

# Media Release

**The Hon Gabrielle Williams MP**  
Minister for Government Services  
Minister for Consumer Affairs  
Minister for Public and Active Transport



Monday, 15 July 2024

## NEW PROTECTIONS FOR THE RESIDENTIAL PARKS COMMUNITY

The Allan Labor Government is strengthening protections for Victorians living in residential parks.

Minister for Consumer Affairs Gabrielle Williams today announced reforms are being developed to deliver new protections for the residential parks community.

Site agreements between residents and site owners can be complex and difficult to understand – the new protections will ensure all site agreements are in a standard form and key information is disclosed ahead of entering into an agreement so rights and obligations are clear to residents and site owners.

The detail of these new protections will be developed in consultation with industry, residents and other key stakeholders.

Residents deserve certainty about how much rent they will pay and how this can change over time, which is why the new protections will also ensure residents have clarity on how rent increases are calculated.

The Labor Government will also deliver a research project to further understand the issues impacting residents – engaging with residents, industry, housing experts and community organisations including the Manufactured Home Owners Association and the Housing for the Aged Action Group.

The Commissioner for Residential Tenancies, Dr Heather Holst, will lead the project in partnership with the Consumer Policy Research Centre, and provide a report to Government by the end of the year.

There will be a dedicated residents survey and operator survey to understand some of the challenges they are facing, as well as a review of the legal and policy settings for residential parks in other jurisdictions and research into the industry's operating practices.

More information about the research project and options to participate will be available at [rentingcommissioner.vic.gov.au](http://rentingcommissioner.vic.gov.au) in the coming weeks.

### **Quote attributable to Minister for Government Services Gabrielle Williams**

*"We're strengthening protections for residents and working with them to better understand their concerns."*

*"I want as many residents and park operators as possible to participate in our research – so we can make sure we're delivering the protections that residents need and deserve."*

### **Quote attributable to Commissioner for Residential Tenancies Heather Holst**

*"Residential park residents have been telling me about the problems they are having, including with escalating costs, repairs, which services are being provided and how they are provided, and this is an opportunity to shape improvements to the sector."*

### **Quote attributable to Consumer Policy Research Centre CEO Erin Turner**

*"This research program is a chance to deeply listen to people living in residential parks to understand what they need, what works and what can improve."*

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