

Manufactured homes Form 16



Residential Park Comparison Document

Manufactured Homes (Residential Parks) Act 2003

This form is effective from 20 February 2025

Important

About this document

The Residential Park Comparison Document assists prospective manufactured home owners compare residential parks by providing general information about a park and their facilities and services, including the costs of moving into, living in and leaving the residential park. It is not intended to provide information about individual manufactured homes within a park. It doesn't form advice or guidance, and any prospective home owner is encouraged to seek independent financial and legal advice.

Key things to know about residential parks

Manufactured homes in residential parks are a form of housing where manufactured home owners own their dwelling and position them on sites in a residential park owned by a park owner. Home owners enter into a site agreement with the park owner for the use of the land and communal facilities, services and amenities and pay the park owner site rent.

Buying a manufactured home is a significant commitment, and when you enter into a site agreement you are agreeing to continue paying site rent for as long as you own the home, or until you remove the home from the site in the park.

In a residential park, **site rents can increase at regular intervals based on the terms of your site agreement** and subject to legislation on site rent increases in the *Manufactured Homes (Residential Parks) Act 2003*.

You should carefully consider whether you can afford the ongoing expenses of living in the residential park, and how this will increase over time. You are strongly encouraged to seek independent financial and legal advice from an experienced Queensland lawyer about your rights, options and obligations as a manufactured home owner before buying a manufactured home in a residential park and entering into a site agreement.

For more information about residential parks and the *Manufactured Homes (Residential Parks) Act 2003*, please see <https://www.qld.gov.au/housing/buying-owning-home/housing-options-in-retirement/manufactured-homes/about-manufactured-homes>.

The information in this Residential Park Comparison Document is correct as at [\[insert date\]](#). Some of the information included may not apply to existing site agreements.

Park owner signature Date

Residential park details

Park name

Phone

Park address

Suburb State Postcode

Website..... Number of current manufactured home sites

Park contains: ☐ only manufactured homes ☐ multiple dwelling types (see section 15)

Total number of sites (including other dwelling types) currently in park

Development status: ☐ Completed ☐ Under development (see section 16 for details)

Re-development planned in the next 5 years: ☐ Yes ☐ No (see section 16 for details)

Year Residential Park began operating.....

Part 1 – Site rent and other costs

1 Site rent for new site agreements

*(GST exclusive)

Declaration of what site rent will be for new home owners.

Site rent* (or range of site rent) payable by new owners

.....

This applies to site agreements entered from 01/11/2025 DD/MM/YYYY)

How often is site rent due:

☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Other (specify)

2 Site rent increases

The proposed basis for how site rent can be increased under a site agreement for the site.

How does site rent increase for new home owners in the residential park?

Basis

.....

.....

General increase day...01/07/2026..... (DD/MM/YYYY)

A general increase day is the day that site rent increases for all sites using a particular basis. A general site rent increase for a site cannot occur more than once a year.

Frequency

☐ Annual ☐ Other (specify)

Additional information (specify any additional basis, increase day and frequency below)

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Note: general site rent increases are limited to once per year using only a single basis at a time. However, some park owners may have multiple bases which apply in different years.

3 Mandatory costs or fees not included in site rent (GST inclusive)

Note: Does not include sales commissions where the park owner resells homes.

Are home owners in the park required to pay any additional costs or fees which are not included in site rent?

☐ Yes (provide details below) ☐ No

Total costs / fees: \$.....

Details of costs / fees and when payable:

.....

