

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 20/02/2025 [insert date]. Some of the information included may not apply to existing site agreements.

Park owner signature Date 20/02/2025

Residential park details

Park name Redbank Palms Redbank
Phone 07 2104 5044
Park address 31-35 Kruger Parade
Suburb Redbank State QLD Postcode 4301
Website <https://hometownaustralia.com.au/qld/brisbane/redbank-palms-redbank> Number of current manufactured home sites 151
Park contains: ☒ only manufactured homes ☐ multiple dwelling types (see section 15)
Total number of sites (including other dwelling types) currently in park 151

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 2014

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

\$500.00

This applies to site agreements entered from 19/11/2025 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

4% per annum

(This is subject to the increase limitations of "the greater of CPI or 3.5%" under section 69B of the Act.

General increase day 1 January 2026 (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)

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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	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A Does the park contain an embedded network for the supply of any electricity in the residential park? ☐ Yes ☒ No For more information about embedded networks see: https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers Can solar panels be installed on manufactured homes? ☐ Yes ☒ No Are there any known conditions/restrictions on the installation or use of solar panels in the residential park? ☒ Yes ☐ No If yes, specify The residential park is restricted by conditions set by the network distributor and government authorities regarding excess solar energy which may change from time to time:
5 Water	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A

6 Sewage	Service Charge/s ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A Usage Charge/s ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) N/A
7 Gas	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) Must be separately arranged with a third party by the home owner Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☒ Not included in Site Rent ☐ Other (specify) Must be separately arranged with a third party by the home owner
8 Telephone	☐ Included in site rent ☒ Available but not included in site rent ☐ Not available ☒ Other (specify) Must be separately arranged with a third party by the home owner
9 Internet	☐ Included in site rent ☐ Available but not included in site rent ☐ Not available ☒ Other (specify) Must be separately arranged with a third party by the home owner
10 Other utilities and services	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 N/A

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:

Monday - Friday 9:00am - 5:00pm

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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

07.2104.5044

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Do any other staff work in the residential park?

☒ Yes ☐ No

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

Grounds person

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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. Community workshop; Craft room

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. Recreational bowling green & pavilion

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

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

☒ Club House

Details. Open plan with kitchen, deck and amenities

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

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

☐ Communal open space

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

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

☐ Gym

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

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

☒ Library

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

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

☐ Restaurant / Cafe

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

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

☐ Shops

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

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

☒ Park bus or other park-supplied transport options

Details (conditions for use)

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

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Frequency:

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

☒ Swimming pool

☐ Indoor ☒ Outdoor ☐ Heated ☐ Not heated

Size: Approx: 12m x 4m

Details. Inground

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

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

☐ Tennis court / Pickleball

Details

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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

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☒ Kitchens in communal facilities

Details. Clubhouse kitchen

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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:

Home owners must park vehicles within garage or car ports

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

☐ Yes ☒ No

If yes, specify number of spaces and any conditions

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Is there additional parking available for visitor use?

☒ Yes ☐ No

If yes, specify number of spaces ^{9 External; 13 Clubhouse; 8 Bowls;}

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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

N/A

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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

Storage is subject to availability and wait list at the park owners discretion. \$30/m (Fees may vary based on size of vehicle and may change from time to time). Availability is not guaranteed.

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Additional features listed at park owners discretion. This list may not be exhaustive. Please enquire with park owner for more details.

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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.

Clubhouse.....

Part 4 – Miscellaneous

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

Part 5 – Park Rules

22 Pets	Are there any restrictions on pets in the park? ☒ Yes ☐ No If yes, provide details: Home owners are restricted by local authority guidelines on the keeping of pets within the site. This includes the amount and size of the pet.
23 Park rules	Please provide a list of the park rules (may be provided as an attachment) See Attached

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 Redbank Palms Resort Pty Limited Australian Company Number (ACN) 168 779 744 Australian Business Number (ABN) 38 168 779 744 Business address Suite 3, Level 9 28 Margaret St Suburb Sydney State NSW Post code 2000 Phone number 02 9276 6000 Email address info@hometownaustralia.com.au
25 Park contact Please provide contact details for the residential park for information and enquiries if different from above.	Contact name Community Manager - Sharon White Park phone 07 2104 5044 Park email RedbankPalms@hometownaustralia.com.au

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



VILLAGE RULES

SECURITY

Security surveillance cameras are situated in key areas. Early advice to Management of any trespassing, vandalism or neglect of Resort premises will be appreciated.

RESORT ENVIRONMENT:

Please do not:-

- Use your site for any purpose which is illegal or interferes with the peaceful enjoyment of your neighbors. Carrying out trade activities, vehicle repairs, or excessive use of power tools into that category.
- Park or allow visitors to park any motor vehicle in locations other than those provided for parking. Please do not allow any vehicles to be parked completely on any roadway in the Resort.

PETS:-

Our policy allows pets in the Resort. All pets MUST be properly controlled and looked after.

- Permission in writing must be obtained from Management before any pet can be allowed to live in the Resort.
- Dogs must not be allowed outside the owner's site unless on a leash and permitted on sites located on all property boundaries. Dropping must be picked up and disposed of by the person in control of the dog.
- Cats cannot be allowed to roam freely, at any time, and especially at night
- The total number of animals and birds must be kept within reasonable limits. A pet which is lost or has died cannot be replaced without permission from Management

GENERAL MAINTENANCE:

All residents must take justifiable pride in the appearance of their own sites. If anyone, due to illness, absence or incapacity are unable to look after their gardens, Management on request will ensure adequate garden maintenance at a reasonable cost.



HOMETOWN AUSTRALIA

C O M M U N I T I E S

AMENITIES:-

The community hall, recreation areas and swimming pool are key amenities. Rules for their use are prominently displayed and should be observed at all times. A host resident must be present if visitors wish to use these facilities. These areas are strictly pet free areas

The pool will be open until 9.00pm. The community hall will be open 24x7 Please close doors after use and turn off lights & fans.

BILLIARD TABLES:-

Visitors wishing to play on the billiard tables must be accompanied by a host resident at all times. No person under 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. Residents have precedence over visitors at all times.

VISITORS AND GUESTS:-

Visitors are most welcome for overnight or short stays of less than 30 days in a row and less than 12 weeks in a year, without extra cost.

Residents are asked to make sure that their visitors or guests are aware of the Resort Rules and regulations and observe them at all times. In particular those respecting the legal rights of other residents to quiet enjoyment. Visitors are required to use the designated car parks or park responsibly and safely off road, observe SPEED regulations (**15 KPH for every vehicle**) and generally act so to preserve the peace, quiet and security of the Resort.

Children must have a resident supervision at all times when in the Resort. Management must stress the danger which exists in unsupervised children, especially in the vicinity of the swimming pool. No children's bikes, skates, Skateboards etc. are to be used on the Resort roads or car parks.

COMPLAINT PROCEDURE:-

As a policy, Management prefers 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 onsite Manager.

VERMIN AND INSECTS:-

It is the responsibility of the resident to keep dwellings free of infestation by vermin and insects. An inspection by the residents should be carried out thoroughly two times a year.

RULES:-

The owner of Redbank Palms may introduce new rules for the Management of the Resort and conduct of persons anywhere in the estate to ensure the legal right of all residents to quiet enjoyment