

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 29/5/2025 [insert date]. Some of the information included may not apply to existing site agreements.

Park owner signature mcoco Date 29/5/2025

Residential park details

Park name Pines Carapark
Phone (07) 3204 6895
Park address 35 Goodfellows Road
Suburb Kallangur State QLD Postcode 4503
Website www.pinescarapark.com.au Number of current manufactured home sites 206
Park contains: ☐ only manufactured homes ☒ multiple dwelling types (see section 15)
Total number of sites (including other dwelling types) currently in park 206

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 01/09/2024... 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...01/09/2025..... (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

4 Electricity	<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>https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers</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>
5 Water	<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>

6 Sewage	<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>
7 Gas	<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>
8 Telephone	<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>
9 Internet	<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>
10 Other utilities and services	<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).

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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)

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

☐ Communal open space

Details.....
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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)

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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)

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

☐ Changing rooms and showers at sports facilities

Details.....

.....

☐ Kitchens in communal facilities

Details.....

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

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

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

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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

.....

.....

<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

16 Other dwellings	<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>
17 Development <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>
18 Home owners committee	<p>Does the park have a home owners' committee?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
19 Letting the home	<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>	<div>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)?</div> <div><input type="checkbox"/> Yes <input type="checkbox"/> No</div> <div>If yes, detail any limitations or requirements?</div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
<div>21 Insurance</div> <div>Please provide details about any insurance taken out over the park land and/or facilities</div>	<div>Are the communal facilities and land in the residential park insured?</div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>What is covered by the insurance?</div> <div><input type="checkbox"/> Flood <input type="checkbox"/> Storm <input type="checkbox"/> Fire <input type="checkbox"/> Public liability</div> <div>Note: home owners will generally be responsible for insuring their own property in the park.</div> <div>Are home owners required to insure their manufactured home?</div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>If yes, provide details:</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 5 – Park Rules

[illegible]

Part 6 – Park details and operations

24 Park owner details	<div> <input type="checkbox"/> Individual owner/s </div> <div> Title.....Full name </div> <div> Title.....Full name </div> <div> Title.....Full name </div> <div> <input type="checkbox"/> Corporate owner </div> <div> Full company / corporation name </div> <div> </div> <div> Australian Company Number (ACN) </div> <div> Australian Business Number (ABN) </div> <div> Business address </div> <div> </div> <div> </div> <div> Suburb State Post code </div> <div> Phone number </div> <div> Email address </div>
25 Park contact Please provide contact details for the residential park for information and enquiries if different from above.	<div> Contact name..... </div> <div> Park phone..... </div> <div> Park email..... </div>

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

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

Website: 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

Website: 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

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

Website: 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

Website: 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

Website: www.qls.com.au

Department of Justice and Attorney-General

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

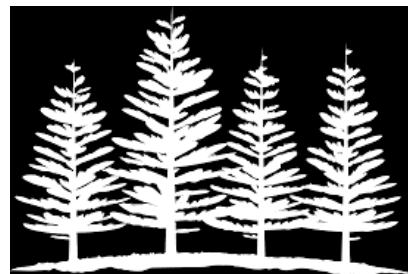
Phone: 07 3006 2518

Toll free: 1800 017 288

Website: www.justice.qld.gov.au

PINES CARA PARK

35 Goodfellows Road
Kallangur, QLD, 4503
(07) 3204 6895
pinescarapark@ozemail.com.au



PARK RULES & POLICIES 2025

OFFICE HOURS

- The office is open Monday – Friday, 8:30am to 5:00pm.
 - For after-hours emergencies, please call (07) 3204 6895 and press 1. If your matter is not urgent, kindly leave a message, and we will return your call the following business day.
-

GENERAL PARK RULES

Tenancy Fees

- Rent/site fees must be kept at least 1 weeks in advance and rent must be paid on time. If rent becomes 7 days overdue, a breach notice will be issued, and legal actions under the Residential Tenancies and Rooming Accommodation Act 2008 will be initiated to recover unpaid fees.
- Payment is either cash or EFTPOS in the office, EFTPOS payment can also be taken over the phone. Direct Debit is not a payment option.
- If necessary, there is an afterhours drop box at the front of the office for cash payments if after hours. If you choose to use this method, please place the money in an envelope clearly marked with your site number.
- Electricity is individually metered, and the bill is sent out the last Wednesday of the month unless this day falls on a public holiday. Payment is due 28 days from issue. Electricity subsidies are available depending on your individual circumstances, please ask the office for more information to ensure you are receiving the correct rebate.
- Please note that there are additional fees for overnight visitors, extra vehicles, trailer, boat or caravan storage. Additionally, there will be an excess rubbish charge and a clean-up fee if rubbish is not disposed of correctly.
- Leases expire on the 31st of August each year and are renewed on the 1st of September if there are no significant issues. There is a slight rent/site fee increase each year predetermined by the owner of the park in June with a letter sent out to inform you of what the new rate will be. All leases need to be signed and returned to the office prior to the 1st of September.