Part 2 – Utilities and services

4 Electricity	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify) Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify) Does the park contain an embedded network for the supply of any electricity in the residential park? ☐ Yes ☐ No For more information about embedded networks see: https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers Can solar panels be installed on manufactured homes? ☐ Yes ☐ No Are there any known conditions/restrictions on the installation or use of solar panels in the residential park? ☐ Yes ☐ No If yes, specify
5 Water	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify) Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify)

6 Sewage	Service Charge/s ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify) Usage Charge/s ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify)
7 Gas	Service Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify) Usage Charge/s (individually measured and/or metered) ☐ Included in site rent ☐ Not included in Site Rent ☐ Other (specify)
8 Telephone	☐ Included in site rent ☐ Available but not included in site rent ☐ Not available ☐ Other (specify)
9 Internet	☐ Included in site rent ☐ Available but not included in site rent ☐ Not available ☐ Other (specify)
10 Other utilities and services	Details of other services or utilities (for example, food services, gardening services, personal care services, transportation services) including whether provision of these services by the Park Owner is included in site rent

11 Park Manager and staff

Please provide details about the availability of park management.

Is an on-site manager (or representative) available to home owners?

☐ Yes ☐ No

Details of on-site availability:

.....

.....

Does the on-site manager live on-site or work on-site?

☐ Lives on-site ☐ Works on-site ☐ Not applicable

Does the park have an after-hours emergency contact?

☐ Yes ☐ No

After-hours emergency contact details

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Do any other staff work in the residential park?

☐ Yes ☐ No

If yes, provide details (e.g. First Aid Officer, Security, Grounds person etc).

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Part 3 – Facilities and amenities

12 Communal/shared facilities Please provide details about the facilities currently available in the park, including any additional costs for the use of these facilities.

(NOTE: Under section 14 (a) (iii) of the Act, a home-owner has non-exclusive use of the park's common areas and communal facilities).

☐ Activities, workshops or games room/s

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ BBQ area outdoors

Details.....

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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Bowling green

☐ Indoor ☐ Outdoor

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Club House

Details.....

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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Communal open space

Details.....
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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Gym

Details.....
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Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Library

Details.....
.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Restaurant / Cafe

Details.....
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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Shops

Details.....
.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Park bus or other park-supplied transport options

Details (conditions for use)

.....
.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

.....

Frequency:

Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Swimming pool

☐ Indoor ☐ Outdoor ☐ Heated ☐ Not heated

Size:

Details.....

.....

Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Tennis court / Pickleball

Details.....

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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Changing rooms and showers at sports facilities

Details.....

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☐ Kitchens in communal facilities

Details.....

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Cost: ☐ Included in site rent ☐ Additional fee (specify)

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Available to: ☐ Home owners ☐ Guests / Visitors ☐ Public

☐ Other facilities and amenities (specify below, including availability and cost)

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13 Parking

Please provide details of parking available to home owners and their guests.

Do home owners have personal parking space/s on their site?

☐ Yes ☐ No ☐ Varies by site

Are there any restrictions on home owners parking on or adjacent to their site (e.g. on their driveway)? If so, please provide details:

Yes. Home owners may park only in their garage, carport, driveway or other allocated parking space. Parking elsewhere in the Park is not permitted without consent.

Is there additional parking available for home owner use in the park?

☐ Yes ☐ No

If yes, specify number of spaces and any conditions

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Is there additional parking available for visitor use?

☐ Yes ☐ No

If yes, specify number of spaces

Is there parking available for large vehicles such as trailers, motorhomes, caravans, boats or other recreational vehicles?

☐ Yes ☐ No

If yes, specify number of spaces and any conditions

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Are there any fees in addition to site rent applicable to the use of parking spaces for large vehicles such as trailers, motorhomes, caravans, boats or other recreational vehicles?

☐ Yes ☐ No

If yes, provide details

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14 Security and safety Note: Park Owners are required to maintain and implement an emergency plan for the residential park. Additional features listed at park owners discretion. This list may not be exhaustive. Please enquire with park owner for more details.	Does the residential park have any of the following security and safety features? ☐ Security cameras ☐ Key fob/pin code operated Security gates ☐ Emergency phones ☐ Defibrillator(s) Provide details of any other notable security or safety features of the park?
15 Accessibility features Please provide details of features in the park to assist home owners with mobility or other issues. Details are provided for comparative information only. Home owners with specific accessibility requirements should contact the park owner to ensure the park can meet their needs.	Does the residential park have any of the following accessibility features in the common areas of the residential park? ☐ Ramps ☐ Lifts ☐ Wheelchair-accessible toilets ☐ Extra-wide doors ☐ Wheelchair-accessibility to Letterboxes ☐ Wheelchair-accessibility to Residential Park Office What parts of the park have these features?

