

Operating a Residential Park: A Guide for Owners and Operators

Residential Parks Act 2026

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How to Use This Guide

For consistency with the *Residential Parks Act 2026*, this guide uses the term “park owner”. Depending on the circumstances, this may include the owner or operator of a residential park and other persons included within the definition of park owner under the Act.

This guide has been developed to help park owners understand and comply with the *Residential Parks Act 2026*. It provides practical, plain-English information about the day-to-day operation and management of a residential park.

Many park owners will already have systems and processes that support compliance. This guide explains the key requirements of the Act and provides practical guidance on managing agreements, park rules, residents, rent, security deposits, maintenance, notices and records.

For most park owners, complying with the Act will involve:

- preparing and managing residential park agreements
- providing residents with the required information
- maintaining the park, common areas, services and facilities
- managing rent, charges and security deposits correctly
- respecting residents’ rights and applying park rules fairly
- keeping accurate and complete records
- following the correct processes when issues arise or an agreement ends.

Many of these activities may already form part of the park’s normal operations. This guide explains how existing practices can be reviewed and adapted to help meet the requirements of the Act.

How the Guide Is Structured

This guide follows the main stages of operating and managing a residential park, from preparing residential park agreements and moving residents into the park to managing rent, maintenance, disputes and the end of an agreement.

Each section explains:

- what the Act requires
- the practical steps park owners should take
- the records that should be kept
- common mistakes to avoid
- simple ways to make compliance easier.

Throughout the guide, look for the following headings:

What You Need to Do

A summary of the steps a park owner must, or should, take.

Records to Keep

The documents, forms and other information that should be kept to support compliance and help resolve any future questions or disputes.

Things to Avoid

Common mistakes that may result in complaints, disputes or non-compliance with the Act.

Easy Compliance Tip

A practical suggestion to help simplify processes, improve record keeping and make compliance easier.

A Simple Approach to Compliance

A practical way to manage compliance with the Act is to ask four questions:

- what do I need to do
- when do I need to do it
- what records should I keep
- can I show that I have done it?

Being able to answer these questions can help you check that your park's systems and practices meet the requirements of the Act.

Key message

Many compliance obligations can be managed through a small number of clear and reliable systems, including:

- residential park agreements
- information provided to residents
- park rules
- rent and security deposit records
- maintenance and repair records
- complaints and dispute records
- notices and other communications
- records of important decisions and actions.

Keeping these systems accurate and up to date will make compliance easier and support the effective management of your park.

Important Note

This guide provides general information and practical guidance only. It should be read together with the *Residential Parks Act 2026*, the regulations and any approved forms or other requirements made under the Act.

This guide does not replace the legislation or independent legal advice. If there is any difference between this guide and the legislation, the legislation applies.

Getting started

The *Residential Parks Act 2026* establishes the legal framework for residential parks in Tasmania. It sets out the rights and responsibilities of park owners and residents and includes requirements relating to residential park agreements, park management, rent and other charges, maintenance, dispute resolution and ending agreements.

The Act aims to provide greater certainty, fairness and transparency for park owners and residents while supporting the effective operation of residential parks.

As a park owner, you are responsible for ensuring the park is managed in accordance with the Act.

Key Requirements for Park owners

The Act includes requirements relating to:

- registering the residential park and keeping registration details current
- preparing and managing residential park agreements
- providing residents with required information and documents
- making, providing and changing park rules
- managing rent, security deposits and other charges
- maintaining sites, common areas, services and facilities
- respecting residents' rights and understanding their responsibilities
- supporting residents' committees
- maintaining an emergency evacuation plan
- managing access to residents' dwellings
- responding to complaints and resolving disputes
- managing dwelling sales and agreement transfers
- reviewing, continuing and reissuing certain agreements
- issuing notices and ending agreements
- dealing with possession and abandoned property
- keeping accurate and complete records.

The following sections explain these requirements and provide practical steps to help park owners meet their obligations.

Residential Park Agreements

Residential park agreements form the foundation of the relationship between a park owner and a resident. The Act requires residential park agreements to be prepared, provided to residents and managed in accordance with its requirements.

Having a clear and consistent process for preparing, issuing and maintaining residential park agreements can help owners meet their obligations under the Act and reduce the risk of misunderstandings or disputes.

When a Residential Park Agreement is Required

A residential park agreement is the legal agreement between a park owner and a resident. It sets out the terms and conditions of a resident's occupation of a site within a residential park, including matters such as rent, park rules, rights and responsibilities.

Under the Act, you must use a residential park agreement if a person has, or will have, the right to occupy a site in a residential park:

- as their principal home for at least 90 days; or
- for one or more consecutive fixed terms that total at least 90 days.

If a person has already occupied a site under an agreement for at least 90 days, the Act will be presumed to apply unless there is evidence that it does not.

The residential park agreement helps ensure both the owner and the resident understand their rights and responsibilities from the start of the tenancy.

Before the resident signs, the park owner must provide the resident with a copy of the proposed residential park agreement. Once the agreement has been signed by all parties, the park owner must provide the resident with a copy of the fully signed agreement within 14 days.

What You Need to Do

- ensure a residential park agreement is prepared before a resident moves in
- use a residential park agreement that complies with the Act
- provide a copy of the agreement to the resident
- keep a signed copy for your records.

Records to Keep

- signed residential park agreement
- copies provided to the resident

- any supporting documentation relating to the agreement.

Things to Avoid

- allowing residents to move in without an agreement
- relying on verbal arrangements
- failing to retain signed copies of agreements.

Easy Compliance Tip

Use the same agreement template for every resident to ensure information is provided consistently.

A model residential park agreement is available for park owners/owners to use at [Consumer Affairs Tasmania](#) Website

Short Fixed-Term Agreements of 90 Days or Less

This section applies where the arrangement is covered by the Act and the residential park agreement is for a fixed term of 90 days or less.

A residential park agreement for a fixed term of 90 days or less will generally be treated as a periodic agreement unless one of the exceptions in the Act applies.

The agreement will remain a short fixed-term agreement if the park owner can show that:

- the resident requested the fixed term and, when entering into the agreement, did not intend to renew or extend it; or
- before entering into the agreement, the park owner gave the resident the approved warning notice and the resident signed the approved statement confirming that the resident:
 - understood the agreement was for a fixed period; and
 - did not expect to remain on the site after the agreement ended.

If neither exception applies, the agreement is treated as a periodic agreement. The period of the agreement will be the same as the fixed period stated in the agreement.

What You Need to Do

- confirm whether the resident requested the short fixed term
- keep evidence that, when entering into the agreement, the resident did not intend to renew or extend it
- if relying on the warning notice process, use the current approved warning notice and resident statement
- give the approved warning notice to the resident before the agreement is entered into

- ensure the resident signs the approved statement before entering into the agreement
- give the resident a copy of the completed documents
- keep the documents with the residential park agreement.

Records to Keep

- the residential park agreement
- the resident's written request for a short fixed term, if applicable
- records showing the resident did not intend to renew or extend the agreement
- the completed approved warning notice
- the resident's signed approved statement
- a record of when the documents were given to the resident.

Things to Avoid

- assuming an agreement is fixed-term simply because it states an end date
- using a short fixed term to avoid the requirements of the Act
- giving the warning notice after the agreement has been entered into
- using an outdated or altered version of an approved form
- failing to keep evidence supporting the short fixed-term arrangement.

Easy Compliance Tip

Before entering into an agreement for 90 days or less, check whether the resident requested the short fixed term. If not, complete the approved warning notice and resident statement before the agreement is entered into. Keep copies of all documents together in the resident's file.

Preparing Residential Park Agreements

Residential park agreements must contain the information required under the Act and should accurately reflect the arrangements between the owner and resident.

The agreement must:

- be in writing and use clear, easy-to-understand language;
- clearly identify the site covered by the agreement;
- include the statutory terms that apply under the Act;
- include any terms prescribed by the regulations;
- state the park owner's full name and address for service;
- state the resident's full name and place of occupation;
- include a copy of any park rules that apply to the residential park; and

- comply with any other requirements prescribed by the Act or regulations

Before providing an agreement to a resident, owners should ensure all relevant details have been completed and reviewed for accuracy.

What You Need to Do

- use a residential park agreement that complies with the Act
- complete all relevant sections of the agreement
- ensure rent and any other applicable charges are clearly stated
- ensure the resident receives all required documents.

