

Supporting Queensland Manufactured Homeowners



JANUARY - MARCH 2026 NEWSLETTER

Presidents Message

Our first Newsletter for 2026 includes information from two important meetings AMHO has attended this year. Our October – December 2025 Newsletter invited you to **“Have your say on the QCAT Act Review”** and AMHO also lodged a submission. On the 10 February 2026 the QCAT Review Team invited AMHO, QMHOA (Queensland Manufactured Home Owners Association Inc) and ARQRV (Association of Residents of Queensland Retirement Villages) to a meeting seeking further insights and feedback from manufactured homes owners and retirement village residents. The two and a half hour meeting was very informative and a report is below.

On the 18 February 2026 AMHO attended the second Manufactured Homes Stakeholder Roundtable to consider options for regulation amendments to implement the Maintenance and Capital Replacement Plans (MCRPs) legislated in 2024, needed to be in place by 7 June 2026. The meeting was attended by AMHO, QMHOA, Caxton, RSU, Queensland Law Society, Urban Development Institute of Australia (park owners), Property Council of Australia, Caravan Parks Assoc Queensland, Policy Advisor to the Housing Minister along with five members of the Department of Housing and Public Works who called the meeting. A report can be found on page 3.

Carol Fitzpatrick

AMHO President

REPORT - QCAT ACT REVIEW MEETING

The QCAT Act Review Team - Retired Federal Court Judge and former Supreme Court Justice The Honourable David Thomas; Public Servants Melinda Tubolec (Director), Anita Galeazzi (Principal Legal Officer, and Clare Foran (Legal Officer).

The stated terms of reference for this review (*About the Review Background Paper 1*) seek to determine if QCAT is the appropriate forum for dispute settlement within MHRP Act in Queensland. AMHO argue it is not an appropriate form to resolve disputes as it is not working equitably for homeowners. Our submission asked for the MHRP Act to be completely removed from QCAT and an Ombudsman appointed.

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AMHO believes not even a structural reform of QCAT would ever ensure that home owners are treated equitably. The model works in favour of business corporations with large financial reserves used to employ legal counsel while disempowering individuals with very limited financial reserves which results in no legal representation. If a homeowner has a win at QCAT and the park owner ignores the Tribunal's decision the only option left is for the home owners to take Civil Action which is unaffordable.

There is no "financial punishment" for park owners who ignore QCAT directives or the MHRP Act. Park owners continue to produce Special Terms and Rules to circumvent the Act, removing protections provided under legislation for homeowners. If park owners abided by the MHRP Act and the terms of individual site agreements there would be very few disputes or cases at QCAT.

A Federal Telecommunications Industry Ombudsman was established in 1993 following many complaints detailing malpractice. This industry is now very well regulated and consumer confidence has been largely restored. It is AMHO's belief that a state-based industry specific ombudsman following the same model of industry funding could achieve comparable results for the thousands of residents in manufactured home parks throughout Queensland who are currently vulnerable to malpractice on an ever escalating scale.

Review Meeting Outcome – There will be changes recommended with regard to how the MHRP Act is handled and a special paper issued advising of their proposals. They felt our version of an ombudsman was not the answer however, agreed the present system did not work and things must change. The process needs to be simplified with quicker results which are binding to park owners. The Review Team shared a proposal to create a new tribunal model within the Magistrates Court enabling disputes to be dealt with in a more timely manner and which could not be ignored by park owners. While it is early days we are quietly optimistic that our concerns have at last been heard and acknowledged.

On the 17 February the QCAT Review Team published Issues paper 8 (pages 11 to 21 relate to the MHRP Act). Here is the link - [Issues paper 8: Tenancy and community living disputes](#). However, AMHO are concerned at some of the figures and information being quoted, as in **Number 108 - Vulnerability of onsite managers** and have forwarded this information to the Housing Minister and the RSU.

