



**TENANTS' UNION**  
OF NEW SOUTH WALES

# Outasite

*Residential Land Lease Communities Magazine • June 2024 • Issue 11*

## In this issue:

- *Residential Land Lease Communities Act Amendment Bill in Parliament*
- *Sunnylake residents unwittingly buy non-compliant homes*
- *Upskilling residents in the Northern Rivers*
- *Local Government Regulations finally get a refresh*

# BIG WIN FOR WORONORA RESIDENTS

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**Outasite magazine** Issue 11, June 2024

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**Printed** on recycled paper by **IndigiPrint** – Indigenous owned, full-service print management, Australia-wide. **ISSN 2209-105X**

## About the Tenants' Union

The Tenants' Union of NSW is the resourcing body for Tenants Advice & Advocacy Services (TAASs) and a community legal centre. We are an independent, secular not-for-profit membership-based co-operative. We receive principal funding from the TAAS Program administered by NSW Fair Trading, and the Community Legal Centres Program administered by Legal Aid NSW.

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# BIG WIN FOR



*By Eloise Parrab,  
Land Lease Communities  
Officer at the  
Tenants' Union of NSW*

Nestled along the banks of the Woronora River lies Woronora Village Tourist Park, a small community that was established in 1956. In recent years, this community has been under threat due to repeated attempts by the current operator to develop the community, causing uncertainty and distress among its residents. The residents are a mix of home owners and tenants.

From 1956 until 2006 the community had the same owner. After it was sold in 2006 some small changes were made with new moveable dwellings installed and the community moved away from being a holiday makers park.

The community was sold again in 2016 and since then, the residents have faced an uphill battle to protect their homes from the push for redevelopment by the operators. In 2016 it was marketed as a development opportunity in the sales brochure. Unsurprisingly the community was sold to developers who did not delay in getting started on their plans for development of the community. The Sutherland Shire Council knocked back the new owners first request to reduce the number of sites in the community to 57 and change all site designations to long term. The operator also then tried to terminate the home owners site agreements by issuing them with a notice of termination. At NCAT the home owners were successful in having the operator's case dismissed.

In 2018 the operator submitted several development applications to Council which included an application to install a two storey moveable dwelling to be used as a sales office and display home in the community. Despite heavy opposition from residents living in and around the community the development applications were all passed by Council. The residents could see that the operator was making small steps towards their end goal and were understandably worried about what would happen next.

# WORONORA RESIDENTS



In late 2022 the operator submitted another development application to Council and this time it was for redevelopment of the entire community which would require all structures to be removed from existing sites to allow 2 storey moveable dwellings to be installed. This caused a lot of distress for the residents. There are more than 45 residents in the park that rent the home and the site from the operator and 8 residents who own their own homes and rent the site only. Many of the residents who rent their homes have lived in the community for more than 5 years and some in excess of 10 years. The residents who own their homes have all lived in the community for more than 20 years and the longest standing home owner has been living in the park for 32 years.

The operator's proposed redevelopment of the community would have had a severe adverse social and economic impact on existing residents. If the proposed redevelopment was to go ahead, they would have to either relocate their dwelling away from their community and local social connections or find other housing options which would result in a large

*Continued on page 4...*

***"Our lives were put on hold for seven years. You don't do the things you want to do at home, because the operator wants to put a bulldozer through your home. It's bizarre and depressing to tell elderly home owners that the planning laws don't allow this, the Local Government Regulations don't allow this, but there's still a 50/50 change that Council will approve it. After it was done, when people from the community asked what happened, I told them: We won... you won... we all won! It's taken months to sink in – the community won!"***

– Greg, Woronora Village resident

increase in their housing costs which is unsustainable on statutory incomes. Most of the dwellings in the community are quite old and are of a type (ie caravan and rigid annexe) that are no longer wanted in most land lease communities. It is unlikely that the older dwellings could be moved without substantial or irreparable damage. For most home owners, the cost of repair for their dwellings would exceed the "value" of the dwelling and they could then be in a situation where they are effectively forced to abandon their dwelling.