Drugs & Alcohol

- Excessive consumption of alcohol in common areas is prohibited.
- The use of drugs or any illegal substances in the park will not be tolerated and will result in police involvement, and a breach issued.

Visitor Responsibility

- Visitors must adhere to all park rules and regulations while in the park and tenants are responsible for their guests' behaviour.

Children Supervision

- Our park is not designed specifically for children due to the high volume of residents, visitors, and general traffic, which may not provide a safe environment for minors. While children are allowed to visit, long-term residence for minors is not permitted in the park.
- Visiting children must always be supervised by a responsible adult while on the premises.
- Children are not permitted to playing in the roadways.

Smoking

- Smoking is not permitted inside any of the rental properties, ensuite included.

- Smoking is also not permitted within 4 meters of non-residential building entrances such as the office or laundry.

Personal Conduct, Behaviour & Conflict Resolution

- All residents are expected to foster a peaceful, respectful, and friendly environment. Any form of harassment, verbal or physical threats, or aggressive behaviour will not be tolerated towards other residents, staff or management.
- Tenants are advised to promptly report any inappropriate conduct to park management and, if needed, file a police report. There is a form available from the office that covers incidents between residents that can be filled out and put into the file of the offending person.
- Disputes between tenants are to be regarded as a civil matter. Just as in any standard tenancy, management is not responsible for handling disputes between neighbours unless it escalates to a legal issue, a breach of park rules, or a violation of a lease agreement. If you have an issue with another tenant, your first step should be to speak with them directly and try to resolve it as adults. If necessary, we can offer a neutral space for a civil conversation with a third-party present, but this should only be a last resort.
- If for any reason during mediation the situation escalates the meeting will immediately be terminated and the issue will be left to the tenants to seek independent legal counsel to sort the issue out between themselves.
- Disruptive behaviour that interferes with the peace and comfort of other residents will result in a breach notice and possible police involvement.

Noise

- Pines Cara Park adheres to the noise regulations of the Moreton Bay Council. For more specific information, please visit <https://www.moretonbay.qld.gov.au/Services/Licences-Regulations/Light-Noise-Pollution/Noise>
- General noise should always be kept to a reasonable level, especially during quiet hours (from 9:00pm to 7:00am)
- All electrical or mechanical tools (e.g., lawnmowers, power tools) may not be used during the hours of 7:00pm to 7:00am on business days, and 7:00pm to 8:00am on weekends and public holidays unless an emergency arises.

Non-Compliance Penalties

- Non-compliance with park rules may lead to various penalties, including verbal warnings, written breach notices or eviction, depending on the severity of the violation.
- Repeat violations will lead to stronger actions, including potential legal proceedings and eviction if deemed necessary.

Health and Safety Protocols

- All tenants should be familiar with the location of emergency assembly points and evacuation routes.
- Residents must report any unsafe conditions to management immediately. This includes broken equipment, damaged infrastructure, or hazardous environmental conditions.
- All park staff have their First Aid and CPR certificates and there are first aid kits in various locations throughout the park.
- Emergency Vehicles have the gate access code

Mail & Packages

- All mail and packages are delivered to the office.
- Mail is received every second business day and sorted into mailboxes in the office. It is organised alphabetically by the first letter of your last name.
- Packages are kept in a secure room adjacent to the office to ensure they are directed to the correct recipient. There is a parcel list available behind the desk; please inquire with the staff if you are expecting a package.
- Mail containing items that resemble cards is securely held behind the desk for safekeeping, these items are also marked on the parcel list.
- We are unable to send notifications for each package arrival, but you may call the office to check if a package has been delivered for you.
- Please regularly collect your mail to ensure that there is ample space for new deliveries and that anything important is not forgotten.

- Electricity bills are placed into the mailboxes at the end of each month along with a newsletter to keep the park updated on any necessary information.

PARK SECURITY

Cameras

- The park has security cameras in some areas of the park these do not cover the whole park only the main common areas and office.
- We have no qualms if you take it upon yourself to install cameras to your property as long as they are not directly pointing at anyone else's property.

PARK MANAGEMENT RESPONSIBILITIES

Management's Role

- Park management is responsible for maintaining the common areas, ensuring that all facilities are functional and safe, and addressing concerns or complaints raised by tenants.
- The office is available to assist tenants with any park-related issues during business hours, including maintenance requests, lease inquiries, and general park matters.

