

Doc - Supplementary Material

(D)

Checklist for proactive visit to a residential park on _____	
<b>Administration</b>	
Is the following information correct?	
Entity name	
Director's / partner's names	
Registered company address	
Trading name	
Manager/s name/s	
Physical address	
Postal address	
What is the administration email address?	
<b>Park details</b>	
How many sites do you have?	Long stay:                      Tourist / holiday:
How many of the long-stay sites are	Fixed term?                      Periodic?
<b>Pre-Contract</b>	
Are all prospective long-stay tenants given a copy of the following documents prior to signing the written agreement 1. Proposed agreement. 2. Information Booklet. 3. Written schedule of fees and charges payable 4. Condition report 5. Park rules 6. Written information of the membership and function of the Park Liaison Committee 7. Information Sheet and 8. Particulars of any restrictions or conditions that could effect the sale of the prospective tenants relocatable home. S 11 RPA Details at end.	
Do prospective long-stay tenants sign an acknowledgement on receipt of the above documents? Div 10, Schedules 1, 2, 3, and 4.	

Are prospective tenants aware of the cooling off period? 5 days if above info provided on time, or 10 days after info provided <b>unless</b> already taken up occupation of the agreed premises s 18 RPA.	
Are prospective long-stay tenants advised of the terms of the park's operating licence and any conditions imposed on that licence?	
<b>Contracts</b>	
How many of the long stay-site tenants have signed and returned a written agreement?	
How many of the long-stay sites are covered by a fixed term lease entered into before 3 August 2007?	
What steps have you undertaken to have the remaining long-stay tenants enter into written agreements?	
Do long-stay tenants receive a fully executed copy of their long stay agreement within 21 days after it was first signed by the tenant? Check as per Preparing for PC Visit sheet	
Where the owner of the park is a corporation, are long-stay tenants advised of the full name and business address of the secretary of the corporation?	
Have there been any sales of relocatable homes on site within the previous 12 months? If so, who was the agent? Sections 55,56,57 and 58 RPA	
<b>Rent / Bonds</b>	
How much is the weekly rent? View receipt records S 26 RPA	<div>Site only</div> <div>On-site home</div>
Have there been any rent variations in the previous 12 months? If so, check notice, contract, 6 month period. S30, S31 RPA	<div>Yes</div> <div>No</div>
	<div>Minimum 60 day notice given? 6 months from last increase or</div> <div>Allowed in contract? after the last day of the fixed term?</div>
Has there been an application for reduction of rent by a long-stay tenant to SAT in the previous 12 months? If so, what was the outcome?	

	Site only	On-site home
How much is the bond?		
Is a pet bond charged? If so, how much?		
Are tenants charged any other fees? If so, what for? Allowed under the Act?		
Where are long-stay tenant bonds deposited?		
Are bonds deposited within 14 days of receipt? View records S 23(1) RPA		
<b>Park Liaison Committee</b>		
Are there more than 20 long-stay sites in the Park?		
If so, has a Park Liaison Committee been formed? Sections 59,60 and 61 RPA. Reg 15 RPA		
If not, what steps have you taken to encourage the long-stay residents to form a Park Liaison committee? S 59(2)		
<b>Sales of private onsite units by owner</b>		
If yes, are the funds deposited into an ADI account in the name of the park operator and the long stay tenant entitled "sale trust account"? Are the funds paid out at the direction of the tenant after deducting expenses and commission? S58(2)		
<b>Abandoned goods</b>		
Have any long-stay tenant left abandoned goods when vacating a tenancy within the last 12 months? If so, how did you deal with the goods? Sections 48 – 52, sections 75, 76 and 77 RPA		
<b>Miscellaneous</b>		
Is the Business Name Registration Certificate displayed and current?		

**NB:** Schedules = suggested rather than prescribed format. Take copies of schedules on visits.

## Number of non-compliant issues arising from Proactive Visits to Residential Parks

### Issues arising 2009 - 2011

Issue	Occurrences	Additional information / follow up
Little or no knowledge of RPA	6	It appears that a number of operators didn't get information on the Act, ignored the information provided or were confused by the information provided. One operator reported going to an information evening and coming out totally confused. Information on RPA given during the visit, including showing copies of the relevant documentation. Brochures and electronic copies of the relevant documentation provided as part of the visit with additional information provided by email or post after the visit. Monthly follow ups to check progress with getting contracts in place.
No contracts	11	Follows on from the above. Plus a number of parks have between one and three long-stays and seem to think of them as members of the family rather than long-stay tenants. Follow up same as above.
No PLC	4	Generally through a lack of interest from the tenants - operators advised to place signs in areas of common usage, keep PLC brochures readily available in the office and to document efforts to establish a PLC.
Bonds not correctly lodged	1	Information provided - bonds are now correctly lodged
Info on PLC not provided	6	Information provided - either copies of the forms or copies of the relevant legislation. Advice on follow up is that this information is now provided.  Please note that not all parks are required to have a PLC (minimum 20 long-stay tenants).
Information sheet not provided.	7	
Company secretary details not provided	7	
No condition reports provided	5	
No info on cooling off period given	1	
Some confusion re documentation.	1	Clarified during visit - supporting information posted.
Questions about some requirements	1	Clarified during visit - supporting information posted.
Agreements not always returned within 21 days	1	Information given and copies now provided.

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Please note: The number of non-compliant issues will not match the number of non-compliant sites.