



# Newsletter

November 2025

PARK HOME OWNERS' ASSOCIATION of WA Inc

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## ELECTRICITY SUPPLY CHARGE NOW ALLOWABLE

After more than a year of uncertainty, confusion and illegal practices on the part of some park operators, the Minister for Commerce, Dr Tony Buti, has moved to amend the Regulations and include electricity supply as an allowable charge. His reasoning is that it will provide clarity and stop park operators trying to recoup the charge through other means. It is expected that the new rules will be declared on or around November 13<sup>th</sup> 2025. Consumer Protection is preparing a Bulletin for distribution to anyone registered on the Consumer Protection email announcement list (see link below). The supply charge is intended to cover the costs of reading meters, preparing billing and maintaining the grid within the park.

The key points of the new rules are:

1. Only parks with separately metered electricity supply can charge for supply.
2. The charge will be fixed at the Residential Tariff Schedule A1 & A2 as a daily charge for "additional homes", currently 46c per day and set by the Government annually.
3. The charge cannot be back-dated. Charges made in the past remain illegal.
4. Parks can only charge for supply where the Long-Stay Agreement specifically includes it. That means that no current agreement can be used to charge supply. Long-stay agreements can only be changed by mutual agreement. If a park does not give long-stay agreements (which they must by law), then they can not charge for electricity supply.
5. The new rules do not apply to gas or water supply charges. These remain illegal. Only consumption from a metered supply can be charged for to recoup actual costs.

If your park operator starts charging for supply without satisfying these conditions, you are within your rights to refuse to pay the charge by writing to the park operator and stating your reasons.

If you encounter further difficulties, contact Consumer Protection via <https://tinyurl.com/s48sa5s9> or 1300 30 40 54

## NEXT GENERAL MEETING

Wed 17th December 2025

[Wilson Community Hall, 40 Braibrise St, Wilson](#)

Starts at 11:00am

ZOOM MEETING AVAILABLE

Contact Ken Wilson on 0420208601 or email [phoawa@gmail.com](mailto:phoawa@gmail.com) to book a ZOOM Meeting

## THE PHOAWA BOARD

Following the AGM in August and subsequent Board Meetings, the office bearers have been organised for the 2025/2026 year.

Maxine Paull, a long serving Board Member has retired her position after many years of service. Thanks to Maxine for all her hard work and dedication.

At the upcoming meeting in December, we will honour our two new life members, Ken and Glenis Mann.

The Board consists of:

- Terry Hinchliffe – Chair, Web Site, Newsletter
- Tony Little – Vice Chair, Facebook
- Ken Wilson - Treasurer and Membership
- Janine White – Secretary
- Simon Watt, Facebook
- Christine Hinchliffe – Board Member
- Ross Howlett – SW Region Coordinator
- John van der Voorden – Peel Region Coordinator
- Shirley Menegola – Board Member

## Park Representatives

Many of our parks have park representatives who are a primary source of contact and help with distribution of newsletters and fee payments. A huge thanks to all. You are invaluable.

## Consumer Protection Announcements

You can sign up to receive announcements by CP via email via this link.

<https://shorturl.at/2ACKA>

## GETTING HELP FROM CONSUMER PROTECTION

Some members have expressed disappointment when asking Consumer Protection for assistance.

With CP, the main focus is on reconciliation, so that Consumer Protection will try to contact the park operator and talk through the situation. In the majority of cases, this is successful, the park operator being unaware of the rules surrounding your situation.

In order to have CP intervene on your behalf, you must first lodge a complaint. Some of our members tell us that they are reluctant to take this action because they don't want the park operator to know they are complaining. However, it is your right to make a complaint and your right to have things done properly. Lodging a complaint is simple, and is best done on-line <https://tinyurl.com/5c2zu57u>

or

Download a form from

<https://www.parkhomeownerswa.com.au/complaints>

Before you start your complaint, organise any supporting documents, especially a copy of your lease agreement (just the part that relates to your complaint will do) and any letters you sent to the park operators along with their reply regarding the matter at issue. Make electronic copies of these documents by photographing them with your phone camera.

If you need help making a complaint, you can phone CP on 1300 30 40 54 for assistance.

## REVIEW OF THE RPLST ACT UNDER WAY

The Residential Parks Long-Stay Tenancy Act is the set of laws that define the rules for long stay in caravan parks and residential villages (not retirement villages). Under the Act, there is a review every 5 years. The review is currently underway, with work done by a legal team in Consumer Protection.

The Review Team has sought input from both PHOAWA and CCWA (Caravan and Camping WA) to guide the review process.

The review is looking at such issues as:

- Leases (lack of leases, non-standard inclusions)
- Behaviour of park operators
- Security of tenure
- PLC operations and effectiveness

Once the review team has compiled a draft review document of suggestions and issues, PHOAWA and CCWA will be invited to comment and have further input.

Eventually, the review will be submitted to Parliament with recommendations for changes to the Act.

## RENT INCREASES – KNOW YOUR RIGHTS

PHOAWA has had a lot of complaints from members that park operators are trying to increase rents beyond what is legal. This has often been the result of operators wrongly thinking they could add the electricity supply charge on to the rent.

The facts are:

- The only rent variations allowed is once per year as specified in the long term agreement. If the agreement does not specify a method of variation, then no rent increase is permitted.
- There are only four possible ways of varying the rent and only one may be specified for each year.
  - a) fixed percentage (eg 3% pa)
  - b) fixed amount (eg \$10 a week)
  - c) cpi (as published by the Government for the last quarter prior to the increase date)
  - d) Market valuation by an licensed valuer (only allowed on agreements signed prior to 2022)
- Lease agreements should also have included a summary showing how the rent will increase over the years using the method specified in the agreement.
- If a park operator determines that there has been significant cost increases in the park that requires a special rent increase, they can ask the residents using an [approved form](#). Each resident must approve or disapprove the increase over a 28 day period. If some disapprove, the operator must apply to the SAT for the rent increase.

If your park operator has attempted to increase rents outside of these rules, you should inform them in writing of the issue. If you do not get a satisfactory outcome, contact Consumer Protection with your documents ready.

## A VERY BUSY TIME FOR THE PHOAWA BOARD

The last few months have been a busy time for the new Board members. Consultations with Government have been at an all time high. Regular Round Table Conferences between PHOAWA, Consumer Protection and CCWA WA are now being held to exchange views and raise issues. The review of the Residential Parks Act has also meant meetings and feedback, as has the listing of electricity supply as an allowable charge.

Besides the meetings, Board members help by fielding a steady stream of questions and requests for help from our membership through email and Facebook. Membership is surging, keeping our membership workers very busy. Thanks to all, a terrific job.