The Tenants' Union was able to spend some time with the home owners in 2023 to talk about their connection to the community and local area and how they would be impacted if the development application was approved by Council. The residents we met with are a tight-knit community of individuals who share a deep connection to Woronora Village and the surrounding area.

The majority of the home owners are aged over 70 and have been living in the Sutherland shire for most of their lives. The location of the community works for them to be able to access essential medical services and stay connected with family and friends in the area. They also provide a lot of emotional and practical support to each other on a daily basis.

The operator in their development application failed

to acknowledge the home owners living in the community and ignored the fact these residents are living in their own homes. These homes are valuable assets for the home owners. Many written submissions were made by residents in and around the community objecting to the development application. These submissions highlighted the needs of the residents in the community and also the important role the community played in providing low cost housing. The submissions also outlined the location of the community on a flood plain and the recent flooding that happened in 2022 which required evacuation of the residents from the community. The community is also located next to bush land and in some parts it is classified as extreme fire danger.

Under the *Residential (Land Lease) Communities Act 2013* if the operator's development application was approved then the home owners would be entitled to compensation. The operator did make a few offers of compensation to home owners but the amounts were far below a fair amount at between \$2000 and \$5000. This caused a lot of stress for the elderly home owners as they knew that they would have to fight for adequate compensation if the operator was allowed to develop the community.

The process dragged on and this only added to the

stress and worry of the residents. In December 2023 the development application was before the Sutherland Shire Local Planning Panel for decision. The residents were pleased that the assessment report from the local Council recommended that the application be refused on 16 separate points.

Some of the residents from the community were able to speak to the Local Planning Panel and highlight the loss of multiple layers of amenity to the community, the individual situations of the home owners, loss of low cost housing in the area and loss of tourist accommodation. The residents didn't have long to wait and just before Christmas the Panel's decision was released. They refused the development application on ten grounds. The location of the community on flood prone land and lack of concurrence from local RFS bush fire brigade were part of the decision to reject the application and also importantly the development was considered not to be in the public interest.

As Woronora Village is now up for sale, the residents cautiously look to the future, hopeful that any new operator will treat them with the respect and dignity they deserve. The struggle may not be over but the residents continue to stand together and they serve as a reminder of the power of collective action in preserving what matters most: home. ●

# • RLLC AMENDMENT • BILL IN PARLIAMENT

*This article is an updated version of an article sent in Outasite Lite on 16 May 2024.*



*By Eloise Parrab, Land Lease Communities Officer,  
and Paul Smyth, Land Lease Communities Solicitor,  
at the Tenants' Union of NSW.*

In May the Minister for Better Regulation and Fair Trading Anoulack Chanthivong MP (pictured below) introduced into NSW Parliament a Bill to amend the *Residential (Land Lease) Communities Act 2013* (RLLC Act). The *Residential (Land Lease) Communities Amendment*

*Bill 2024* (the Bill) addresses 21 of the 48 recommendations that came out of the 5 year Statutory review. There are still a number of steps that the Bill must go through before the changes to the RLLC Act will take effect. There is not a clear timeline but we will keep

you updated on its progress. Subscribing to our *Outasite Lite* email newsletter will ensure you find out quickly about any further developments, otherwise we will provide a full update in our next *Outasite* magazine in late 2024.

*Continued on page 6...*



Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, during the Second Reading Debate of the *Residential (Land Lease) Communities Amendment Bill 2024*. Source: NSW Parliament livestream.

Continued from page 5...

Overall, the Tenants' Union is supportive of the Bill as the changes are aimed at safeguarding the interests of residents within land lease communities.

## Electricity pricing

The biggest change is an overhaul of electricity pricing for all residents in embedded networks. These residents are supplied with electricity by the operator of the community or in some cases a third party supplier for example Humenergy. There are new requirements for when utility bills are issued and what key information must be contained in the bills sent to residents. The Reckless method will no

***“Overall, the Tenants' Union is supportive of the Bill as the changes are aimed at safeguarding the interests of residents within land lease communities.”***

longer be used to calculate a resident's electricity bill. The maximum price that can be charged will now be determined by the Independent Pricing and Regulatory Tribunal (IPART) and it will be the median retail market price in each local distribution area, reviewed annually.