Records to Keep

- blank agreement template
- completed agreements
- records of any amendments or updates.

Things to Avoid

- using outdated agreement templates
- leaving sections incomplete
- including terms that conflict with the Act.

Easy Compliance Tip

Create a standard 'New Resident Pack' containing the agreement, park rules, and any other information required to be provided to residents.

Giving Agreements to Prospective Residents

A residential park agreement is the document that sets out the arrangement between the owner and the resident. It should clearly explain the rights and responsibilities of both parties and include all information required under the Act.

Before providing an agreement to a resident, make sure it is complete, accurate and reflects the arrangements that will apply to the site.

What You Need to Do

- use a residential park agreement that complies with the Act
- complete all sections of the agreement before it is signed
- ensure the agreement accurately reflects the arrangement with the resident
- clearly state the rent and any other charges payable by the resident
- ensure the resident receives a copy of the agreement
- provide the resident with any other documents required under the Act, including park rules and the Disclosure Pack.

Records to Keep

- signed residential park agreements
- copies of documents provided to residents
- records of any changes to the agreement.

Things to Avoid

- pressuring residents to sign immediately
- providing incomplete documentation
- making promises that are not reflected in the agreement.

Easy Compliance Tip

Provide agreement documents electronically as well as in hard copy where possible.

Information You Must Provide When Entering Into an Agreement

The Disclosure Pack is an approved form that contains the information a park owner must provide to a resident under section 16 of the *Residential Parks Act 2026*. It helps residents understand the costs, services, conditions and other important matters associated with living in the residential park.

The completed Disclosure Pack must include:

- details of charges the resident may be required to pay
- details of services provided on a fee-for-service basis
- the park owner's name and address for service
- the registered office address, if the park owner is a company
- contact details for emergency repairs
- details of any payment the resident may be entitled to receive when occupation ends, other than a security deposit
- all information the park owner is required by law to disclose
- information about the resident's rights to sell or relocate a dwelling
- a condition report describing the condition and general state of repair of the site
- any publications or other information prescribed by the regulations.

The park owner must generally give the completed Disclosure Pack to the resident before or when the residential park agreement is entered into. A limited exception applies to an agreement of 90 days or less where the resident has waived, in writing, the requirement to receive the material beforehand.

What You Need to Do

Before a residential park agreement is entered into:

- provide the prospective resident with a copy of the proposed residential park agreement
- complete the current approved Disclosure Pack accurately
- provide the completed Disclosure Pack to the resident
- include a copy of the current park rules with the agreement, if the park has park rules
- allow the resident a reasonable opportunity to read and consider the documents
- ensure the condition report accurately records the condition of the site
- give the resident a copy of each completed document
- provide any prescribed publications.

Allow the prospective resident a reasonable opportunity to read and consider the information before signing the agreement.

Records to Keep

- a copy of the proposed residential park agreement provided to the resident
- the completed Disclosure Pack
- the site condition report
- the version of the park rules included with the agreement
- copies of any prescribed publications provided
- any written waiver given for an agreement of 90 days or less
- a record of what was provided, when it was provided and how it was provided

Things to Avoid

- providing outdated information
- omitting required documents
- assuming residents have received information without recording it.

Easy Compliance Tip

Use a checklist to confirm all required information has been provided before a resident signs the agreement.

Keeping Agreement Records

Keeping complete and accurate agreement records is one of the simplest ways to demonstrate compliance with the Act. Good recordkeeping helps park owners

manage resident agreements, respond to enquiries, resolve disputes and show that required information has been provided.

Agreement records should be stored securely and be easy to locate when needed.

What You Need to Do

- keep a copy of every residential park agreement
- retain records relating to agreement amendments or variations
- store records securely
- ensure records can be located promptly if required.

Records to Keep

- signed agreements
- agreement amendments
- resident acknowledgements
- information provided to residents
- correspondence relating to the agreement.

Things to Avoid

- storing records in multiple locations
- losing original signed documents
- failing to keep records of changes made to agreements.

Easy Compliance Tip

Maintain one file for each resident and keep all agreement-related documents together in that file.

Request to Transfer a Residential Park Agreement

The Act allows a resident who is selling their home to request that their residential park agreement be transferred to the purchaser. This means the purchaser may be able to take over the existing agreement and continue occupying the site, rather than entering into a completely new agreement.

The park owner may request information that is reasonably necessary to consider the transfer. However, the park owner must not unreasonably refuse the transfer, delay a decision without good reason, or impose conditions that are not permitted by the Act.

A transfer request should be made in writing and supported by any information required to allow the park owner to properly consider the proposed purchaser.

What You Need to Do

When a resident requests the transfer of a residential park agreement:

- confirm the request has been made in writing
- obtain any information reasonably required to assess the proposed purchaser
- consider the request within 14 days unless a longer period is agreed
- advise the resident and proposed purchaser of your decision
- if approved, ensure the transfer is properly documented
- update resident records and registers following the transfer.

Records to Keep

- request to Transfer Residential Park Agreement form
- information provided by the proposed purchaser
- correspondence relating to the transfer request
- approval or refusal decision
- reasons for the decision
- updated residential park agreement records
- resident file notes.

Things to Avoid

- refusing a transfer without proper consideration
- delaying a decision unnecessarily
- requesting information that is not reasonably required
- imposing conditions not permitted by the Act
- failing to document the decision and reasons
- making decisions based on personal preferences rather than relevant information.

Easy Compliance Tip

Provide the resident with the Request to Transfer a Residential Park Agreement form available from the [Consumer Affairs Tasmania](#) website. Using the templated form helps ensure all required information is provided, supports consistent decision-making and makes it easier to demonstrate compliance if the decision is later reviewed or questioned.

Park Rules

Park rules help create a safe, respectful and well-managed living environment for all residents. Clear and consistent park rules can help prevent misunderstandings, manage expectations and reduce disputes.

The Act allows park owners to make park rules about the use, enjoyment, control and management of the residential park. However, park rules can only cover matters

permitted under the Act and any applicable regulations. Rules must be reasonable, must not be inconsistent with the Act or any other law, and cannot take away rights provided to residents under the Act.

Current park rules form part of a residential park agreement and should be clearly communicated to residents, for example by providing a copy with the agreement. Park owners should ensure park rules are reasonable, easy to understand and applied fairly.

Creating Park Rules

Park rules should support the safe and effective operation of the park while balancing the rights and responsibilities of all residents.

Common topics covered by park rules include:

- noise and behaviour
- visitors
- parking
- pets
- waste disposal
- use of common areas
- maintenance of sites
- safety requirements

What You Need to Do

If you are considering developing a set of written park rules:

- ensure rules are clear and easy to understand
- make sure rules are reasonable and relate to the operation of the park
- review rules periodically to ensure they remain current.

Records to Keep

- current park rules
- previous versions of park rules
- records of reviews or updates.

Things to Avoid

- unwritten or vague rules
- rules that are difficult to understand
- rules that are unrelated to the operation of the park
- creating rules that are inconsistent with the Act.

Easy Compliance Tip Keep rules simple. If a rule cannot be easily explained to a new resident, consider simplifying the wording.

Model park rules are available at [Consumer Affairs Tasmania](#) website.

Providing Park Rules to Residents

Residents should know what is expected of them from the beginning of their occupancy. Providing park rules early helps residents understand how the park operates and can reduce misunderstandings and disputes.

If a residential park has park rules, those rules form part of the residential park agreement. Residents must be given a copy of the current park rules before they enter into an agreement and whenever the rules change, as required by the Act

What You Need to Do

- provide a copy of the current park rules to prospective residents before they sign a residential park agreement
- ensure residents receive any amended park rules at least 14 days prior to the amendment taking effect
- make park rules easily accessible to residents
- use the same park rules for all residents unless the Act provides otherwise
- ensure residents understand where they can obtain a copy of the rules in the future.

Records to Keep

- current version of the park rules
- previous versions of park rules
- records showing when park rules were provided to residents
- notices of amendments to park rules
- resident acknowledgements, if used.

Things to Avoid

- assuming residents have seen or understood the rules
- providing outdated versions of the rules
- failing to keep a record that rules were provided.

Easy Compliance Tip

Include a copy of the park rules in your New Resident Pack along with the Residential Park Agreement and Disclosure Pack. This ensures all required information is provided at the same time.

