITY**

Home Owners must advise the Resort Caretaker immediately if they become aware of any trespassing, vandalism or neglect of Resort or homes as well as theft of any Resort or home owners' property.

CCTV may be active within the Resort. You may be recorded on the CCTV and your images will be managed as per our Privacy Policy available at

<http://www.palmlakeresort.com.au/privacy-and-security-full>.

## **20. SHARED TRAFFIC ZONES**

The roadways and car park areas within the Resort are "Shared Zones" and are for the use of pedestrians, wheelchairs, motor vehicles, bicycles and motorized buggies. The "Shared Zone" speed limit is 10 Kilometres per hour.

Pedestrians are asked to walk to the sides of the roads and allow the unencumbered passage of vehicles.

Vehicles are required to obey all Resort traffic signs.

All motorized vehicles must be covered with adequate third party insurance.

## **21. SMOKING**

Home owners and their visitors may smoke in the home owner's home and surrounding outdoor areas or in a designated outdoor smoking area (if there is a designated outdoor smoking area in the Resort).

Please ensure butts are disposed of correctly in the receptacles provided.

## **22. TREATMENT OF OTHER HOME OWNERS AND STAFF**

Home owners and staff of the Resort must be treated with courtesy and respect.

## **23. TREES AND SHRUBS**

Trees and shrubs provided by the Resort must not be removed without the prior consent of the Resort Caretaker.

Home Owners must not plant any trees or shrubs that could cause future damage to the Resort or impede access for emergency services. If in doubt, please seek advice of the Resort Caretaker.

## **24. VISITORS**

Visitors are most welcome for overnight or short stays.

Visitors may stay at your home free of charge for a maximum of 12 weeks in any 12 month period. Residents are asked to notify the Resort Caretaker if Visitors are staying for an extended period. The maximum period is the total time in which you have visitors in your home, regardless of how many visitors you may have. A maximum of two visitors (at any one time) may stay for longer periods if approved by the Resort Caretaker and are subject to additional fees as set out in the site agreement.

Home owners are asked to make sure that their visitors are aware of the Resort rules and regulations and observe them at all times, in particular, those respecting the legal rights of other home owners to "quiet enjoyment".

Visitors are required to use the designated car-parks, observe the vehicle speed regulations **(10 kilometres per hour for every vehicle)** and generally act so as to preserve the peace, quiet and security of the Resort.

Children must have home owner supervision at all times when in the Resort. The Park Owner stresses the danger of unsupervised children, especially in the vicinity of the swimming pools. No children's skates, skateboards etc. are to be used on the Resort roads, car parks or around the Resort facilities. Children using bikes or scooters must be competent. Adults must supervise children at all times and this supervision must be 'line of sight'.

## **SPECIAL NOTIFICATION**

### **Residents Committee**

Home owners are encouraged to establish a single home owners committee. Committee members hold office for not more than 1 year but may be re-elected. Annual elections must be held to elect committee members. All home owners are eligible for election. Please refer to the full details pertaining to the establishment of a committee in the *Manufactured Homes (Residential Parks) Act 2003*.

### **PARK OWNER'S RECOMMENDATIONS**

The Park Owner makes the following recommendations to all Home Owners in the Resort.

#### **a) Insurance**

Home owners are encouraged to take out adequate insurance coverage of their home and public liability. All motorized vehicles should have adequate third party insurance, including third party property damage insurance. Home owners are reminded of the importance of insuring against tree damage.

#### **b) Smoke Detectors**

Smoke detectors have been compulsory in all accommodation buildings since 1999 and must comply with current regulations. Home Owners, in the interest of the safety of all fellow home owners, are encouraged to maintain in good working order the smoke detectors installed throughout the home and to install extinguishers and fire blankets (in kitchen areas).

#### **c) Vermin and insects**

To ensure that home owners keep homes free of infestation by vermin and insects, home owners are encouraged to arrange for a thorough pest inspection to be carried out by an accredited pest control company at least once each year.