Part 4 – Miscellaneous

16 Other dwellings	Does the park contain dwellings other than manufactured homes (i.e., is a mixed-use park)? ☐ Yes ☐ No If yes, provide details, for example caravans, holiday rental cabins, residential premises (including manufactured homes) under residential tenancy agreements)
17 Development Indications of future plans may be subject to change. For more information contact the park owner.	Has development of the park been completed? ☐ Yes ☐ No If no, provide details of how many sites, including manufactured home sites and other dwellings will be available when planned development is completed and the anticipated date for completion? If no, provide details of any services, amenities or facilities that will become available when development is complete, including when these will be available
18 Home owners committee	Does the park have a home owners' committee? ☐ Yes ☐ No
19 Letting the home	Do site agreements in the residential park permit home owners to let their home to another person? ☐ Yes ☐ No If yes, detail any restriction on letting:

20 Temporary stays	Do site agreements in the residential park include any limitations or requirements on people temporarily staying in the residential park? (For example, house sitters, pet sitters or family members temporarily staying at the home)? ☐ Yes ☐ No If yes, detail any limitations or requirements?
21 Insurance Please provide details about any insurance taken out over the park land and/or facilities	Are the communal facilities and land in the residential park insured? Yes ☐ No ☐ What is covered by the insurance? ☐ Flood ☐ Storm ☐ Fire ☐ Public liability Note: home owners will generally be responsible for insuring their own property in the park. Are home owners required to insure their manufactured home? Yes ☐ No ☐ If yes, provide details:

Part 5 – Park Rules

[illegible]

Part 6 – Park details and operations

24 Park owner details

☐ **Individual owner/s**

Title.....Full name

Title.....Full name

Title.....Full name

☐ **Corporate owner**

Full company / corporation name

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Australian Company Number (ACN)

Australian Business Number (ABN)

Business address

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Suburb State Post code

Phone number

Email address

25 Park contact

Please provide contact details for the residential park for information and enquiries if different from above.

Contact name.....

Park phone.....

Park email.....

Further Information

If you would like more information, contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at

www.hpw.qld.gov.au

Regulatory Services (Department of Housing and Public Works)

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@housing.qld.gov.au

Website: www.housing.qld.gov.au/housing

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc

Level 23, 179 Turbot Street

Brisbane Qld 4000

Phone: 07 3214 6333

Email: qrvpas@caxton.org.au

Website: www.caxton.org.au

The Queensland Manufactured Home Owners Association Inc (QMHOA)

Is a peak body representing owners of manufactured homes in Queensland.

They provide information and assistance to home owners and prospective home owners in relation to their rights and responsibilities under the *Manufactured Homes (Residential Parks) Act 2003*.

Phone: 07 3040 2344

Website: www.qmhoa.org.au

Seniors Legal and Support Service

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

Caxton Legal Centre Inc

Level 23, 179 Turbot Street

Brisbane Qld 4000

Phone: 07 3214 6333

Email: slas@cxton.org.au

Website: www.caxton.org.au/sails_slas

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

Website: 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

Website: 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

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COMMUNITY RULES

Manufactured Homes (Residential Parks) Act 2003

Natrium Coral Cove is designed to be a place where people feel at home and community life can thrive. These Community Rules explain the everyday standards for using Common Areas, living alongside neighbours and welcoming visitors. They work together with your Site Agreement and Special Terms, and help ensure the community remains safe, enjoyable and well cared for.

If you have any concerns about any aspect of these Community Rules, or how they are being applied, please raise this with us so that we can work with you to resolve the concern.