Changing Park Rules

From time to time, park owners may need to update park rules to address changing circumstances or operational requirements. The Act allows park rules to be amended, but it also sets out a process that must be followed before changes can take effect.

Before changing park rules, park owners should ensure the proposed rule is about a matter permitted under the Act, is reasonable, and is not inconsistent with the Act or any other law.

Where a residents' committee has been established, the park owner must consult with the committee and consider its views before making a decision about a proposed change.

What You Need to Do

- ensure the proposed change relates to a matter permitted under the Act
- ensure the proposed rule is reasonable
- put the proposed change in writing
- consult with the residents' committee, if one exists
- consider any feedback received
- provide written notice of the change to residents at least 14 days before it takes effect
- provide residents with an updated copy of the park rules.

Records to Keep

- previous versions of park rules
- updated versions of park rules
- notices or communications issued to residents
- records of when changes took effect.

Things to Avoid

- making informal rule changes
- failing to notify residents of changes
- applying new rules before residents have been informed.

Easy Compliance Tip

Keep a version number and date on each set of park rules so everyone knows which version is current.

A notice of amendment of park rules form is available at [Consumer Affairs Tasmania](#) website.

Applying Park Rules Consistently

Consistent application of park rules is important for maintaining fairness and reducing complaints. Residents are more likely to comply with rules when they are applied equally and explained clearly.

What You Need to Do

- apply rules consistently across the park
- address issues promptly and professionally
- explain the relevant rule when responding to concerns
- keep records of significant rule-related issues.

Records to Keep

- complaints relating to park rules
- correspondence with residents
- warning notices, where issued
- records of actions taken.

Things to Avoid

- applying rules differently to different residents
- ignoring repeated breaches
- enforcing rules inconsistently
- relying solely on verbal discussions for serious issues.

Easy Compliance Tip

When responding to a rule breach, refer to the specific rule rather than relying on verbal instructions or personal preferences.

Moving Residents Into the Park

The move-in process is an important opportunity to ensure residents understand how the park operates, what information has been provided and what is expected under their residential park agreement.

Having a consistent process for new residents can help prevent misunderstandings and make compliance easier to demonstrate.

Before a Resident Moves In

Before a resident occupies a site or dwelling, park owners should ensure all required information has been provided and all necessary documents have been completed.

What You Need to Do

- ensure a residential park agreement has been prepared
- provide the resident with all required information
- provide a copy of the park rules
- confirm the resident understands the agreement and park rules
- ensure all required documents have been signed before move-in.

Records to Keep

- signed residential park agreement
- copy of information provided to the resident
- copy of park rules provided
- any completed application forms or supporting documents.

Things to Avoid

- allowing a resident to move in before paperwork is completed
- failing to provide required information
- using different procedures for different residents
- relying on verbal discussions instead of written records.

Easy Compliance Tip

Use a standard move-in process for every resident. Following the same steps each time reduces the risk of missing important information.

New Resident Information

Providing clear information at the beginning of a resident's occupancy helps establish positive relationships and reduces the risk of future disputes.

Residents should understand:

- the terms of their residential park agreement.
- the park rules.
- how rent is paid.
- how maintenance issues can be reported.
- how complaints can be raised.
- who to contact if assistance is required.

What You Need to Do

- provide clear and accurate information to new residents
- ensure the resident receives current versions of all documents

- explain key park processes where required
- provide contact details for park management.

Records to Keep

- information pack provided to residents
- record of when information was provided
- resident acknowledgements, if obtained.

Things to Avoid

- providing incomplete information
- providing outdated documents
- assuming a resident already understands park processes
- failing to keep a record of information provided.

Easy Compliance Tip

Create a single 'Welcome Pack' containing all information that is routinely provided to new residents.

New Resident Checklist

A checklist provides a simple way to ensure all required steps have been completed before a resident moves into the park.

What You Need to Do

Complete the following before move-in:

- residential park agreement completed
- agreement signed by all required parties
- park rules provided
- required information provided such as disclosure pack
- rent arrangements confirmed
- security deposit arrangements finalised (if applicable)
- emergency contact details recorded
- resident file established.

Records to Keep

- completed move-in checklist
- signed agreement
- resident contact details
- records of information provided.

Things to Avoid

- skipping steps because you know the resident personally
- failing to verify that documents have been completed
- not keeping a copy of the completed checklist.

Easy Compliance Tip

Keep the completed checklist in the resident's file so it can be easily referenced later.

Setting Up Resident Records

Maintaining accurate resident records from the beginning helps park owners manage agreements, communications, rent payments and other obligations throughout the resident's occupancy.

A separate file should be maintained for each resident.

What You Need to Do

Create a resident file containing:

- residential park agreement
- contact details
- emergency contact information
- correspondence
- rent records
- complaint records (if applicable)
- notices issued or received.

Records to Keep

- resident file
- contact records
- agreement records
- communication records
- any notices issued during the occupancy.

Things to Avoid

- keeping incomplete resident files
- storing records in multiple locations
- failing to update contact information
- losing important resident documents.

Easy Compliance Tip

Whether records are electronic or paper-based, keep all resident documents in one location rather than across multiple folders or systems.

Managing Rent and Security Deposits

The Act contains requirements relating to rent payments, rent records, rent increases and security deposits. Having simple systems in place for managing these matters will help park owners meet their obligations and reduce the risk of disputes.

Most park owners already collect rent and maintain basic financial records. Compliance is generally about ensuring the correct records are kept and the correct processes are followed.

Rent Payments

Rent should be paid in accordance with the residential park agreement and any requirements of the Act. Park owners should ensure residents clearly understand when rent is due and how it is to be paid.

What You Need to Do

- clearly specify the rent amount in the residential park agreement
- inform residents when rent is due
- accept rent payments in accordance with the agreement
- keep a record of all payments received.

Records to Keep

- residential park agreement
- rent payment records
- resident account balances
- correspondence regarding rent payments.

Things to Avoid

- accepting rent without recording it
- having different payment arrangements that are not documented
- failing to update rent records promptly.

Easy Compliance Tip

Use the same payment methods and processes for all residents to make recordkeeping easier.

Accepting Rent

Rent payments should be recorded as soon as they are received to ensure records remain accurate and up to date.

What You Need to Do

- record each payment received
- confirm the payment amount
- allocate the payment to the correct resident account
- update rent records promptly.

Records to Keep

- payment records
- bank records
- resident rent ledgers
- payment confirmations.

Things to Avoid

- delaying updates to rent records
- recording payments against the wrong resident
- relying on memory rather than written records.

Easy Compliance Tip

Record rent payments on the day they are received to avoid errors later.

Keeping Rent Records

The Act requires park owners to keep proper rent records. Accurate records assist with managing resident accounts and demonstrating compliance if required.

What You Need to Do

- maintain a rent ledger for each resident
- record all rent payments received
- record any rent adjustments or changes
- ensure records remain accurate and current.

Records to Keep

- rent ledgers
- payment histories
- rent increase notices
- account balance records.

Things to Avoid

- incomplete rent records
- missing payment information
- failing to keep copies of notices relating to rent.

Easy Compliance Tip

A simple spreadsheet can be used to maintain accurate rent records if a dedicated accounting system is not available.

Issuing Receipts

The Act contains requirements relating to providing receipts for rent payments in certain circumstances. Park owners should ensure receipts are issued when required and that copies are retained.

What You Need to Do

- provide receipts when required
- ensure receipts are accurate
- retain copies of issued receipts
- record receipt details in rent records.

Records to Keep

- copies of receipts
- rent payment records
- resident account records.

Things to Avoid

- failing to issue receipts when required
- issuing receipts with incorrect information
- losing receipt records.

Easy Compliance Tip

Use a receipt book or electronic receipt system that automatically retains a copy for your records.

Rent Increases

Park owners must follow the requirements of the Act when increasing rent. This includes that it has been at least 12 months since the last increase and that the resident is provided notice of the increase at least 60 days before the increase is to take effect. Keep a record of when you provided a written notice of the increase to the resident.

What You Need to Do

- ensure any rent increase complies with the Act
- provide any required notice to the resident at least 60 days in advance
- clearly state the new rent amount and commencement date
- update rent records once the increase takes effect.

Records to Keep

- rent increase notices
- records of when notices were provided
- updated rent records
- correspondence relating to the increase.

