



Proactive Visit Checklist

Department of Commerce

Residential Parks

Consumer Protection

References relate to the Residential Parks (Long-stay Tenants) Act 2006 "RPA", Residential Parks (Long-stay Tenants) Regulations 2007 and Fair Trading Act 2010. BP "Best Practice". Other references indicated in each item.

No	Item	Ref. #	Report	
1	Administration			
	Check entity name correct			
	Directors / partners names			
	Trading name			
	Manager/s name/s			
	Park street address			
	Postal address			
	Park email address			
	Registered company address			
	Director's / partner's names			
2	Park details			
	Is council license displayed CPCG Act 1995	s13 (2)	Yes	If No, follow up.
	How many licensed sites are in the park?		Long stay:	Tourist/holiday:
	How many sites are currently occupied?		Long stay:	Tourist/holiday:
	How many of the long-stay sites are...		Fixed term?	Periodic?
	What size is the park?		Hectares	Acres
3	Pre-contract			
	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 (if a PLC exists) 7. Information Sheet 8. Particulars of any restrictions or conditions that could affect the sale of the prospective tenants relocatable home	s.11 RPA		
	Do prospective long-stay tenants sign an acknowledgement on receipt of the above documents?	Div 10, Sch 1-4		

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	Are prospective <u>site-only</u> tenants aware of cooling off period? 5 days if above info provided on time, or 10 days after info provided unless 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?			
	Do you plan to sell, extend or otherwise change the way the park is currently structured?			
4	Contracts			
	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?	s.17 RPA		
	Where the owner of the park is a corporation, are long-stay tenants advised of full name and business address of company secretary?	s.15(1) (b) RPA		
	Have there been any sales of relocatable homes on site within previous 12 months? If so, who was the agent?	ss.55, 56, 57, 58 RPA		
5	Rent / Bonds			
	How much is the weekly rent? View receipt records	s.26 RPA	Site only	On-site home
	Have there been any rent variations in the previous 12 months? If so, check notice, contract, 6 month period.	S30, S31 RPA	Yes / No Minimum 60 day written notice given? Allowed in contract? 6 months from last increase or after last day of the fixed term?	
	Was there an application for rent reduction by a long-stay tenant to SAT in the previous 12 months? If so, what was the outcome?			
	How much is the bond?		Site only	On-site home
	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		

6	Park Liaison Committee			
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	Are there more than 20 long-stay sites in the Park?		
	If so, has a Park Liaison Committee (PLC) been formed?	ss 59, 60, 61 + Reg 15	
	Name and contact details of PLC person (if applicable)		
	If no PLC in place, what steps have you taken to encourage the long-stay residents to form a Park Liaison committee?	s.59(2)	
7	Sales of private onsite units by owner		
	If yes, are funds deposited into ADI account in name of park operator and long stay tenant entitled "sale trust account"? Are funds paid out at direction of tenant after deducting expenses and commission?	s58(2)	
8	Abandoned goods		
	Have any long-stay tenant abandoned goods when vacating a tenancy within the last 12 months? If so, how did you deal with the goods?	ss.48-52, ss 75-77	

(Compliance) Issue Noted	Action Required	Completion Date
Proactive Officer's Name	Park Operator's Name	
Proactive Officer's Signature	Park Operator's Signature	
Date:	Date:	