Name of Community: **Natrium Coral Cove**

Current as at:

CODE OF CONDUCT

At Vivacity, we are dedicated to fostering harmonious, supportive and thriving communities. Creating this positive environment is a shared responsibility—every resident, Authorised Occupant, Visitor and staff member plays a vital role.

To maintain our community standards, we expect everyone to:

- Treat others with respect, courtesy and consideration
- Communicate constructively when addressing concerns or differences
- Be mindful of how their actions impact neighbours and the broader community
- Welcome new residents and contribute to an inclusive, friendly atmosphere
- Raise concerns with the Community Operator in a respectful and appropriate manner

Zero Tolerance for Unacceptable Behaviour

Vivacity has zero tolerance for bullying, harassment, intimidation, abusive conduct, or disrespectful behaviour toward staff members, residents, Authorised Occupants or Visitors.

Together, we are building a community where everyone can enjoy their home in comfort and peace.

1. Common Areas

- a. Home Owners and Authorised Occupants acknowledge that all signs displayed on Common Areas (including those about hours of use), form part of these Community Rules and are required to be complied with.
- b. Home Owners and Authorised Occupants agree not obstruct or permit the obstruction of walkways, entrances, security features, lighting or other parts of the

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Common Areas.

- c. When using Common Areas everyone must be appropriately clothed and behave respectfully. Language that could reasonably cause offence or embarrassment to another person is not acceptable.
- d. Home Owners, Authorised Occupants and their guests are responsible for cleaning up after themselves when using Common Areas and communal facilities. This includes placing rubbish in designated bins, cleaning any spills, returning equipment to its proper place, and leaving the area in a clean and tidy condition for the next person to use.
- e. Smoking (including e-cigarettes and vaporisers) is prohibited in all common areas of the community, including the country club, amenities, gardens, pathways, car parks and any other shared facilities. Residents may only smoke within the boundaries of their own site or inside their home.
- f. Due to the close proximity of homes within the community, residents who smoke on their site must take reasonable steps to ensure smoke does not drift into neighbouring properties or unreasonably affect other residents' enjoyment of their homes.
- g. Motorised scooters and similar motorised wheeled devices (other than wheelchairs, mobility scooters or similar devices used by persons with mobility requirements) are not permitted in communal facilities buildings. Wheelchairs, mobility scooters and similar assistive devices required for mobility are welcome in all communal facilities.

2. Shared Traffic Zones

- a. Roads within the Community are shared by vehicles, pedestrians, bicycles and mobility devices. All speed limits (maximum 15 km/h) and traffic signs must be observed.
- b. Footpaths are for pedestrians and mobility aids. Riders must dismount and walk devices on footpaths unless otherwise signed.
- c. All vehicles and devices (including bicycles, e-bikes, scooters and mobility devices) must be used safely and in accordance with road rules and any requirements set out in your Site Agreement and Special Terms.
- d. Roller Skates and Skateboard's are not permitted to be used in the Community.
- e. Home Owners are responsible for ensuring their Visitors follow these Community Rules and use the Community's roads and paths safely.
- f. Activities that present an unreasonable risk to others (e.g. speeding, dangerous riding) are not permitted.

3. Work and Equipment Operating Hours

- a. To maintain a peaceful living environment, power tools, lawn mowers, construction equipment and other noisy equipment may only be operated during local council approved hours
- b. These hours apply to all Home Owners, Authorised Occupants, their contractors, tradespeople and visitors undertaking any work or using equipment that generates

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noise, including building work, renovations, repairs, gardening and maintenance activities.

- c. The Community Operator may grant temporary exemptions in exceptional circumstances (for example, emergency repairs), which must be requested in advance where possible.