Things to Avoid

- increasing rent without following the required process
- failing to provide required notice
- forgetting to update rent records.

Easy Compliance Tip

A notice of rent increase template is available at [Consumer Affairs Tasmania Website](#).

Security Deposit Requirements

A park owner may require one security deposit under a residential park agreement. The deposit must not exceed four weeks' rent and must be paid by, or on behalf of, the resident to the Rental Deposit Authority.

At the end of the agreement, a park owner may only claim an amount from the deposit for unpaid rent, specified costs relating to unreturned keys or locks, or the reasonable cost of removing refuse, including abandoned property, from the site.

What You Need to Do

- ensure any security deposit complies with the requirements of the Act.
- provide the resident with the Security Deposit Lodgement Form.
- follow the legislated process when seeking the release of a security deposit.

Records to Keep

- security deposit receipt
- evidence the resident has lodged the security deposit with the RDA (The RDA will provide email confirmation)
- resident details

- correspondence relating to the security deposit
- documentation supporting any claim against the security deposit.

Things to Avoid

- holding security deposits in the park's bank account or in any other manner not authorised by the Act
- requesting a security deposit that exceeds legislative limits
- making deductions without following the required process.

Easy Compliance Tip

Give the resident information about paying the security deposit to the Rental Deposit Authority. The deposit may be paid by the resident or by another person on the resident's behalf. Do not require the deposit to be paid into the park owner's account.

Security Deposit Records

Although security deposits are paid by the resident or their representative and are held by the Rental Deposit Authority (RDA), park owners should keep the confirmation email received from the RDA and any other correspondence relating to the payment and release of the security deposit.

Keeping accurate records will make it easier to resolve any questions or disputes at the end of an agreement.

What You Need to Do

- maintain a register of all security deposits requested
- keep copies of RDA confirmations and correspondence
- record details of any application for release of a security deposit.

Records to Keep

- security deposit register.
- RDA lodgement confirmation
- resident correspondence
- inspection reports
- claims and supporting evidence
- security deposit release documentation.

Things to Avoid

- losing RDA correspondence
- waiting until the end of an agreement to organise security deposit records
- keeping security deposit records separately from the resident's file.

Easy Compliance Tip

Create a 'Security Deposit' section in each resident file and store all RDA documents together in one place.

Managing the Park

Park owners are responsible for maintaining the residential park and ensuring residents have access to the services and facilities provided under their residential park agreements. Regular maintenance and inspections help keep the park safe, functional and enjoyable for residents.

Good maintenance practices do not need to be complex. A simple system for recording maintenance issues, completing repairs and conducting periodic inspections will assist park owners in meeting their obligations under the Act.

Keeping the Park Clean and Maintained

Park owners are responsible for ensuring the residential park is kept clean and maintained. This includes common areas, roads, pathways, facilities and other infrastructure that forms part of the park.

What You Need to Do

- keep the park clean and well maintained
- address maintenance issues within a reasonable timeframe
- ensure roads, pathways and common areas remain safe
- remove hazards that may affect the health or safety of residents.

Records to Keep

- maintenance requests
- maintenance register
- work orders
- contractor invoices
- inspection records.

Things to Avoid

- ignoring maintenance requests
- delaying repairs unnecessarily
- failing to keep records of completed work.

Easy Compliance Tip

Keep a simple maintenance log and update it whenever an issue is reported or repaired.

Maintaining Services and Facilities

Park owners are required to maintain services and facilities that are provided under the residential park agreement or are available for residents' use within the park.

Examples may include:

- water services
- sewerage systems
- electricity infrastructure
- laundry facilities
- recreational facilities
- community areas.

What You Need to Do

- ensure services remain operational
- arrange repairs when services fail or are damaged
- monitor facilities for wear and tear
- respond promptly to issues affecting essential services.

Records to Keep

- service maintenance records
- contractor reports
- repair invoices
- resident notifications where relevant.

Things to Avoid

- allowing known service issues to remain unresolved
- failing to monitor the condition of facilities
- not documenting work completed.

Easy Compliance Tip

Keep contact details for preferred contractors readily available to reduce delays when repairs are needed.

Managing Common Areas

Common areas should be maintained to provide residents with safe and reasonable access and enjoyment.

Common areas may include:

- roads
- footpaths
- open spaces
- community buildings
- shared amenities
- visitor parking areas.

What You Need to Do

- monitor common areas regularly
- keep common areas clean and free from hazards
- repair damage when identified
- ensure lighting and access remain safe where applicable.

Records to Keep

- inspection records
- maintenance requests
- repair records
- cleaning schedules.

Things to Avoid

- neglecting less frequently used areas
- allowing hazards to remain unattended
- failing to record inspections and repairs.

Easy Compliance Tip

Combine common area inspections with routine maintenance checks to reduce duplicated work.

Addressing Maintenance Issues

Maintenance issues may be identified by residents, staff, contractors or through routine inspections.

Having a simple reporting and response process can help ensure issues are addressed efficiently.

What You Need to Do

- record maintenance issues when they are reported
- assess the urgency of the issue
- arrange repairs where required
- record the action taken and completion date
- inform the resident if the issue affects their site or dwelling.

Records to Keep

- maintenance requests
- inspection notes
- repair records
- contractor invoices
- communications with residents.

Things to Avoid

- relying on memory to track repairs
- losing maintenance requests
- closing maintenance records before work has been completed
- failing to communicate with affected residents.

Easy Compliance Tip

A simple spreadsheet can be used to track reported issues, actions taken and completion dates.

Routine Inspections

Routine inspections help park owners identify maintenance issues before they become larger or more costly problems.

Inspections also provide an opportunity to assess the overall condition of the park and ensure services and facilities remain in good working order.

What You Need to Do

Conduct routine inspections of:

- roads and pathways
- common areas
- lighting
- drainage
- shared facilities

- services and infrastructure.

Record issues requiring attention and arrange repairs where necessary.

Records to Keep

- inspection checklists
- inspection reports
- photographs where appropriate
- maintenance actions arising from inspections.

Things to Avoid

- conducting inspections without keeping records
- failing to act on issues identified
- leaving maintenance items unresolved between inspections
- assuming someone else has addressed the issue.

Easy Compliance Tip

Schedule inspections at the same time each month so they become a normal part of park operations.

Working with Residents

Positive relationships between park owners and residents help create a safe, respectful and well-managed residential park community. The *Residential Parks Act 2026* recognises that both park owners and residents have rights and responsibilities that contribute to the successful operation of a residential park.

Clear communication, fair decision-making and consistent processes can help reduce disputes and support positive resident relationships.

Resident Rights

Residents have rights under the Act and their residential park agreement. Park owners should ensure these rights are respected when managing the park.

These rights may include:

- occupying their site or dwelling in accordance with their agreement
- being treated fairly and respectfully
- having access to the services and facilities provided under their agreement
- having the quiet enjoyment of their site or dwelling
- receiving notices and information required under the Act.

What You Need to Do

- treat residents fairly and consistently
- respect resident rights under the Act and the agreement
- follow the correct processes when making decisions that affect residents
- provide information and notices when required.

Records to Keep

- residential park agreements
- notices issued
- correspondence with residents
- records of complaints and requests.

Things to Avoid

- making decisions without considering resident rights
- applying rules inconsistently
- failing to provide required notices
- relying solely on verbal communications.

Easy Compliance Tip

When making a decision that affects a resident, record the reason for the decision and keep a copy of any communications.

Resident Responsibilities

Residents also have responsibilities under the Act and their residential park agreement. These responsibilities help support a safe and respectful living environment for everyone in the park.

Residents are generally expected to:

- pay rent when due
- comply with the residential park agreement
- follow park rules
- maintain their site in accordance with their responsibilities
- respect other residents and park staff.

What You Need to Do

- provide residents with information about their responsibilities
- explain park rules where necessary
- address concerns or breaches in a fair and consistent manner

- keep records of significant issues.

Records to Keep

- park rules
- agreements
- warning notices
- complaint records
- correspondence with residents.

Things to Avoid

- assuming residents understand all requirements
- delaying discussions about ongoing issues
- applying different standards to different residents.

Easy Compliance Tip

Discuss key responsibilities during the move-in process to help avoid issues later.

Quiet Enjoyment

Residents are entitled to the quiet enjoyment of their site or dwelling. This means they should be able to live in the park without unreasonable interference.