## Site fee increases

The other big change in this Bill are improvements in site fee increases. The Bill restricts fixed method increases to a single element which, if passed by NSW Parliament, will see the end of multiple component fixed method increases. Our biggest concern with the Bill that was introduced into NSW Parliament was that operators were given three years from commencement to negotiate with existing home owners on replacing multiple component fixed methods. Agreement on any new fixed method with a single element will need to be reached or the home owner can choose to move to a by notice increase.

We strongly felt that three years was unnecessary. Allowing three more years of an unfair method would have locked in those increases even once a fairer method kicks in.

This is too long and the Tenants' Union believed that 12 months would be more than sufficient time.

We raised our concerns with Members of NSW Parliament and proposed an amendment to the Bill. We were very pleased when Greg Piper, Independent MP for Lake Macquarie and Speaker of the House moved a motion to amend the Bill to provide for a 12 month transition period for multiple fixed method increases.

This amendment was passed with support from Labor, Greens, Independent and Liberal MPs in the Legislative Assembly. The Bill now needs to be passed by the Members of the Legislative Council which we expect will happen by the end of June.

We will have to wait for the other 27 recommendations to be introduced into legislation as the Minister has indicated that they require further consultation with stakeholders.

If you would like to read the *Residential (Land Lease) Communities Amendment Bill 2024* the full text can be found at <https://www.parliament.nsw.gov.au/bill/files/18589/Second%20Print.pdf> ●

05-06-24  
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## Residential (Land Lease) Communities Amendment Bill 2024 Second Reading Debate

*“[Land lease communities] can play a significant role in assisting with the housing crisis in this State, but reform is needed to encourage the growth and viability of this housing option and to ensure that homeowners and residents, many of whom are elderly and reliant on government support payments, are protected from unfair business practices...”*

*“While the proposed amendments in the bill will not address all the recommendations of the statutory review, they do address significant issues, which will, I hope, ease some cost of living pressures for vulnerable residents...”*

*“The bill is a good start but there is more work to be done. However, I am confident that the Government recognises the importance of housing reform in this State. I encourage the Government to press on to ensure that the next tranche of residential land lease community reforms occur in this term of government.”*

– Greg Piper MP, Independent MP for Lake Macquarie and Speaker of the House, during the Second Reading Debate of the *Residential (Land Lease) Communities Amendment Bill 2024*. Image source: NSW Parliament livestream. Quote source: NSW Parliament hansard.

# SUNNYLAKE RESIDENTS • UNWITTINGLY BUY • NON-COMPLIANT HOMES

*By Eloise Parrab, Land Lease Communities Officer at the Tenants' Union of NSW*

**Nestled along the shores of Lake Munmorah on the Central Coast of NSW lies Sunnyslake Shores, an over 55s community operated by Ingenia. However, behind its picturesque facade, there is a tale of frustration for some residents who find themselves entangled in a protracted battle with the operator.**

## The Compliance Conundrum

Imagine purchasing your dream lakefront home, only to discover that it falls short of local government compliance requirements due to a significant oversight in its design and installation. This nightmare became a reality for some home owners at Sunnyslake Shores, including Victor and Kathryn, whose homes were among the five that failed to meet the required separation distance between the homes.

*The Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021* requires manufactured homes to have a separation distance of 3 metres between homes on long term sites.

Some homes were installed at separation distances of 2.70 metres. However, the homes Victor, Kathryn and other home owners purchased are within a foot of each other (0.305, less than half a metre) and so close together that when one home owner had a plumbing issue they were advised the operator was trying to get someone small enough that can fit between the houses to fix the problem.

The root of the issue traces back to a decision by Ingenia to modify the original plans for these new homes, substituting open carports with lock up garages to enhance market appeal and sale price. However, this alteration was not accompanied by a revision of where the homes' would be placed on the land, leading to a breach of the required separation distances, particularly critical given the community is in a high bushfire zone and this lack of separation becomes a fire safety issue.

