

## Utility cost notice

*Manufactured Homes (Residential Parks) Act 2003*

**This form is effective from 31 October 2018**

**ABN: 86 504 771 740**

### Important

**If you have concerns about this notice, you should seek independent legal advice from an independent and experienced Queensland lawyer.**

### Home owner information

If you receive this notice, it is because there has been a change of circumstances in your residential park which will impact the cost of your site rent.

For example, this may occur where the cost of your utilities will start to be charged for separately so that the cost is no longer included in your site rent.

It may also be used where the cost of a utility is included in your site rent, and that utility stops being available for use for a period of time.

### Park owner/manager information

A *Utility Cost Notice* (Form 14) must be given to a home owner within **14 days** of the change to advise of a change in site rent due to a change in circumstances relating to utility costs.

Please complete in BLOCK letters. If you need help completing this form, please contact the Department of Communities, Housing and Digital Economy on 13 QGOV (13 74 68)

**Part 1 – Change in site rent**

<p><b>Details of change</b></p>	<p>Current site rent \$ .....</p> <p>Utility cost factored into site rent \$ .....</p> <p><b>Note:</b> This is the amount of the site rent being impacted by the change in circumstances.</p> <p>New site rent \$ .....</p> <p>Paid      Weekly      Fortnightly      Monthly      Other .....</p> <p>Relevant utility      Water/Sewerage      Electricity      Gas</p> <p>Other (specify) .....</p> <p>The date change occurred .....</p> <p>New site rent payable from this date DD / MM / YYYY</p> <p>Period of change      Temporary      Permanent</p> <p>Date rent reverts to normal ..... Not applicable  <small>DD / MM / YYYY</small></p> <p>Reason for change</p> <p>    Utilities have become separately metered and are now separately payable by the home owner.</p> <p>    The utility has become unavailable for use</p> <p>    Other (please specify) .....</p>
<p><b>How change was calculated</b></p>	<p>How the utility cost has been worked out</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

**Part 2 – Details**

<b>Park owner/manager details</b>	Title    Mr    Mrs    Ms    Miss    Other (specify) ..... Last name ..... First name ..... Business address ..... Suburb ..... State ..... Postcode ..... Phone ..... Fax ..... Email ..... Full company/corporation name ..... ..... Australian Company Number (ACN) ..... <b>Park owner/manager</b> Signatory (print name) ..... Signature ..... Date ..... <span style="float: right;">DD / MM / YYYY</span>
<b>Park details</b>	Park name ..... Site number (if applicable) ..... Street name within park (if applicable) ..... Park address ..... Suburb ..... State ..... Postcode .....

**Sign here** ➔

**Part 2 – Details continued**

**Home owner details**

**Person 1**

Title     Mr         Mrs         Ms         Miss         Other (specify) .....

Last name .....

First name .....

Phone .....

Email .....

**Person 2**

Title     Mr         Mrs         Ms         Miss         Other (specify) .....

Last name .....

First name .....

Phone .....

Email .....

**Part 3—Necessary actions for home owner**

A home owner who receives this notice should (tick all that apply)

Pay the new site rent amount specified in Part 1.

Take further action (please specify)

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## Part 4—Embedded network information

Some residential parks may provide electricity through an embedded network where the park owner generates electricity onsite or purchases it from an energy retailer and 'onsells' the energy to different customers at the site. Where residential parks do so, they will usually be an 'exempt seller' of electricity.

Customers of exempt sellers may have different protections and rights compared to when you buy from an authorised energy retailer. Exempt sellers are regulated by the Australian Energy Regulator (AER).

For more information please visit [www.qld.gov.au/embeddednetworks](http://www.qld.gov.au/embeddednetworks)

## Part 5—Dispute resolution

If you have received this notice and you wish to dispute the change in utility cost you:

- must, within 28 days after receiving the notice, give the park owner a dispute negotiation notice for the dispute
- must use the dispute resolution procedures under part 17, division 1 of the *Manufactured Homes (Residential Parks) Act 2003* (the Act) to try to resolve the dispute with the park owner
- may apply to Queensland Civil and Administrative Tribunal (QCAT) for an order reducing the site rent if the dispute cannot be resolved using the dispute resolution procedures in the Act.

## Further information

If you would like more information, contact the Department of Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at [www.chde.qld.gov.au](http://www.chde.qld.gov.au)

### **Regulatory Services (Department of Communities, Housing and Digital Economy)**

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

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

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

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

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

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

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

## Further information continued

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

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

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

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

### **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)