Quiet enjoyment is supported by:

- reasonable park management practices
- appropriate access arrangements
- consistent application of park rules
- respectful interactions between residents and park owners.

What You Need to Do

- respect residents' privacy
- follow lawful entry requirements
- address issues that may unreasonably impact other residents
- manage complaints relating to noise or disturbances.

Records to Keep

- complaint records
- entry records
- correspondence relating to disturbances or concerns.

Things to Avoid

- entering a site or dwelling without following the required process
- ignoring complaints about ongoing disturbances
- creating unnecessary disruptions to residents.

Easy Compliance Tip

Address noise or behavioural issues early before they escalate into larger disputes.

Communicating with Residents

Clear and respectful communication can help prevent misunderstanding and reduce disputes.

Residents should know who to contact, how to report issues and how important information will be communicated.

What You Need to Do

- provide clear and accurate information
- respond to resident enquiries within a reasonable timeframe
- communicate important decisions in writing where appropriate
- keep residents informed about matters affecting the park.

Records to Keep

- notices
- emails and letters
- meeting notes
- communication records relating to significant matters.

Things to Avoid

- providing inconsistent information
- making commitments that cannot be met
- failing to document important conversations.

Easy Compliance Tip

Where possible, confirm important discussions in writing so both parties have a record of what was agreed.

Handling Resident Requests

Residents may make requests relating to maintenance, site improvements, access arrangements, information or other matters.

A consistent approach to handling requests helps park owners respond efficiently and demonstrates fair decision-making.

What You Need to Do

- receive and record resident requests
- assess the request
- respond within a reasonable timeframe
- advise the resident of the outcome
- keep a record of the decision.

Records to Keep

- request details
- correspondence
- supporting documents
- records of decisions made.

Things to Avoid

- ignoring requests
- failing to provide a response
- making decisions without keeping records
- treating similar requests differently without a valid reason.

Easy Compliance Tip

Use a simple request register to record the request, date received, action taken and outcome.

Complaints and Disputes

Even in well-managed residential parks, complaints and disputes can arise from time to time. Having a simple and consistent process for managing complaints can help resolve issues early and prevent them from escalating.

The Act provides mechanisms for addressing disputes between park owners and residents. In many cases, concerns can be resolved through clear communication and timely action before formal dispute resolution becomes necessary.

Receiving Complaints

Complaints may relate to maintenance issues, resident behaviour, park rules, services, facilities or other matters affecting residents.

A complaint should be taken seriously and recorded when it is received.

What You Need to Do

- listen to the resident's concerns
- record the complaint
- confirm the details of the issue
- advise the resident of the next steps
- assess whether immediate action is required.

Records to Keep

- date complaint is received
- resident details
- description of the complaint
- any supporting information or evidence
- initial actions taken.

Things to Avoid

- ignoring complaints
- handling complaints without keeping a record
- making promises before investigating the issue
- dismissing complaints without considering the circumstances.

Easy Compliance Tip

Use a simple complaint form or register to record all complaints in one place.

Responding to Complaints

Responding promptly can often prevent a complaint from developing into a larger dispute.

The response should be fair, reasonable and based on the available information.

What You Need to Do

- review the complaint
- gather relevant information
- speak with any people involved if necessary
- consider possible solutions
- advise the resident of the outcome.

Records to Keep

- investigation notes
- correspondence with residents

- supporting documentation
- outcome of the complaint.

Things to Avoid

- delaying responses unnecessarily
- making decisions without sufficient information
- failing to explain the outcome to the resident
- closing a complaint without documenting the result.

Easy Compliance Tip

Where possible, acknowledge complaints quickly, even if the investigation will take additional time.

Retaliatory Action

Residents have the right to exercise their rights under the *Residential Parks Act 2026*. This includes asking questions, making complaints, seeking advice, contacting Consumer Affairs Tasmania or applying to TASCAT.

Park owners should not take action against a resident simply because the resident has exercised a right under the Act. Decisions affecting residents should always be based on lawful grounds and supported by relevant facts and evidence.

Keeping Complaint Records

Accurate records help park owners track issues, identify recurring concerns and demonstrate that complaints have been managed appropriately.

A complaint register is a simple way to maintain these records.

What You Need to Do

- record all complaints received
- record actions taken
- record outcomes and closure dates
- update records as the matter progresses.

Records to Keep

- complaint register
- complaint forms
- investigation records
- correspondence
- outcome letters or emails.

Things to Avoid

- keeping incomplete records
- storing complaint information in multiple locations
- losing supporting documents
- failing to record how a complaint was resolved.

Easy Compliance Tip

Maintain one complaint register for the entire park rather than separate records.

Resolving Disputes

Many disputes can be resolved through respectful communication and a willingness to address concerns early.

Where possible, park owners should attempt to resolve issues directly with residents before formal dispute resolution processes are considered.

What You Need to Do

- discuss the issue with the resident
- identify the facts and any areas of disagreement
- explore practical solutions
- confirm any agreed outcomes
- keep records of discussions and decisions.

Records to Keep

- notes of discussions
- correspondence
- agreements reached
- any supporting documents.

Things to Avoid

- allowing disputes to continue without intervention
- becoming confrontational
- failing to document agreed outcomes
- ignoring repeated concerns.

Easy Compliance Tip

Focus on resolving the issue rather than assigning blame. Early discussions often prevent disputes from escalating.

When Further Action May Be Required

Most complaints and disputes can be resolved through discussion, communication and early intervention. However, there may be situations where an agreement cannot be reached and formal dispute resolution is required.

The Act provides dispute resolution mechanisms through the Tasmanian Civil and Administrative Tribunal (TASCAT). TASCAT may hear and determine disputes arising under the Act, including matters relating to residential park agreements, rent, park rules, notices and other issues covered by the legislation.

What You Need to Do

- attempt to resolve issues directly with the resident where possible
- keep accurate records of all complaints, discussions and actions taken
- ensure any notices required under the Act have been issued correctly
- gather relevant evidence if a dispute progresses to TASCAT
- participate in the dispute resolution process.

Records to Keep

- complaint records.
- correspondence with the resident
- residential park agreements
- notices issued
- maintenance records (where relevant)
- rent records (where relevant)
- photographs, inspection reports and other supporting evidence

Things to Avoid

- waiting until a dispute escalates before gathering records
- relying solely on verbal discussions
- failing to keep copies of notices and correspondence
- ignoring a TASCAT application or request for information
- assuming you will remember important details later.

Easy Compliance Tip

If you think a matter may end up before TASCAT, ensure all communications and decisions are documented from the beginning. Good records are often the most important evidence in resolving a dispute.

TASCAT and Residential Parks

TASCAT is an independent tribunal that can make decisions about disputes arising under the *Residential Parks Act 2026*. Park owners and residents may apply to TASCAT when they are unable to resolve certain matters themselves.

Common matters that may be considered by TASCAT include:

- residential park agreement disputes (including appeals about transfer refusals)
- rent disputes (including excessive rent increase applications)
- disputes relating to notices
- certain termination and possession matters
- review of unreasonable park rules.
- questions about rights and obligations under the Act

Where appropriate, early discussion may resolve disputes. However, residents and park owners retain the right to use formal dispute-resolution pathways where necessary.

Entry to Residents' Dwellings

When You Can Enter

Residents are entitled to the quiet enjoyment of their site or dwelling. While park owners have rights of entry under the *Residential Parks Act 2026*, entry can only occur in the circumstances permitted by the Act. Park owners should ensure there is a lawful reason for entry before entering a resident's dwelling.

A park owner may enter a resident's dwelling:

- in an emergency, including to carry out urgent repairs or prevent a serious risk to life or property
- at a time previously arranged with the resident
- at a reasonable time to read a meter, where the resident is required to pay charges based on water, electricity or gas consumption
- at a reasonable time where there are reasonable grounds to believe the dwelling, or something installed in it, does not meet a legal requirement
- at a reasonable time where an inspection is required to check compliance with a legal requirement
- where entry is authorised under another Act
- where there are reasonable grounds to believe the dwelling has been abandoned.

Before entering, check that the entry is allowed under the Act. Where entry is to occur at an arranged time, clearly agree the date, time and purpose with the resident.

When entering a dwelling, the park owner must not act in an unreasonably intrusive way. The park owner must only enter the parts of the dwelling needed for the purpose of the entry and must not remain longer than reasonably necessary.