## A Two-Year Struggle

What ensued has been a prolonged saga spanning two years, characterised by promises, delays, and dashed hopes. Despite local Council

orders to rectify the non-compliance issue the homes are still non compliant and Ingenia's response has left much to be desired and has caused a lot of distress to the affected residents.

Residents, eager to move past this ordeal and regain a sense of normalcy, have tried to engage with Ingenia on resolving this issue. Early on in the dispute there were some empty sites in the community and the residents suggested their homes could be relocated to these empty sites (being that they are by design, relocatable homes). Ingenia said no to that proposal, citing that the sites were not big enough for the impacted homes. Much to the dismay of residents some of the homes that Ingenia installed on these lakefront sites are in fact larger than their impacted homes.

## Residents Speak Out

The residents have now been provided with possible solutions to resolve the compliance issue. The options proposed by Ingenia are to join the houses with a firewall which in effect will make them a row of terraces or to



*Front and rear of non-compliant homes at Sunnyslake Shores.*

revert the garages back into carports. The residents have proposed a third option which would result in the residents having what they originally purchased a freestanding house with a lock up garage. Ingenia has purchased one of the affected homes from one of the residents and that home could be removed and then the other impacted homes could be moved down to achieve the required separation distances. The residents' experience is that Ingenia is only willing to engage on the lowest cost option and will not entertain the highest cost option proposed by residents. An independent professional mediator has been appointed but the dispute is still unresolved and it's been 11 weeks since there has been any contact from the mediator which is taking its toll on the state of Victor and Kathryn's mental health.

Victor says "I was diagnosed with a severe anxiety disorder four years ago, which is what led me to move to the

Central Coast from Sydney and ultimately, to an over 55s community – I was searching for an easier, stress-free existence where I could concentrate on getting better. This debacle has had the opposite effect on me!"

Kathryn says "Why has this taken so long with no resolution? It has affected my mental health and stress levels as I moved here for a life of new beginnings without stress that buying into an over 55s lifestyle would bring with obtaining a new home that I could move into and enjoy."

Victor feels neglected and ignored by Ingenia. Written promises by Simon Owen, previous CEO of Ingenia to see this through have resulted in empty promises. Victor says "My experience of Ingenia's dispute resolution style is very passive-aggressive. Put simply, they're bullies."

Residents have been disheartened to see Ingenia's current heavy marketing

campaign of their new residential land lease community development up in Morisset. Ingenia is a very large operator who appears to have abundant manpower and financial resources to support new project development and its marketing, meanwhile a handful of residents who bought and paid for their homes in full, say that they remain a dirty little secret tucked away in the dark somewhere in the Central Coast.

Earlier this year the Australian Financial Review articles described Ingenia Communities as one of the largest companies in the sector, both in terms of existing and future land-lease developments and its valued at \$1.8 billion. Shares in Ingenia were reported to have gained 20 per cent over the past year. Victor and Kathryn are calling on Ingenia to focus on their duty of care to the residents living in their communities and not just a responsibility to shareholders to deliver record profits year after year. ●

# • OBITUARIES •

*By Paul Smyth, Land Lease Communities Solicitor at the Tenants' Union of NSW*

## Pam Meatheringham



**The Tenants' Union of NSW and the Residential Communities Forum members were saddened to learn of the death of Pam Meatheringham in November 2023.**

Pam was a resident at The Sanctuary, a Hometown Australia Community at Kalaroo Road in Redhead Beach just south of Newcastle. Pam was a member for many years of the Residential Communities Forum (previously called the Park & Village Service, or PAVS, Residential Parks Forum).

Pam was a tireless and an experienced advocate for residents before the Tribunal in the Hunter area and she had many notable successes on challenging excessive site fee increases by land lease community operators and

even resisting a termination notice from her then operator Gateway Lifestyle. Pam enjoyed maintaining her garden at the Sanctuary. However, while hip replacement surgery in later years meant having to get around with the aid of a walker or walking stick Pam was not curtailed in her advocacy on behalf of residents. In August 2020 Pam received a Community Recognition Statement from her local State MP in the NSW Parliament.