Emergency Contact Information

- Management is onsite and available after hours for emergencies. The after-hours contact number is provided above. Please note that this number should be used exclusively for emergency situations. For non-urgent matters, kindly leave a message, and we will respond when the office reopens.

TENANT RESPONSIBILITIES

Site Maintenance

- Tenants must maintain their individual sites in a clean and tidy condition. This includes keeping your area free from clutter.
- Bathrooms and ensuites are owned and maintained by the park. However, residents are responsible for tasks including replacing lightbulbs, cleaning and keeping free of clutter, like the expectations for maintaining a rental property outside of the park.
- If a tenant neglects their site, management will issue a formal warning and request that improvements are made within a specified time frame determined by RTA guidelines.

Reporting Damages

- Tenants must immediately report any damages to park property or infrastructure, including plumbing issues, electrical faults, or any other safety hazards.
- Tenants are responsible for damages caused by them and their guests.

Site Access

- It is a safety requirement that management have a set of keys to your residence or ensuite (if you own your building), if your ensuite is within your owned building, we need to have an access key for that as well. These keys are used for emergency purposes only but are a requirement, nonetheless.

Upon Vacating Sites

- Sites should be left clean and tidy.
- Any rubbish left behind will incur a cleanup fee deducted from your bond.
- All gate keys must be returned.

Water Usage & Conservation

- Tenants should use water responsibly.
- Water is not individually metered but water usage should be kept to an acceptable level. Excessive watering of gardens is not allowed.
- Tenants are encouraged to use water efficient appliances to help conserve water.

VEHICLES, ROADWAYS & GATE ACCESS

Vehicles:

- Only one vehicle per tenant is allowed on the premises unless otherwise approved by management.

- Unregistered vehicles must be removed from the property within 2 weeks of being notified by park management.
- All vehicles must be parked according to designated parking areas and signs. Unauthorized parking may result in towing at the owner's expense.
- Trucks and large commercial vehicles are not permitted.

Roadways

- There is a 10km per hour speed limit throughout the park. The park is classified as a public roadway and can result in a fine but will result in a breach notice if the speed is exceeded.
- This limit applies to all vehicles, scooters and bicycles included.

Gate Access & Security:

- A \$20 refundable deposit is required for keys to park gate. The access code is for residents and registered visitors only; unauthorized sharing of this code will result in a breach notice.
- The gate code will be periodically updated to ensure that unauthorised individuals no longer have access.
- Visitors, delivery drivers, and contractors must sign in at the office upon entry and provide relevant details for security and insurance purposes. After-hours arrivals must be met at the gate by the tenant.
- Registered visitors do not have to sign in and are allowed to have the gate code. To be a registered visitor the office needs to have the person's name, phone number, car information (make, model, colour and registration number). Anyone not willing to provide these details can sign in at the book and walk down to visit you at your site.
- These regulations are established not only for insurance purposes but also to ensure the safety of residents. When a vehicle enters the park and is registered with the office, we obtain a contact number. This allows us to reach the vehicle owner if it becomes necessary to move their car to facilitate access for emergency vehicles or in the event of an accident, enabling us to notify the involved parties. Additionally, this measure provides a level of security for individuals who live alone or may be vulnerable due to age or disability, ensuring that only authorised persons are present within the park.

COMMON AREAS

Use of Common Areas

- Common areas, such as the pool, laundry, gardens, walkways, and recreational spaces, are designated for the collective use of all residents. These areas should remain free of personal items and debris and must be always kept in a clean condition.
- While staff routinely clean common areas, it is expected that individuals take responsibility for cleaning up any personal messes they create to maintain a clean environment for everyone. Bins are provided in all common areas please use them and notify staff if you notice they are full.

Swimming Pool Rules

- The pool is for the use of all residents and their guests. To ensure safety, children under 14 must be supervised by an adult. All visitors are to be accompanied by a resident to access pool area.
- The pool is open from 8:00am to 8:00pm, and no food or drinks are allowed in the pool area. Noise must be kept to a respectful level, and any inappropriate behaviour will be addressed by park management.
- No running, diving, dive bombing or pushing in the pool area.
- Do not use the pool if you have any open sores, lesions or skin infections.

Laundry

- The laundry is open from 8:00am to 8:00pm.
- The laundry facilities are for communal use. Please promptly collect your belongings to ensure availability of machines for all residents. Additionally, clean up any messes you make and respect others' possessions.

PETS

- Only birds and fish are permitted as pets within the park. Any pets found roaming freely will be removed.
- Pet owners must ensure that their animals are contained in appropriate cages or aquariums. Stray cats and other animals are not to be fed or housed, as this violates park rules.
- Pets should not cause disruptions to other residents, and owners are responsible for cleaning up after their pets.