What You Need to Do

- ensure the reason for entering the dwelling is permitted by the Act
- arrange a suitable time with the resident where required
- enter only the parts of the dwelling reasonably necessary for the purpose of the entry
- stay only as long as reasonably necessary
- respect the resident's privacy and avoid acting in an unreasonably intrusive way
- record the reason for and details of the entry.

Records to Keep

- records of arrangements made with the resident
- entry register
- maintenance requests or compliance documents relating to the entry
- correspondence with the resident
- details of any emergency entry
- contractor reports or other relevant documents.

Things to Avoid

- entering without a reason permitted by the Act
- treating a general or routine inspection as an automatic right of entry
- entering parts of the dwelling that are not relevant to the purpose of the entry
- staying longer than reasonably necessary
- acting in an unreasonably intrusive way
- failing to document the entry.

Easy Compliance Tip

Before entering a resident's dwelling, ask yourself:

“Is this entry permitted by the Act (s30), and have I arranged access with the resident where required?”

Only enter for the permitted purpose, limit the entry to what is reasonably necessary, and keep a record of what occurred.

Emergency Entry

A park owner may enter a resident's dwelling in an emergency. This includes entering to carry out urgent repairs or to prevent a serious risk to life or property.

Examples may include:

- fire
- flooding
- gas leaks
- serious electrical faults
- situations that present an immediate risk to health or safety.

What You Need to Do

- make sure the circumstances require immediate action
- limit entry to what is reasonably necessary to deal with the emergency
- enter only the parts of the dwelling needed for that purpose
- stay only as long as reasonably necessary
- avoid acting in an unreasonably intrusive way
- minimise disruption to the resident where possible
- tell the resident about the entry and the action taken as soon as practicable
- record the circumstances and details of the entry.

Records to Keep

- the date and time of entry
- details of the emergency
- the reason immediate entry was necessary
- the names of the people who entered
- the parts of the dwelling entered
- details of the action taken
- incident reports
- photographs, where relevant
- communications with the resident
- contractor reports and invoices.

Things to Avoid

- treating routine maintenance or an ordinary inspection as an emergency
- entering parts of the dwelling that are not relevant to the emergency

- staying longer than reasonably necessary
- acting in an unreasonably intrusive way
- failing to record the reason for entry and the action taken
- failing to tell the resident about the entry where the resident was not present.

Easy Compliance Tip

After an emergency entry, make a written record immediately while the details are fresh and any evidence is readily available.

Keeping Entry Records

Keeping accurate entry records helps demonstrate compliance with the Act and provides a clear record if questions or disputes arise in the future.

An entry register can be used to record all entries to sites and dwellings.

What You Need to Do

Record:

- the date of entry
- the time of entry
- the reason for entry
- the person or persons who entered
- any actions taken during the visit.

Records to Keep

- entry register
- maintenance records associated with the entry
- contractor reports
- correspondence relating to the entry
- emergency entry records.

Things to Avoid

- relying on memory instead of written records
- failing to record emergency entries
- keeping incomplete entry records
- recording entries in multiple locations.

Easy Compliance Tip

Keep an entry register as part of your existing maintenance or resident records system. This avoids the need for a separate recordkeeping process.

Resident Behaviour and Park Rules

Residential parks operate best when residents, visitors and park owners treat each other with respect and comply with the residential park agreement and park rules. Clear expectations and early intervention can help prevent issues from escalating into disputes.

The Act requires residents to comply with certain standards of conduct while living within a residential park and provides park owners with options for addressing behaviour that affects the safety, amenity or enjoyment of the park by others.

Standards of Conduct

Residents are expected to behave in a way that respects the rights of other residents and allows the park to operate safely and effectively.

Examples of expected behaviour include:

- treating other residents, visitors and staff respectfully
- complying with park rules
- avoiding behaviour that causes nuisance or disturbance
- keeping their site in a reasonable condition
- ensuring visitors comply with park rules while in the park.

What You Need to Do

- ensure residents receive a copy of the park rules
- promote respectful behaviour within the park
- address issues as they arise
- apply park rules consistently.

Records to Keep

- park rules
- resident correspondence
- complaint records
- records of warnings or discussions.

Things to Avoid

- assuming residents know the rules
- applying different standards to different residents
- ignoring behaviour that is impacting others.

Easy Compliance Tip

Discuss park rules during the move-in process so residents understand what is expected from the start.

Addressing Minor Issues

Many behaviour issues can be resolved quickly through a calm and respectful conversation.

Examples may include:

- noise complaints
- parking issues
- minor breaches of park rules
- visitor concerns
- site maintenance concerns.

What You Need to Do

- speak with the resident as soon as practicable
- explain the issue and any relevant park rule
- provide the resident with an opportunity to respond
- record the discussion if the issue may arise again.

Records to Keep

- file notes
- complaint records
- correspondence
- any follow-up actions.

Things to Avoid

- delaying discussions
- becoming argumentative
- escalating matters unnecessarily
- failing to document ongoing issues.

Easy Compliance Tip

Address issues early.

Small concerns are generally easier to resolve before they develop into larger disputes.

Managing Breaches of Park Rules

Where a resident breaches park rules, park owners should take a consistent and measured approach.

The focus should be on resolving the issue and encouraging compliance wherever possible.

What You Need to Do

- identify the relevant park rule
- discuss the matter with the resident
- clearly explain the behaviour that needs to change
- allow a reasonable opportunity for the issue to be addressed.
- record actions taken.

Records to Keep

- complaint records
- warning letters or notices
- correspondence with the resident
- file notes
- evidence of the breach, where relevant.

Things to Avoid

- enforcing rules inconsistently
- taking action without understanding the facts
- relying entirely on verbal discussions
- failing to keep evidence of ongoing issues.

Easy Compliance Tip

Refer to the specific park rule when communicating with residents rather than relying on general statements.

Managing Serious Behaviour Issues

Some behaviour may have a significant impact on the safety, security or wellbeing of other residents or park staff.

Examples may include:

- threatening behaviour
- violence
- significant property damage

- repeated serious disturbances
- dangerous activities within the park.

In these situations, park owners should act promptly and ensure the appropriate processes under the Act are followed.

What You Need to Do

- assess the seriousness of the issue
- take reasonable steps to protect people and property
- gather and retain evidence
- follow any applicable notice or termination processes under the Act where necessary
- seek assistance from emergency services where required.

Records to Keep

- incident reports
- witness statements
- photographs or video evidence
- correspondence
- notices issued
- records of actions taken.

Things to Avoid

- ignoring behaviour that may affect safety
- failing to document incidents
- taking action without evidence
- delaying action where immediate risks exist.

Easy Compliance Tip

Document serious incidents as soon as possible while events are fresh in everyone's memory.

Keeping Behaviour and Incident Records

Accurate records help park owners manage ongoing issues, identify patterns of behaviour and demonstrate that appropriate steps have been taken.

What You Need to Do

Record:

- the date and time of the incident

- the people involved
- the nature of the behaviour
- any witnesses
- actions taken
- the outcome.

Records to Keep

- incident register
- complaint records
- file notes
- witness statements
- photographs or other evidence
- correspondence
- notices issued.

Things to Avoid

- recording incidents days or weeks later
- keeping incomplete records
- relying solely on memory
- losing supporting evidence.

Easy Compliance Tip

Use a standard incident report form so all relevant information is recorded consistently.

Ending Residential Park Agreements

Residential park agreements can end in different ways, depending on the circumstances. An agreement may end by mutual agreement, at the resident's initiative or at the park owner's initiative.

The Act sets out when and how an agreement may end. Park owners must follow the correct process, provide any required notices and keep appropriate records.

Circumstances Where an Agreement May End

A residential park agreement may end in a range of circumstances under the Act. These may include:

- an agreement ending by mutual agreement
- a resident giving notice to end the agreement

- an owner giving notice on a ground permitted by the Act
- a decision of TASCAT
- other circumstances provided for under the legislation.

Park owners should always ensure there is a lawful basis before taking action to end an agreement.

What You Need to Do

- identify the reason the agreement is ending
- confirm the reason is permitted under the Act
- check whether notice is required
- follow the process applicable to the particular circumstance.

Records to Keep

- residential park agreement
- notices issued or received
- correspondence with the resident
- records supporting the reason for the agreement ending.