Friend and resident advocate Anne Davy said, "I know Pam worked closely with the Tenants' Union and the Hunter TAAS in Newcastle for more than 15 years for The Sanctuary residents and those of other surrounding villages. I assisted Pam at many Tribunal hearings and I admired her greatly. She represented the residents at mediation with the Sanctuary Operator in 2023 despite being in hospital only a few days before. This advocacy resulted in a \$3 per week decrease in site fees. A fighter till the end. She will be sadly missed by many of the older residents in the Sanctuary and other villages."

## Don Rose



**In November 2023 the Residential Communities Forum and the Tenants' Union of NSW were saddened to hear of the death of Don Rose. Don died peacefully at his home with his wife Jeanette and family by his side which is what he had wished for.**

Don was a member of ARPRA Illawarra and he also was a significant contributor to the Residential Communities Forum, convened by the Tenants' Union of NSW. Don is remembered as a genuinely lovely man who had a very caring attitude. Don advised and advocated on behalf of residents in his community at Wollongong Surf Leisure Resort and beyond.

Forum member Greg Skinner said "Don was a true gentleman. My life was made better and brighter for knowing Don." ●

# UPSKILLING RESIDENTS

## ● IN THE NORTHERN RIVERS ●

*By Eloise Parrab, Land Lease Communities Officer at the Tenants' Union of NSW*

**Paul and Eloise from the Tenants' Union recently travelled to Pottsville in Northern NSW to provide training for resident advocates.**

The participants were residents living in land lease communities who have stepped into the role of advocate to try and resolve disputes with the operator of their communities. The Tweed Residents Parks Home Owners Association and the local Northern Rivers Tenants Advice and Advocacy Service (NORTAAS) helped us to organise the training.

It was a great couple of days training where we took the residents through the role of an advocate, negotiating disputes and the NCAT process from lodging an application through to a hearing. "Always keen to learn more about land lease legislation and this training will assist me to support others through the NCAT process" was the feedback from one of the attendees.

It was also a good opportunity to run two community education sessions for residents in Ballina and Lismore with the local tenants advice service NORTAAS. Those sessions covered



*Resident advocates at the training in Pottsville.*

rights and responsibilities of residents and operators and there were lots of questions from residents who are currently dealing with a range of issues in the community but the biggest issue was poor operator conduct.

We also popped into the Chinderah Donation Hub and met with some of the volunteers. The Hub is providing assistance to residents in Chinderah and the surrounding area who have been impacted by the floods in March 2022. The Hub was initially located in old shipping containers at the old Cudgen Leagues Club and with the help of funding grants



*Volunteers Sandy (left) and Bob (centre), with Eloise (right), at the Chinderah Donation Hub.*

they were able to relocate to a unit in the Chinderah Industrial Estate. They are providing an essential service for many residents who are trying to get back on their feet after the devastating floods. ●

# LOCAL GOVERNMENT • REGULATIONS • FINALLY GETTING A REFRESH

*By Eloise Parrab, Land Lease Communities Officer at the Tenants' Union of NSW*

**The wait is finally over! The NSW Government is undertaking a review of the *Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021*.**

The Tenants' Union has referred to an urgent need to update these regulations in past articles in *Outasite*. There have been a few minor tweaks and changes to the regulations since they commenced in 2005. In that time though there have been major changes in residential land lease communities and in particular changes to the types of homes you find in communities. The regulations have not kept pace with these changes, are out of date and need a big refresh and update to make them both relevant and applicable to residential land lease communities in 2024.

## Phase One

The review is being undertaken in two phases with phase one underway. Submissions for phase one proposals closed in January 2024 and we are waiting to hear what the final

changes will be and when they will be implemented. Phase one appears to be primarily around bringing in recommendations from the NSW Flood Inquiry. The draft proposal is for no new permanent/long term sites on flood prone land. This will not be retrospective so it will not impact long term sites that are currently on flood prone land. There will also be requirements for new land lease communities including minimum floor levels in manufactured and relocatable homes. Any development will also have to ensure it doesn't cause flooding elsewhere in the floodplain and there must be access to a refuge which is above the probable maximum flood level.

