

## Appendix C

### Park Home Strategy Resident Engagement Event, 22<sup>nd</sup> January 2014 Workshop Feedback

The following two questions were posed at the Park Home Strategy Resident Engagement Event in order to capture qualitative data to feed into and help shape the Council's developing Park Homes Strategy:

1. **What issues/problems do residents face specific to living on a park home site?**
2. **Bearing in mind the issues/problems raised what do you think an overarching park homes strategy should include which may help to address these issues?**

Problems/issues raised
Maintenance <ul style="list-style-type: none"> <li>• Road sweeper</li> <li>• Gritting/snow clearance</li> <li>• Lighting</li> </ul>
Bridal path <ul style="list-style-type: none"> <li>• Collingwood Park, Caddington</li> </ul>
Clarity of information
Need for leaflet/booklet covering all areas
Dedicated Council personnel need to deal with issues/problems
Access to internet
Are Park Managers necessary?
Health and Safety (inc. Fire)
Lack of information on rights
Resolving problems on site with site owner
Receiving and sharing of information
We consider the licence fee is a business expense that should be born by site owner and not passed onto the residents as we pay Council Tax already.
Fees – lack of clarity
Duty of care to Owners
Proportion of park home fee's for maintenance
What maintenance site owners should carry out
Stop regarding Park Homes as a problem, but an asset
Fair rent for Park Homes – never legally established
Explanation/definition of "implied terms"
The site owner should not pass on more than the individual pitch fee (i.e. should not make existing residents pay for fees on empty pitches). The site fee should be charged separately from the license fee otherwise it will go up at 5% or 6% the same as the site fee does and it won't be clear.
Clear points of where the site owner is responsible and a clear escalation process and service standards to enforce this: i.e. What is the Council responsible for enforcing, how long will it take to get a

reply, what are the consequences for the site owner of not complying? Where can the residents go if the issue is not resolved 6 months or a year after contacting the Council? If a resident becomes ill or is injured as a result of poor maintenance by the site owners, how can they proceed?
Particular focus on: Maintaining site amenities and utilities: Lighting, access and sewerage, flood prevention and drainage. Cutting down trees/undergrowth on the site in general.
Who is responsible for ensuring emergency access? If this is not the Council, then please provide contact details for somebody who can enforce this.
If private roads are owned by site owners then can the Council get them to maintain these properly? What about gritting in snowy weather - elderly people are trapped in their homes in such weather?

<b>Resolutions suggested</b>
Should have contact details on site notice board
L.A. to enforce breaches in site licence condition i.e. <ul style="list-style-type: none"> <li>• Contact details on notice board</li> <li>• Maintaining Road</li> <li>• Lighting</li> </ul>
Provide relevant information to the park, which could be downloaded from the internet, for those how don't have computer access
Another event like today – after 1 <sup>st</sup> April to see how progressing with site rules.
More pro-active
To be informed/dedicated officer deals with which site and full contact details.
Access to site by emergency vehicles
Memorandum of understanding between Fire Service and Local Authority
More resident events
More information on all aspects of this and in an easy read and user friendly format.
Need to have an effective site manager
Resident involvement in recruitment of site manager
Resident newsletter
Feedback on outcome of consultation and fee's policy/wider park homes strategy
Housing matters – CBC magazine to receive information from Council
On-going information
Happy to have been involved – We would like non government people to be involved i.e. charitable.
Set up helpline for Park Home Residents
Continuity of staffing
Knowledge of staff
Acceptance of responsibility – now have resources
Regarding Park Homes as an asset in releasing family homes
Clear guidance on what will happen to residents in the event that a site

owner's license is revoked. There is a feeling that site owners are not held to account because the Council doesn't seem to have a "stick" to wave at them – they can't actually lose their license because there aren't contingency plans to manage the site in their absence, and they pass any fines back on to the residents, so they just ignore their responsibilities.
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Could the strategy provide case studies to help them to understand how to proceed when they have an issue?
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Could you provide a draft constitution and instructions/links to resources for resident's associations to make it easier to set these up?
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**Summary of theme/s emerging from the data presented in this report:-**

The need for - Clear, concise and up-to-date information in accessible format e.g. leaflet/booklet on the following:

- Terminology – Glossary of terms
- Fees and licencing levels and types
- Responsibility and duties of the Council
- Responsibility and duties of Site Owner
- Responsibility and duties of Resident
- Site Rules
- Further resident events
- Access and maintenance to site and on site.