- If you are shown to be feeding the stray cats, you will be given a breach notice for breaking park rules. The council has stated that they are unable to send a ranger to assist with catching stray cats if people are feeding them because they are at that point classed as your pet, which is a clear violation to the park rules.
 - Any pets found roaming the park will be impounded and removed.
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RUBBISH COLLECTION & RECYCLING

Rubbish Collection

- Household rubbish is collected twice a week, on Tuesday and Friday mornings from 7:00am. Tenants should ensure that rubbish is securely bagged and placed inside designated bins.
- Loose rubbish in the bottom of bins will not be taken in the rubbish run.
- Any large or bulky items should be arranged with the office for disposal at an additional fee starting at \$30.
- A cleanup fee of \$10 will be applied for improper disposal of rubbish. Please ensure that all waste is securely tied in bags and placed in the designated bin for your site. If staff are required to collect rubbish scattered through the street, the cleanup fee will be charged.

Recycling

- Tenants are encouraged to participate in the park's recycling efforts by properly sorting recyclables such as paper, cardboard, and aluminium cans into designated bins.
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MAINTENANCE & REPAIRS

Requesting Repairs

- Tenants are advised to contact park management for any maintenance or repair needs. A maintenance request form is available at the office and should be completed and returned. For urgent repairs, such as plumbing or electrical problems, please report them immediately.
- For major repairs or alterations to structures, tenants must seek approval from management to ensure compliance with safety, council and building regulations.
- Property owners should be aware that park staff are not permitted to assist with maintenance, repairs, or renovations to their owned buildings, nor any modifications made to the ensuite by themselves or previous owners. It is essential that a contractor be hired for any required work to your property. Ensure that your selected contractor is informed of the park regulations, which include signing in at the office and complying with road speed limits. Furthermore, verify that they possess the appropriate licensing and insurance to carry out the specified tasks.

Repair Expectations & Timelines

- The park is undergoing significant maintenance due to its age. Our staffing levels are limited, and we prioritise safety above all else. Repairs will be addressed as promptly as possible. However, with 206 sites to manage, we will prioritise requests based on their urgency and importance with safety hazards being addressed before cosmetic changes.

Lawn & Garden Maintenance

- We have only one employee responsible for maintaining all the park's lawns and gardens. To ensure the site is kept to a high standard, we kindly ask that you keep it free of clutter. Please note that our gardener, Carole, is not expected to move numerous pots or personal belongings to mow the entire area efficiently.
 - If you intend to carry out pruning or weeding at your site, please be advised that Carole is available to collect green waste during her rounds of the park. Kindly ensure that the green waste is placed in a tidy pile near the roadside for efficient collection. Alternatively, you may dispose of it in the green waste bin located near the large shed in the park.
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FIRE SAFETY & OPEN FLAMES

Fire Prevention

- Open fires, fire pits, and solid fuel BBQs are strictly prohibited due to fire hazards. Only gas BBQs are allowed, provided they are used safely.
 - Tenants should always keep a safe distance from flammable materials and never leave BBQs unattended.
 - All residences must be fit with compliant smoke alarms.
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SUBLETTING & UNAUTHORIZED OCCUPANTS

Subletting

- Subletting of sites or accommodation is strictly prohibited. All tenants must be registered with the office, and any overnight visitors must be approved in advance.
- Visitors are not permitted to stay for more than 7 days within a month. If they exceed this duration, they will be considered unauthorized occupants and will either need to enter into a lease agreement, subject to approval, or reduce their visitation frequency. This policy is in place to manage space within the park and to ensure we have accurate records of all residents.

INSURANCE REQUIREMENTS

Tenant Insurance

- Tenants must maintain appropriate insurance coverage for their caravans, annexes, and personal belongings. The park is not responsible for any loss or damage that occurs to tenant property.

PROPERTY SALES DISCLAIMER

Private Sales

- The park management is not responsible for ensuring that buyers receive the correct paperwork when purchasing a property. All sales are private transactions and do not involve park management.
- The responsibility lies with the purchaser of the property to ensure they receive all necessary documentation, including but not limited to a gas safety certificate, smoke alarm certificate, and park and council approval paperwork.
- All purchasers must receive approval from the park before taking up residence. Purchasing a property does not automatically grant you approval to live in the park.
- Unless otherwise specified in your business contract, all sales are considered final. Once you take possession of the property, you assume responsibility for any repairs or additional work required to bring the building into compliance with park and council regulations. It is incumbent upon you to ensure that everything is up to code prior to purchasing the property; failure to do so will be solely your responsibility.
- The office may hold a copy of important paperwork items, if requested and they have been provided to us, but it is not a requirement of us to possess.