Changes to how separation distances are measured is also part of the phase one proposal. At the moment dwellings on long term sites must be 3 metres from the neighbouring dwelling. The proposal is for dwellings to be 1.5 metres from the site boundary on long term sites and 0.9 metres for short term sites which will result in an equal sharing

of the required separation distance between dwellings.

Other proposed changes include:

- fire hydrants and hose reels will need to meet Australian Standards and to be inspected and certified annually
- community maps to be prepared by a surveyor (or other qualified person). Maps will need the number, size, location and dimensions of all sites, community buildings and facilities and location of fire hydrants, extinguisher and hose reels

We will keep you updated on this review process including the release of Phase Two of the review and will provide more details when the legislative amendments are made by NSW Parliament. You can find the Tenants' Union's submission to the Phase One review at [tenants.org.au/reports](https://tenants.org.au/reports) – filter by 'Land lease communities' under subject area.

## Compliance Issues

We often hear from residents about issues they are dealing with where the operator

appears to be ignoring local government regulations or the local Council are insisting on changes to sites and homes where they are alleged to be non-compliant. Some recent compliance issues that have been brought to our attention are from communities in Northern NSW where new homes have been brought in on sites where homes were too badly flood-damaged to be repaired. Many flood-impacted homes were assessed by Disaster Recovery Management companies like Johns Lyng Group and various consulting engineering firms and either demolition / removal of the home or significant structural works were recommended. The new homes that have been brought in are owned by the operator and many have since been sold or are up for sale. Issues include failure to comply with separation distances between homes with the back steps of some homes virtually touching. There is also no set back from the road for some homes. The current local government regulations require relocatable homes to be at least one metre from an access road. These issues have been raised with the local Council but it's unclear yet what action might be taken.

In another area of NSW the local Council has been taking a very close look at

compliance issues in the land lease communities within their council area over the last couple of years. We have been advised by residents that they have been told they need to remove structures to ensure they are complying with separation distances and some have been told they need to raise their homes by over 2 metres due to the flood risk. The Tenants' Union hears from residents and Tenant Advocates across the state and what we see is a very wide range of approaches taken by local Councils when looking at compliance by the operator with the local government regulations. It's important to remember that your home and associated structures must comply with the local government regulations that were in existence at the time your home was built on site or when you made any amendments or additions to your home or structures on your site. If you have concerns over changes you are asked to make to your home or other structures on your site then we encourage you to seek advice before making any changes which can be very costly and ultimately impact on the value of your home.

Call your local Tenants Advice and Advocacy Service for advice. See contact details on the back cover, or visit [tenants.org.au/get-advice](https://tenants.org.au/get-advice) ●

***“The Tenants’ Union hears from residents and Tenant Advocates across the state and what we see is a very wide range of approaches taken by local Councils when looking at compliance by the operator with the local government regulations. It’s important to remember that your home and associated structures must comply with the local government regulations that were in existence at the time your home was built on site or when you made any amendments or additions to your home or structures on your site. If you have concerns over changes you are asked to make to your home or other structures on your site then we encourage you to seek advice.”***

# ● GUBU – GROTESQUE, ● UNBELIEVABLE, BIZARRE & UNPRECEDENTED

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***“After a week the plumber returned and reconnected her utilities and completed some of the outstanding work. It was a very difficult week for the home owner with no running water or gas supply in her home. She was forced to rely on communal facilities and her neighbours for buckets of water.”***

**This is a new column where we invite you to share grotesque, unbelievable, bizarre and unprecedented (GUBU) goings-on in land lease communities in New South Wales.**

To start the column off we have an example of outrageous behaviour where a tradesperson accessed a home owner's site without permission and removed her water meter and gas connection. This home owner had been working hard to get back on her feet after her home was destroyed in the 2022 floods. A new home was ordered from overseas and arrived in a shipping container and had to be assembled onsite.