4. Vehicles and Parking

- a. Home Owners and Authorised Occupants may only park their vehicle in their own garage, carport, driveway or other allocated space. Vehicles must not be parked or stood on any other part of the Community without the Community Operator's consent. This does not prevent a vehicle from stopping briefly to allow passengers to get in or out.
- b. All motor vehicles and trailers kept at the Community on a permanent basis must be registered with the Community Operator. Vehicle registration details must be provided to the Community Manager within 7 days of the vehicle arriving at the Community. Only motor vehicles with current registration may be driven and parked within the Community.
- c. Vehicles must not be driven or parked on grassed Common Areas under any circumstances.
- d. Visitor parking spaces are for the use of Visitors only, including tradespeople, medical and emergency service providers, staff or other people visiting the Community. Home Owners and Authorised Occupants must not use visitor parking spaces, except on a temporary basis while using communal facilities.
- e. Boats, caravans, trailers or additional vehicles cannot be stored or parked onsite without approval from the Community Operator and a signed storage agreement in place.

5. Commercial Activities and Home-Based Business

- a. Commercial activities, business enterprises, auctions or sales are not permitted to be conducted in Common Areas or communal facilities without the prior written consent of the Community Operator. Residents who work remotely and wish to work on their computers within the Clubhouse is permitted.

6. Gardening and Landscaping

- a. Home Owners must ensure they maintain their Site in accordance with their Site Agreement terms. Any gardens that are visible from roads or Common Areas must be kept free of excessive weeds, rubbish and overgrowth.
- b. All residents must seek approval from the Community Operator before making any changes to the outside of their Home, including gardens. This is done by completing a 'modification request'. Any changes to gardens and landscaping prior to seeking Community Operator approval may require residents to reinstate their gardens or landscaping at their own expense.
- c. Plants that are hazardous, invasive, likely to cause nuisance or allergic reactions or

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which may damage property, are not permitted.

- d. Residents cannot plant trees that grow over their fence lines in their backyards. All backyard planting including trees, plants and grass must be maintained such that the root systems do not affect neighbouring properties.
- e. Home Owners are responsible for maintaining fences, landscaping and driveways on their Site in accordance with their Site Agreement.
- f. Residents cannot place statues or ornaments at the front of their homes. Residents are allowed to place 1 pot or a plaque at the front of their home with written consent of the operator; however all other items must only be placed in the backyard to protect overall community aesthetics.

7. Home Exterior and Solar

- a. Home Owners must obtain the Community Operator's written consent before making any alteration to the exterior of their Home, including repainting, adding awnings or enclosing any external areas. Consent is required via the 'Request to Modify Form'
- b. Where approval from Council or other authorities are required to carry out any alterations, the Home Owners must provide the Community Operator with the Council or authority approval for the works when seeking the Community Operator's consent.
- c. Solar systems are subject to specific requirements under your Site Agreement and Special Terms. This means you must not install, remove or alter any solar system without the Community Operator's written consent, and you must comply with all conditions and requirements set out in those documents.
- d. All exterior alterations or additions must be done by qualified tradespeople, comply with all laws and approvals, and be kept in good repair.
- e. **Embedded Network and Electrical Infrastructure.** The Community operates an embedded electrical network. Home Owners must not make any modifications to electrical infrastructure, including but not limited to: installing, removing or altering solar panels or solar systems; installing, removing or altering battery storage systems; modifying electrical connections, meters, installing electric vehicle charging stations or equipment; or any other alterations to the embedded network infrastructure. All such works require prior written approval from the Community Operator and must comply with the requirements set out in your Site Agreement, Special Terms and the Communities Electricity Welcome Pack.
- f. **Solar and Battery System Requirements.** Upgrades to solar capacity on your home is not permitted. Where the operator has approved the installation of battery systems: all installations must be performed by licensed electricians approved by the Community Operator; systems must comply with all relevant Australian Standards and network requirements; systems must not adversely affect the Community's embedded network or other residents; Home Owners must provide the Community Operator with all required documentation, certifications and permits; and regular maintenance and safety inspections may be required as specified in the Site Agreement.
- g. **Electricity Supply and Safety.** Home Owners must not interfere with, bypass or

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tamper with electricity meters, distribution equipment or any part of the Community's electrical infrastructure. Any electrical safety concerns must be reported immediately to the Community Operator.

