

Investigations & Compliance

Fact Sheet

The *Manufactured Homes (Residential Parks) Act 2003* (the Act) is the law that covers residents, owners and park managers in Queensland.

Statutory Offences

One of the ways that the *Manufactured Homes (Residential Parks) Act 2003* (MHRP Act) aims to ensure fair trading practices in residential parks is through assigning penalties for certain offences – these are called statutory offences. The Department of Housing and Public Works – also appoints inspectors to investigate compliance issues in residential parks.

It is important to note that not all breaches of the MHRP Act are statutory offences. For example, section 90 states that the park owner must maintain the trees in common areas, but there is no penalty for failing to do so. In these cases the breach can be resolved through mediation or making an application to the Queensland Civil and Administrative Tribunal (QCAT).

Making a formal complaint

Where a statutory offence has been committed, you as a home owner can make a complaint to the Department of Housing and Public Works - Residential Services Unit. Your complaint should include:

- ❖ Your name and contact details;
- ❖ The facts of the situation;
- ❖ Which section of the Act you believe has been breached; and
- ❖ Copies of relevant documents or evidence to support your complaint.

Inspectors cannot investigate complaints about non-statutory offences so it is important to make sure that the breach fits the criteria. Investigations can take some time to be completed and do not

always result in a fine for the park owner. In some cases resolution through negotiation or mediation may be more effective. You may also be concerned about confidentiality, and you can ask the Residential Services department to withhold your personal information when investigating the complaint.

Where to send your complaint

Written complaints can be addressed to:

Residential Services Unit

GPO Box 690

Brisbane

QLD 4001

OR ResServices@communities.qld.gov.au

Complaints and enquiries can also be directed to the Residential Services team at:

Phone: 07 3008 5824

Fax: 07 3008 5960

For free advice on Caravan & Manufactured Homes call:

**Tenants' Union of Queensland (TUQ)
07 3852 2064 – Tues & Wed**

For free tenancy advice call:

1300 744 263 – Statewide advice line

9am – 4pm Mon Wed Thurs &

3.30pm – 7pm Tues Wed

www.tuq.org.au