



# Park homes

February 2024

This factsheet gives information about the law relating to park homes (also called mobile homes or caravans).

It is aimed at park homeowners who are entitled to use their home as a permanent residence, not people staying or living in holiday caravans or lodges.

It includes points to consider when buying a park home and refers to organisations that offer advice and support to park home residents.

Advice should usually

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## 4

If you buy a new park home, the site owner must provide you with a written statement at least 28 days before any agreement of sale is made.

This must include:

your name and address and the name and address of the site owner

the date the agreement commences

You can bring your





## 5.5

If you die whilst occupying the park home as your only or main residence, a member of your family living with you at the time inherits the agreement with the site owner and all your legal rights. A husband, wife or civil partner has preference over another family member.

If no member of your family lives with you at the time, whoever inherits the home has the right to sell it. They have no automatic legal right to live in the home but can



A full list of unenforceable terms in \_\_\_\_\_ is in the

In \_\_\_\_\_, see the \_\_\_\_\_.

## 7

Private sites must be licensed by the local authority. Sites owned by the local authority do not have to be licensed but should operate to similar standards. A licence is only issued if the park has planning permission. A copy of the licence must be displayed on the park notice board where it can easily be seen. The licence should state whether:

the park is for residential or holiday use, and

it has indefinite planning permission, or a date of expiry if it is leased.

The licence may have other conditions attached, for example around the number of homes that can be stationed on the site, fire safety, health and safety, and landscaping. Any complaints about these issues that cannot be resolved with the site owner should be directed to the local authority.

## 8

Some park homeowners pay their bills directly to their energy supplier, or as part of their pitch fee. However, it is common for the account to be in the site owner's name, with energy and water re-sold to residents on a pro-rata basis.

If so, there is a maximum amount the site owner can charge (the '\_\_\_\_\_'). This applies to water and sewerage services too. There is no Maximum Resale Price for liquefied petroleum gas (LPG or LP gas) in cylinders or bulk tanks.

For gas and electricity, the Maximum Resale Price is the amount the site owner paid per unit of energy, including standing charges. Your share of the total bill is calculated according to your individual consumption or, if you do not have a meter, other factors such as your floor space or household size. For advice, contact Citizens Advice Consumer Service.

Anyone reselling water or sewerage services should charge no more than the amount they are charged by the water company plus a reasonable administration fee. Maintenance costs for water or sewerage pipe work are not included in the resale price. These costs are usually recovered through the pitch fee or by separate agreement. For more information, contact the Office of Water Services, OFWAT.





[www.charisgrants.com/partners/park-homes/](http://www.charisgrants.com/partners/park-homes/)  
Telephone 01733 421 021

Manages the Warm Home Discount scheme for park home residents.

England or Wales go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
In England telephone 0800 144 8848  
In Wales telephone 0800 702 2020

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

[www.citizensadvice.org.uk/consumer\\_service](http://www.citizensadvice.org.uk/consumer_service)  
Telephone 0808 223 1133

Provides information and advice to consumers by telephone and online.

[www.gov.uk/government/collections/park-homes](http://www.gov.uk/government/collections/park-homes)  
Telephone 0303 444 0000

Publish downloadable factsheets relating to park homes. In [\[redacted\]](#), see the entry Welsh Government below.

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Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

[www.ageuk.org.uk](http://www.ageuk.org.uk)

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

[www.agecymru.org.uk](http://www.agecymru.org.uk)

0300 303 4498



[www.ageni.org](http://www.ageni.org)

0808 808 7575

[www.agescotland.org.uk](http://www.agescotland.org.uk)

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