- h. **Turtle Sensitive Lighting.** Home Owners must not install or alter any external lighting on their home. All decorative lighting must comply with the Community Lighting Plan. Any festive lighting that is installed must have a timer device that automatically switches off lighting prior to 9pm.

8. Garbage Disposal and Recycling

- a. For health and safety reasons, all household garbage (including pet and food waste) must be wrapped before being placed in a bin.
- b. All rubbish, recycling and green waste must be placed in the appropriate receptacles provided for that purpose, and must not be burned or disposed of in any other way. Littering or leaving garbage, pet waste or other rubbish in Common Areas other than in the bins provided, is not permitted.
- c. It is your responsibility to arrange for the disposal of large or special items (such as broken appliances and unwanted furniture). These items must not be left in Common Areas without the Community Operator's consent. Additional charges may apply if the Community Operator is required to assist with disposal, in accordance with your Site Agreement and Special Terms.

9. Pets

- a. Home Owners may keep a pet only with the Community Operator's prior written consent and in accordance with any conditions set out in your Site Agreement and Special Terms.
- b. All pets must be properly supervised, kept within your Site (unless on a leash in Common Areas), and must not be allowed to cause nuisance, noise, damage or risk to people, animals or property.
- c. Pets are not permitted in Common Area buildings or enclosed facilities, except for certified guide, hearing or assistance animals.
- d. Home Owners are responsible for cleaning up after their pet and for any damage it causes. Consent for a pet may be withdrawn if these Community Rules or the Site Agreement and Special Terms are not complied with.
- e. In the event of a pet being relocated or passing away, a new pet application will be required.

10. Visitors and Guests

- a. Visitors are welcome to the Community, and Home Owners are responsible for ensuring they comply with the Site Agreement, Special Terms and these Community Rules at all times.

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- b. Visitors may stay overnight only in accordance with the Site Agreement and Special Terms, which set out when notification, registration and an Authorised Occupant Charge determined by the Community Operator. Community Operator consent will be required for all stays exceeding 30 days.
- c. Visitors must not use Common Areas or facilities unless accompanied and supervised by a Home Owner, and they must not stay in a Home unless the Home Owner is also present.
- d. The Community Operator may refuse entry to, or require the immediate departure of, any Visitor who does not comply with these Community Rules or the Site Agreement and Special Terms.

11. Fire Safety

- a. Home Owners and Authorised Occupants are advised to take care when using fire, including barbeques and other outdoor cooking equipment, and must follow any fire bans or restrictions issued by emergency services.
- b. Flammable or hazardous materials must not be stored in a Home or on a Site in more than normal household quantities.
- c. Home Owners and Authorised Occupants must be familiar with the Community's emergency management plan and comply with any directions given during an emergency or during a practice drill.
- d. All safety requirements in the Site Agreement and Special Terms, including fire safety procedures, must be followed at all times.

12. Storage

Home Owners and Authorised Occupants must not use any area other than their Home for storage unless there is a prior agreement with the Community Operator. This means that items such as paint, chemicals, boxes, garden tools, furniture (other than outdoor furniture designed for that purpose) and other goods must be kept within the Home or an approved storage area.

13. Community Facilities

- a. Rules for the use of community facilities (such as swimming pools, gyms and the community clubhouse) are prominently displayed and must be adhered to at all times.
- b. Visitors may only use community facilities when accompanied by a Home Owner or Authorised Occupant.
- c. Certain facilities may have age restrictions (for example, a billiards table may only be used by people who are at least 16 years of age).
- d. The Community Operator may close or restrict access to any community facility at any time for safety, security, maintenance or other reasonable purposes.