Things to Avoid

- attempting to end an agreement without a lawful basis
- assuming a verbal discussion ends an agreement
- failing to keep evidence supporting the decision.

Easy Compliance Tip

Before taking action, identify the specific ground under the Act that applies and keep a record of the information relied upon.

Giving Notices

The Act contains notice requirements for various situations involving the ending of residential park agreements. Notices should be completed accurately and provided in accordance with the requirements of the Act.

What You Need to Do

- use the correct notice for the circumstances
- include all required information
- ensure notice periods are complied with
- keep a copy of every notice issued
- record how and when the notice was provided.

Records to Keep

- copies of notices
- proof of service records
- correspondence relating to the notice.
- notice register.

Things to Avoid

- using outdated templates
- providing notices with missing information
- failing to record when a notice was served
- assuming a notice has been received without keeping evidence.

Easy Compliance Tip

Keep a standard notice register showing the type of notice, date issued and method of service.

Following the Correct Process

Following the correct process is often as important as having a valid reason for ending an agreement.

If the required process is not followed, disputes may arise and the matter may need to be considered by TASCAT.

What You Need to Do

- follow all steps required under the Act
- ensure required notices are provided
- allow required timeframes to be observed
- maintain records throughout the process
- seek further information or advice if unsure.

Records to Keep

- notices
- correspondence
- file notes
- complaint records
- evidence supporting the action taken.

Things to Avoid

- rushing the process

- skipping required steps
- failing to keep records
- relying solely on verbal communications.

Easy Compliance Tip

Use a checklist whenever an agreement is ending to ensure no steps are missed.

Managing When a Resident Leaves the Park

When a resident leaves the park, park owners should ensure the departure is managed in an organised and respectful manner.

A clear vacate process helps finalise the agreement and ensures relevant records are completed.

What You Need to Do

- confirm the date the resident will vacate
- conduct any required inspections
- arrange for keys, access devices or other property to be returned where applicable
- finalise outstanding administrative matters, e.g. application to Rental Deposit Authority for disbursement if necessary
- update resident records.

Records to Keep

- final inspection records
- photographs where appropriate
- correspondence with the resident
- security deposit documentation
- final file notes.

Things to Avoid

- conducting inspections without records
- failing to document the condition of the site or dwelling
- leaving resident files incomplete after the resident has vacated.

Easy Compliance Tip

Use a standard checklist for every resident who vacates the park to ensure the same process is followed each time.

Abandoned Property

Sometimes a resident may leave personal belongings, vehicles, structures or other property behind after a residential park agreement has ended. The Act contains specific requirements about how abandoned property must be dealt with.

Park owners should not assume abandoned property can be immediately disposed of, sold or retained. The correct process must be followed before any action is taken.

What You Need to Do

- confirm the residential park agreement has ended
- make a record of any property left behind
- record the location and condition of the property
- take photographs where appropriate
- follow the requirements of the Act in relation to notices and storage of abandoned property
- keep any property secure where required
- follow the legislated process before disposing of, selling or otherwise dealing with property.

Records to Keep

- inventory of the property
- photographs
- notices issued
- correspondence with the former resident
- storage records and costs incurred
- records of any disposal, sale or other action taken.

Things to Avoid

- disposing of property immediately
- assuming the property has no value
- failing to document the condition of the property
- failing to keep evidence that the required process was followed
- using or retaining property for personal use.

Easy Compliance Tip

Create an abandoned property file containing photographs, notices, correspondence and records of any action taken. Keeping all documents together will make it easier to demonstrate compliance if a decision is later questioned.

Finalising Records

Once an agreement has ended, park owners should ensure all records are complete and stored appropriately.

Good recordkeeping assists if questions or disputes arise after the resident has left the park.

What You Need to Do

- ensure all records are complete
- finalise resident accounts
- store records securely
- retain records
- close any outstanding actions.

Records to Keep

- residential park agreement
- notices
- inspection reports
- security deposit records
- correspondence
- final account records.

Things to Avoid

- destroying records too early
- archiving incomplete files
- losing documents relating to notices or disputes
- failing to keep evidence supporting decisions made.

Easy Compliance Tip

Before archiving a resident file, check that all notices, inspection records and correspondence are included.

Records You Should Keep

Good recordkeeping is one of the simplest ways to demonstrate compliance with the Act. Most obligations under the Act can be supported through clear and accurate records relating to residents, agreements, rent, maintenance, complaints, entry and notices.

The easiest approach is to maintain a file for each resident and ensure important documents are stored together and updated when required.

Resident Files

A resident file should contain all key information relating to the resident and their occupancy of the park.

What You Need to Do

Create and maintain a file for each resident.

Ensure the file is updated whenever important information is received or action is taken.

Records to Keep

- resident contact details.
- emergency contact details.
- residential park agreement.
- park rules provided.
- correspondence.
- rent records.
- security deposit records.
- complaints and incident records.
- notices issued or received.

Things to Avoid

- keeping records across multiple systems.
- maintaining incomplete files.
- failing to update resident information.

Easy Compliance Tip

Maintain one file for each resident and store all documents relating to that resident in the same location.

Residential Park Agreements

Residential park agreements and related documents should be retained throughout the occupancy and after the agreement ends.

What You Need to Do

- keep signed agreements and all documents that relate to the agreement
- record any changes or variations made during the occupancy.

Records to Keep

- signed residential park agreements

- agreement amendments
- information provided before signing
- park rules provided to residents
- resident acknowledgements.

Things to Avoid

- losing signed agreements
- failing to retain previous agreement versions
- relying on verbal changes.

Easy Compliance Tip

Store the agreement at the front of the resident file so it can be located quickly.

Rent Records

The Act requires park owners to keep proper rent records. Accurate records help manage resident accounts and demonstrate compliance.

What You Need to Do

- record all rent payments and rent-related transactions
- keep records up to date.

Records to Keep

- rent ledger
- payment records
- receipts
- rent increase notices
- outstanding balance records.

Things to Avoid

- incomplete records
- delaying updates
- failing to retain payment information.

Easy Compliance Tip

Update rent records on the day payment is received.

Maintenance Records

Maintenance records help demonstrate that the park is being maintained and that reported issues are being addressed.

What You Need to Do

- record maintenance requests, inspections and repairs
- update records when work has been completed.

Records to Keep

- maintenance requests
- inspection reports
- repair records
- contractor invoices
- contractor reports
- photographs where relevant.

Things to Avoid

- relying on memory
- failing to record completed work
- losing maintenance documentation.

Easy Compliance Tip

Use a simple maintenance register to record issues, actions taken and completion dates.

Complaint Records

Complaint records help demonstrate that concerns have been managed appropriately and provide valuable information if a dispute arises.

What You Need to Do

- record all complaints and the actions taken to resolve them
- update records until the complaint is finalised.

Records to Keep

- complaint register
- complaint forms
- investigation notes
- correspondence
- outcomes and resolutions.

Things to Avoid

- handling complaints without recording them
- failing to document outcomes

- keeping complaint records in multiple locations.

Easy Compliance Tip

Record complaints as soon as they are received.

Entry Records

Entry records help demonstrate that entry to sites and dwellings has occurred in accordance with the Act.

What You Need to Do

- record all entries to sites and dwellings, including emergency entries.

Records to Keep

- entry register
- resident consent records
- contractor attendance records
- emergency entry records.

Things to Avoid

- failing to document entry
- keeping incomplete records.

Easy Compliance Tip

Complete entry records immediately after the visit.

Notices Issued

Many actions under the Act require notices to be provided to residents. Keeping good notice records can assist if questions or disputes arise later.

What You Need to Do

- keep a copy of every notice issued or received
- record when and how notices were provided.

Records to Keep

- notice register
- copies of notices
- proof of service
- correspondence relating to notices.

Things to Avoid

- issuing notices without retaining a copy
- failing to record when notices were served
- losing evidence of service.

Easy Compliance Tip

Maintain a simple notice register showing the notice type, date issued and method of service.

Simple Compliance Checks

The easiest way to stay compliant with the Act is to regularly review your records and ensure key processes are being followed.

Compliance does not need to be complicated. A simple monthly check and an annual review can help identify issues early and ensure records remain up to date.

Monthly Compliance Check

A monthly review allows park owners to confirm that day-to-day obligations are being met and that records are complete.

What You Need to Do

Review the following each month:

- residential park agreements
- rent records
- security deposit records
- maintenance requests
- complaint records
- entry records
- notices issued.

