

# **Park Home Sites service – Protecting people and places**

## **A brief guide to Torfaen Council's Park Homes Site Service**

### **You can expect us to....**

- Provide an enforcement service throughout Torfaen, during normal office hours, inspecting local Park Home sites, responding to complaints and queries, offering advice and taking enforcement action as needed.
- Investigate complaints about Park Home sites, visiting sites where necessary and taking enforcement action where appropriate.
- Provide an evening and weekend service dealing with major incidents and other emergencies.
- Provide information and advice to local Park Home site owners and managers to help them comply with the law, protect their customers and achieve good standards.
- Advise callers on the services we offer and any costs.
- Ensure our officers are polite and courteous when dealing with customers and provide you with information on the work that we have carried out.
- Respond to queries and complaints in line with our corporate standards.

### **Please help us by.....**

- Reporting any problems you have to your site manager and site owners in the first instance, preferably in writing, giving them
  - A clear description of the problem and what you feel should be done to remedy the situation.
  - A reasonable amount of time to respond and to remedy your problem.
- Asking for receipt of your communication and the owners' intentions, with timescales, for dealing with the issue.
- Contacting us if the problems are not resolved within a reasonable timescale, providing us with
  - Your name, address and contact details (please note that we may not be able to fully investigate anonymous complaints)
  - A clear description of the problem and what you feel should be done to remedy the situation, and
  - Details of any communications you have had with the site manager/owner regarding this issue, preferably with copies of any correspondence.

### **We expect the owners to:**

- 1 Acknowledge receipt of all complaints, preferably in writing.
- 2 Outline what they will be doing about the matter raised with timescale for taking action.
- 3 Upon completion of works inform resident and local authority with summary of actions.
- 4 Inform the QRA and council in a timely manner of any major works or planned improvements due to be carried out on site.

### **Torfaen County Borough Council's options:**

- 1 We will give the site owner reasonable opportunity to put matters right but we will investigate unresolved issues which have been brought to the owners' attention and which have not been addressed in a reasonable time or manner.
- 2 If appropriate, we will take the most appropriate course of action to ensure that the matter is resolved within a reasonable time. Our enforcement options include:

#### Take no action.

Depending on the nature of the issue it may not be appropriate for us to take formal action and we may work with the owners to resolve the issue informally. This approach usually results in a better and quicker outcome for everyone concerned.

#### Serve a Fixed Penalty Notice.

A fixed penalty notice could be used to penalise minor areas such as:

- failure to remove litter
- poor maintenance of common areas, including grass, paths, trees etc.
- poor provision of adequate lighting around the site

A fixed penalty notice can only be issued where there is sufficient admissible evidence to support a prosecution.

#### Serve a compliance notice.

Where we consider that the site owner is failing or has failed to comply with a site licence condition, we can serve a compliance notice on the site owner. This must list the steps that need to be taken, within a specified time period, to comply with the requirements of the site licence. Prior to serving any compliance notice, it will be normal practice for the local authority to have made the site owner aware of any licensing contraventions at the site and give him an opportunity to put things right.

#### Take emergency action.

Where there is an imminent risk to the health and safety of anyone on the site and the park owner is not available (or refuses) to take immediate action we have the power to take emergency action to remove that risk.

- 3 In an emergency situation the authority can take immediate action without the owners being notified. If a resident feels that a matter is urgent they should contact the authority directly on [public.health@torfaen.gov.uk](mailto:public.health@torfaen.gov.uk) or 01633 648009 and take reasonable steps to let the owners know that they have contacted us.

### **Useful contact details**

Mr Franklyn Bonner

Site Manager

Email: [manager@hillparkhomes.co.uk](mailto:manager@hillparkhomes.co.uk)