14. Gym

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- a. The gym opening hours are from 6.00am to 10.00pm, or such other hours as may be determined by the Community Operator acting reasonably.
- b. Home Owners, Authorised Occupants and their accompanied Visitors may use the gym in accordance with the Community Facilities Rule and any posted conditions of use.
- c. The gym must be used safely and responsibly, and in accordance with the Site Agreement and Special Terms. Use of the gym is at your own risk.
- d. Gym use may involve strenuous activity. The Community Operator recommends that Home Owners and Authorised Occupants seek medical advice before commencing any new exercise program. The Community Operator may, acting reasonably, require a medical clearance before allowing a person to use the gym if it considers there is a genuine safety concern.

15. Green Spaces

- a. Home Owners are responsible for their own safety when enjoying our green spaces. Ensure that appropriate footwear and clothing is worn at all times. Caution will be needed when accessing the walking tracks as they will be gravel, not sealed tracks.
- b. The cliff faces area not to be accessed at any time and natural bodies of water are off limits for swimming and all other recreational activities, unless approved by management.
- c. Ensure that at all times the flora and fauna within the Community is respected and protected.
- d. Be mindful at all times of wildlife that may cause harm including snakes and spiders.
- e. Home Owners and their visitors are encouraged to enjoy our open green spaces. Whilst enjoying these areas, Home Owners must ensure they are not damaging the environment or pathways and adhere to all signage that indicates an area is out of bounds for safety or rehabilitation reasons.
- f. No landscaping, planting of any flora or changes to the environment are permitted at any time.

16. Gate

- a. Entry to the Community is by gate card, code or other security device provided by the Community Operator. Home Owners and Authorised Occupants must not give their access cards, codes or devices to any other person to use.
- b. Home Owners are responsible for ensuring their Visitors enter and leave the Community safely and only in accordance with these Community Rules and the Site Agreement and Special Terms.
- c. The Community Operator may change access codes or devices at any time for safety or security reasons.

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C O R A L C O V E

17. Office and Management Operations

- a. The Community office is a paper free and cash-free operation (unless where legally obliged to provide paper copies and physical signatures). All Home Owners agree to use electronic means of communication for Community business, including but not limited to email and the Community App.
- b. To allow us to provide focused and thoughtful interactions with Home Owners, the office will set the hours of operation and appointment times for non-emergency, in person meetings with Home Owners.

18. Compliance and Enforcement

- a. Home Owners, Authorised Occupants and Visitors must comply with these Community Rules at all times.
- b. The Community Operator may, acting reasonably, grant temporary exemptions from compliance with a Rule where justified in a Home Owner's personal circumstances and where consistent with the proper management of the Community.
- c. If the Community Operator believes a Rule has been breached, it may take action in accordance with the Site Agreement, the Special Terms and the Manufactured Homes (Residential Parks) Act 2003 (Qld), including seeking mediation or orders from the Queensland Civil and Administrative Tribunal (QCAT).

19. Resident Concerns and Complaints

- a. Vivacity has established a Resident Concerns Resolution Policy to ensure all resident concerns are addressed fairly, efficiently and consistently.
- b. Home Owners and Authorised Occupants must follow the Resident Concerns Resolution Policy when raising concerns or complaints about any aspect of community living, Community management, or service delivery.
- c. The Resident Concerns Resolution Policy sets out: how to raise concerns with the Community Manager; the process for escalating unresolved matters; timeframes for responses and resolution; when external dispute resolution may be appropriate; and external resources available for assistance.
- d. A copy of the current Resident Concerns Resolution Policy is available from the Community Manager or the Community office, and can be provided to you upon request.
- e. The Resident Concerns Resolution Policy does not replace or override the dispute resolution process set out in the Manufactured Homes (Residential Parks) Act 2003 (Qld) or your Site Agreement. Where there is any inconsistency, the Act and Site Agreement prevail.

20. Amendment to the Community Rules

These Community Rules may be varied, deleted, replaced or new rules may be added,