Confirm that any outstanding actions have been completed or are being managed appropriately.

Records to Keep

- monthly compliance checklists
- notes of any actions required
- completed follow-up actions.

Things to Avoid

- waiting until an issue arises before reviewing records

- leaving maintenance matters unresolved
- failing to follow up on complaints
- conducting reviews without documenting them.

Sample Monthly Compliance Checklist

- all resident files are up to date
- all agreements have been signed and filed
- rent records have been updated
- maintenance requests have been reviewed
- complaints have been responded to
- entry records are complete
- notices issued have been recorded.

Easy Compliance Tip

Schedule the compliance check for the same day each month. Many park owners find it easiest to complete at the end of the month when reviewing financial records.

Annual Compliance Review

An annual review provides an opportunity to ensure policies, procedures and records remain current and effective.

What You Need to Do

Review:

- residential park agreement templates
- park rules
- recordkeeping systems
- maintenance processes
- complaint handling processes
- staff responsibilities and training needs
- identify any improvements that may assist in managing the park more effectively.

Records to Keep

- annual review records
- updated policies or procedures
- revised templates and forms
- records of improvement actions

Things to Avoid

- continuing to use outdated documents
- ignoring recurring issues or complaints
- making changes without documenting them.

Easy Compliance Tip

Conduct the annual review at the same time each year. This helps ensure it becomes part of normal business operations.

Common Compliance Mistakes to Avoid

Most compliance issues arise from simple administrative oversights rather than deliberate non-compliance.

What You Need to Do

- review your systems regularly and ensure staff understand their responsibilities.

Records to Keep

- compliance review records
- staff guidance materials
- updated templates and registers.

Things to Avoid

Common mistakes include:

- allowing residents to move in without a signed agreement
- failing to provide required information to residents
- not keeping copies of notices
- incomplete rent records
- poor maintenance recordkeeping
- handling complaints verbally without making a record
- failing to document entry to sites or dwellings
- using outdated park rules or templates
- keeping records in multiple locations
- relying on memory rather than written records.

Easy Compliance Tip

If a process is causing confusion, simplify it. The easier a process is to follow, the more likely it will be completed correctly.

Compliance Made Simple

Compliance with the *Residential Parks Act 2026* is largely about having good systems and keeping good records.

What You Need to Do

Focus on:

- using residential park agreements
- providing park rules and required information
- recording rent payments
- maintaining the park
- responding to complaints
- keeping records.

Records to Keep

- resident files
- agreement records
- rent and security deposit records
- maintenance records
- complaint records
- entry records
- notice records.

Things to Avoid

- overcomplicating compliance
- maintaining records that are difficult to find
- waiting until a dispute arises before organising documents.

Easy Compliance Tip

Remember the five key systems:

1. Residential park agreements.
2. Park rules.
3. Rent records.
4. Maintenance records.
5. Complaint records.

If these systems are in place and kept up to date, many of your obligations under the Act will already be covered.

Forms and Documents

The following list of forms and templates can assist park owners in meeting their obligations under the *Residential Parks Act 2026*. Park owners may adapt these templates to suit the needs of their park, provided they continue to meet any legislative requirements.

Where the Act, associated regulations or the Director prescribe or approve a form, park owners must use the approved form. Approved forms should not be altered unless the form specifically allows additional information to be added. Park owners should ensure they are using the most current version of any approved form.

Form name	Use	Approved Form
Residential Parks Act 2026 – Disclosure Pack	The disclosure pack gives the resident important information about the residential park before you sign an agreement. It helps them understand the costs, rules and conditions of living in the park so they can decide whether it is right for them.	Yes
Warning Notice and Resident Acknowledgement for Short Fixed-Term Residential Park Agreement (90 Days or Less)	This form is used to ensure prospective residents understand that they are entering into a short fixed-term residential park agreement of 90 days or less. It explains how these agreements operate and records that the resident has received and understood the information before signing the agreement.	Yes
Notice of Termination of Residential Park Agreement	This form is used when a residential park agreement is being ended. It may be issued by either a resident or a park owner and provides formal notice that the agreement will end in accordance with the requirements of the Act. The form records the reason for ending the agreement, the relevant notice period and the proposed end date.	Yes
Notice to Leave – Serious Act of Violence	This form is used by a park owner when a person is alleged to have committed a serious act of violence. Unlike most notices under the Act, this notice requires the person to leave the residential park immediately.	Yes
Notice of Abandoned Property	This form is used by a park owner to notify a former resident that property has been left behind after a residential park agreement has ended. It may be used for personal belongings, valuable property or important documents and explains what action must be taken before the property can be collected, disposed of or otherwise dealt with under the Act.	Yes

Security Deposit Disbursement Application	This form is used to apply for the release of a security deposit held by the Rental Deposit Authority. It may be used by a resident, a park owner, or both parties jointly when a residential park agreement ends and the security deposit is to be returned, paid out or otherwise disbursed in accordance with the Act.	Yes
Model Park Rules	These model park rules provide a standard set of rules for the management and operation of a residential park. They cover common matters such as parking, visitors, pets, noise, maintenance and the use of common areas. Park owners may adopt the model park rules, with or without modification, provided the rules comply with the Act and any applicable regulations.	No
Model Park Agreement	The Model Residential Park Agreement is a standard agreement designed to help park owners and residents meet the requirements of the Act. It sets out the rights and responsibilities of both parties and includes the terms and conditions that apply to the occupancy of a site within a residential park. Park owners may use the model agreement as the basis for their residential park agreements, subject to the requirements of the Act and any applicable regulations.	No
Request to Transfer a Residential Park Agreement	This form is used when a resident wishes to transfer their residential park agreement to a person purchasing their home. It provides the information the park owner may reasonably require to consider the transfer and supports the process for assigning the agreement in accordance with the Act. The form also assists both parties to keep a clear record of the transfer request and any decision made.	No
Notice of Intention to Sell Dwelling	This form is used by a resident to notify the park owner of their intention to sell a dwelling located within a residential park. It helps ensure the park owner is informed of the proposed sale and supports any processes required under the Act relating to the sale of the dwelling and the potential transfer of the residential park agreement.	No
Request for Consent to Alter a Dwelling or Add a Structure to a Site	This form is used by a resident to request the park owner's consent to make alterations, additions or improvements to a site or dwelling within a residential park. It provides details of the proposed works and helps ensure any required approvals are considered and documented in accordance with the Act.	No

Notice Seeking Variation of Terms	This form is used when a resident or park owner wishes to propose a change to the terms of a residential park agreement. It provides details of the proposed variation and helps ensure any changes to the agreement are requested, considered and documented in accordance with the Act.	No
Notice That You Do Not Wish to Continue Occupying a Site Under a Fixed-Term Agreement	This notice allows a resident to advise the park owner that they do not wish to continue occupying the site under a fixed-term agreement and, as a result, their agreement will not be reviewed or reissued under the relevant provisions of the Act.	No
Notice Waiving the Right to Have a Residential Park Agreement Reissued	This form is used by a resident to formally waive their right under the Act to have a residential park agreement reissued. It records the resident's decision and provides evidence that the waiver has been made voluntarily and in accordance with the requirements of the Act.	No
Request for Forwarding Address	This form is used by a park owner to request a forwarding address from a former resident for matters arising after they have vacated the site.	No
Notice of Rent Increase	This form is used by a park owner to notify a resident that their rent is increasing. It provides details of the new rent amount, the date the increase will take effect and any other information required under the Act. The notice helps ensure residents receive the required advance written notice of a rent increase.	No
Residential Park Registration and Notification Notice	This form is used to register a residential park, notify the Director of changes to registration, ownership or operation, and notify residents of changes to park ownership or the park owner's contact information.	No
Notice of Amendment of Park Rules	This form is used to notify residents of changes to existing park rules or the introduction of new park rules.	No
Security Deposit Lodgement Form	This form is used by a resident, or a person acting on the resident's behalf, to pay a security deposit to the Rental Deposit Authority. It records details of the resident, the park, the agreement and the amount paid.	No
Dispute of Security Deposit Disbursement	This form is used when a resident or park owner disputes the proposed disbursement of a security deposit. It allows the dispute to be formally recorded and assists the Rental Deposit Authority to determine how the security deposit should be dealt with in accordance with the Act.	No

