

Media Release

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



Friday, 11 October 2024

GIVING RESIDENTIAL PARKS TENANTS A VOICE

The Allan Labor Government has launched a new survey for residential parks operators and tenants – so they can have their say on challenges in the sector.

Minister for Consumer Affairs Gabrielle Williams today encouraged anyone who is living in a residential park or has family in a residential park to share their experience via the online survey, which is open from today and only takes 10 to 15 minutes to complete.

Older Victorians, including those in residential parks, deserve a home that is safe, liveable and comfortable. This survey is part of a research project being delivered by Labor Government to better understand the issues facing tenants in residential parks and to help shape future reform.

This project is being led by Commissioner for Residential Tenancies Dr Heather Holst in partnership with the Consumer Policy Research Centre. The survey is just the first step in this project which will also review the legal and policy settings for residential parks in other jurisdictions, and examine the industry's operating practices.

While this research project and consultation with industry, community organisations and residents is ongoing, the Labor Government has passed reforms that strengthen consumer protections for the residential parks community and is developing new standardised site agreements.

Residents deserve certainty about how much rent they will pay and how this can change over time, which is why the new protections will ensure agreements are clear on how rent increases are calculated, and ensure that rights and obligations are understood ahead of a resident and site owner entering into an agreement.

Operators and residents can complete the online survey at bit.ly/ResidentialParkSurveyVic.

Quotes attributable to Minister for Consumer Affairs Gabrielle Williams

"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."

"We're working with residents and operators to develop standard form site agreements that are clearer and fairer for all."

Quote attributable to Commissioner for Residential Tenancies Heather Holst

"This research project is an important step in understanding the issues within residential parks. We look forward to receiving input from all stakeholders to inform future policy directions."

Quote attributable to Consumer Policy Research Centre CEO Erin Turner

"This survey seeks to understand the experience of people living or working in residential parks. We want to hear about what's working and what people are struggling with."