Number 108. The Review has also heard that 70% of manufactured home parks are operated by micro-businesses, where the business owners live on site. Employees in these micro-businesses similarly experience fears about their personal safety when disputes arise in these communities.

You will find other information provided in Issues paper 8 covering social housing, community living disputes and retail tenancy disputes.

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We have sent the Issues paper and our concerns to the Housing Minister's Policy Advisor who has replied advising that the Housing department have been asked to investigate some of the matters raised in the paper, to ensure that the information is accurate.

If you would like to respond to any of the issues raised in Issues paper 8, you can provide a written submission by **13 March 2026**.

MAINTENANCE & CAPITAL REPLACEMENT PLANS

In accordance with the changes to the MHRP Act in 2024 the park owner must prepare a Maintenance and Capital Replacement Plan (MCRP) for your residential park by the 7 June 2026. This will encourage park owners to be proactive about maintenance and capital replacement work. It will also allow homeowners to engage with park owners about emerging issues or priorities. When completed this MCRP must be provided to the Regulatory Services (RSU) and the Home Owners Committee (HOC), where one exists, and made available to homeowners.

It is important that HOCs accept their role in this significant major change to the MHRP Act by keeping all homeowners advised. Park owners must provide a list of major items that they are responsible for maintaining and replacing along with a policy on standards, responsibilities and operational requirements for day-to-day maintenance of the residential park. The MCRP must be revised every 2 years, although the first MCRP will be a transitional MCRP revised within 18 months (before the end of 2027). Parks can then align subsequent MCRP to their preferred reporting period. HOCs will be given a minimum of 4 weeks to provide feedback and the park owner must give due consideration to the HOC submission, be reasonable in deciding whether to implement and provide a response which addresses the submission made by the HOC.

For the first 'transitional' MCRP the park owner does not require a formal consultation process, although park owners could choose to consult or draw on existing feedback from homeowners. The first MCRP will provide a basis for consultation and feedback in the preparation of the full 10-year MCRP before the end of 2027. Park Owners will also be required to keep a physical copy that can be inspected in the park manager's office or a similar location.

Regulations and requirements are presently being developed in consultation with key stakeholders and will commence on a date set by proclamation.

It's time for park owners to acknowledge that homeowners in Manufactured Home Parks and the newer Lifestyle Resorts are actually co-investors in this business. They have invested in a new residence and committed to paying significant ongoing site fees until the home is sold to another home owner.

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Park owners have a 100% guaranteed rental income for the life of the home. The park owner has no costs involved with the maintenance or insurance of residents homes but is expected to maintain the park and facilities as their part of the agreement. The park owner has also profited from the initial sale of each home and the home owners combined investment in their village amounts to millions of dollars.

We ask that park owners be transparent and recognise that home owners are a partner in this very successful business model. It is incumbent on both parties to each maintain their owned assets to a high standard to ensure quality of life for homeowners is preserved.

INCORRECT SITE RENTAL INCREASES

The RSU has asked us to report park owners who are breaching the MHRP Act with incorrect Site Rental increases. If you have a site agreement that states your site rental annual increase is only CPI then you must remain vigilant.

We have sighted numerous notices stating “higher of CPI or 3.5%” with park owners claiming the 3.5% increase when the CPI% (Weighted Average of Eight Capital Cities) has been less than 3.5%. This has been explained by the RSU to park owners but many are choosing not to comply which is unlawful. If your park owner has done this it is a breach of the Act and should be reported to the RSU.

Whilst AMHO can report these breaches to the RSU nothing will be done until a breach notice is filled out and lodged by yourself as the complainant. **The ability to protect yourself is provided under the MHRP Act, you are entitled to use it.**

To [report a suspected breach](#). Click on this link and it brings up the breach form
Regulatory Services Unit

Email: regulatoryservices@hpw.qld.gov.au or Phone: (07) 3013 2666

***Please stay on this journey with us as the more members we have
the louder our voice will be.***

Your Management Team

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