The home owner engaged the operator's plumber to carry out the plumbing work to connect water and gas to her home. There was a dispute about whether all the work was completed and to a satisfactory standard. The home owner arranged for a different tradesperson to carry out an inspection and they made a list of work that needed to be fixed. The home owner asked for the works to be completed by the plumber before she paid the last invoice for the work. After a couple of weeks of back and forth the home owner

came home and was shocked to discover that the operator's plumber had without any warning disconnected her water supply and removed her water meter from her site and took away the gas lead. The home owner told the manager at her community what had happened and negotiations took place.

After a week the plumber returned and reconnected her utilities and completed some of the outstanding work. It was a very difficult week for the home owner with no running water or gas supply in her home. She was forced to rely on communal facilities and her neighbours for buckets of water.

The plumber did not have any right of entry in this situation to access the home owner's site without her permission and absolutely no right to disconnect her utilities. If you want to find out more about your rights regarding access to your residential site and home, see our factsheet 'Access arrangements' at [tenants.org.au/thenoticeboard/factsheets](https://tenants.org.au/thenoticeboard/factsheets).

If you would like to share GUBU examples for future editions of *Outasite* please send them to [contact@tenantsunion.org.au](mailto:contact@tenantsunion.org.au) marked attention Eloise Parrab. ●

# • FACTSHEETS, • SAMPLE LETTERS & MORE

Visit [tenants.org.au/thenoticeboard](https://tenants.org.au/thenoticeboard) for over 20 factsheets, 7 sample letters, podcasts, and other legal resources for land lease community residents. We are always updating and adding to these online resources. When the legislation changes, we work quickly to make sure the resources are updated as soon as possible. You can also find our submissions, reports, and an archive of *Outasite* and *Outasite Lite*. •

## The Noticeboard for land lease community residents



## STAY IN TOUCH

We hope you will stay in touch – just scan the QR code to the right with your phone, then enter your email address, and **please make sure to tick 'Outasite Lite for Land Lease Communities,'** then tap Subscribe. Alternatively, you can visit our website, or fill in the form below, or call us on 02 8117 3700. We would also love you to spread the word among fellow land lease community residents.

### Subscribe – it's free!

- ☐ Send me *Outasite* print magazine (1-2 times per year). If yes, how many copies (please circle): 1 3 5 10 20 50 100 more
- ☐ Send me *Outasite Lite* email news (sent once every few months)
- ☐ Send me the general *Tenant News* email (once every two months)

Name:

Address:

Park or organisation:

Email:

Phone:

Please tick all that apply to you:

- ☐ Land lease community home owner
- ☐ Land lease community tenant
- ☐ I would like to make a donation. Please contact me.

We welcome donations, but please note that you do not need to make a donation, or be a member to access advice. All permanent residents of land lease communities are entitled to free advice (and may get Tribunal appearance assistance) from your local Tenants Advice & Advocacy Service (see contact details at right).

Please return this form to:

**Tenants' Union of New South Wales**  
PO Q961  
QVB Market Street  
NSW 1230



## GET FREE ADVICE:



### Tenants' Advice & Advocacy Services

Eastern Sydney	9386 9147
Inner Sydney	9698 5975
Inner West Sydney	9559 2899
Northern Sydney	9559 2899
Southern Sydney	9787 4679
South Western Sydney	4628 1678
Western Sydney	8833 0933
Blue Mountains	4704 0201
Central Coast	4353 5515
Hunter	4969 7666
Illawarra South Coast	4274 3475
Mid Coast	6583 9866
Northern Rivers	6621 1022
North Western NSW	1800 836 268
South Western NSW	1300 483 786



### Aboriginal Tenants' Advice & Advocacy Services

Greater Sydney	9833 3314
Western NSW	6881 5700
Southern NSW	1800 672 185
Northern NSW	1800 248 913

We regularly update *The Noticeboard* – our website for land lease communities. You can find over 20 factsheets, plus sample letters, and previous newsletters:

[tenants.org.au/thenoticeboard](http://tenants.org.au/thenoticeboard)

