

Factsheet 71

Park homes

February 2024

About this factsheet

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 be sought from a solicitor or another independent professional when buying or selling a park home, in line with government guidance.

The information in this factsheet is correct for the period February 2024 to January 2025. However, rules and guidance sometimes change during the year.

The information in this factsheet is applicable in England and Wales. If you live in Scotland or Northern Ireland, contact Age Scotland or Age NI for information applicable to those nations. Contact details can be found at the back of the factsheet.

Contact details for other organisations mentioned in the factsheet can be found in the *Useful organisations* section.

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1 Recent developments

The *Mobile Home (Pitch Fees) Act 2023* came into force on 2 July 2022 and introduced the following changes in England and Wales:

- the inflationary index used in pitch fee reviews moved from the Retail Price Index (RPI) to the Consumer Price Index (CPI).
- it prevents site owners from passing on the loss in income as a result of these changes to residents through their pitch fee.

2 Introduction

Park homes are typically prefabricated single-storey houses that are manufactured off-site and installed on land owned privately or by a local authority. They are also called mobile homes or caravans.

To be classed as a park home, the house must be capable of being moved from one place to another, either on its own wheels or by being towed or transported by another vehicle. It must not be more than 20 metres in length, 6.8 metres in width, and 3.05 metres from floor to the ceiling internally.

It is possible to rent or own a park home. If you buy a park home, it is the home you purchase, not the '*pitch*' it stands on. You rent the pitch from the owner of the park home site, paying a fee. This is usually payable monthly, but may be paid weekly or annually, depending on what your '*pitch agreement*' says.

This factsheet looks at the rights of park homeowners, not renters. It looks at the rights of owners whose pitch agreements are '*protected*' under the *Mobile Homes Act 1983* or the equivalent Welsh legislation.

Which pitch agreements are protected?

Your agreement is protected if both the following conditions apply:

- you are entitled to station your park home on land forming part of a '*protected site*' (see below for a definition)
- you are entitled to occupy it as your only, or main, residence.

If you are thinking of buying a park home to use as your only or main residence, or moving your permanent home to a new park, it is **extremely important** your agreement with the site owner is protected.

Which sites are protected?

A site is protected if its planning permission or site licence allows both:

- residential use of the site by some, or all, of the residents
- caravans to be stationed on the site all-year round.

It is also **important** to find out if the site owner's right to the land or planning permission is time limited, as this can affect the rights you have under your agreement.

The Leasehold Advisory Service (LEASE) provide free initial advice on the law relating to park homes. They have a helpline and a range of online guides. Alternatively, contact an advice agency like Citizens Advice, your local Age UK or local Age Cymru.

Important - living full time without permission

You are not in a strong position if you are treating a holiday caravan or lodge as your main or only residence. This could be a caravan on an unprotected site, for example, a site licensed for holiday use only, or a caravan stationed on the non-residential part of a mixed-use site.

Seek specialist legal advice immediately if you are threatened with eviction. It is important to check the terms of your agreement and the site licence. The agreement is a contract which binds you and the site owner. Unless you are in breach of the terms, you should be able to stay on the park until the agreement terminates.

If you own a holiday caravan, you can get advice on your security of tenure from the National Association of Caravan Owners. You must become a member first, paying their membership fee. If you were sold your home for year-round use but the agreement or site licence prevents this, seek specific park homes legal advice.

Specialist legal advice

Official government guidance strongly recommends you get help from an independent professional, such as a solicitor, when buying or selling a park home. They should be independent of the site owner. You can ask for initial help from LEASE or go to www.solicitors.lawsociety.org.uk

3 What to consider before you buy a park home

Some questions you need to consider when buying a park home include:

- do I understand my rights and obligations as a park homeowner?
- is the site licence indefinite and for a residential park?
- am I happy with the terms of the agreement?
- can I tour the park unaccompanied, meet and talk to other residents?
- what are the energy supply arrangements – do I buy my energy from the site owner?
- are the pitch fees and other charges clearly stated in the agreement?
- what are the site rules?
- is there a residents' association on the site?

As with any other home purchase, seek advice from a solicitor or other independent professional. You may wish to have an independent survey carried out by a qualified surveyor or ask to see any warranty. Note, homes intended for permanent living should be built to a specific residential British Standard (BS3632).

In **England** see the government factsheet *Buying a park home* for more information at www.gov.uk/government/publications/buying-a-park-home

In **Wales**, see official guidance at www.gov.wales/park-mobile-home-owners-and-land-owners-guidance-and-forms

3.1 'Fit and proper person' test

In **England**, a '*fit and proper person*' test applies to the owner or manager of a '*protected*' park home site from 1 October 2021. These are residential or '*mixed-use*' (part-residential, part-holiday) sites.

When assessing whether an owner or manager is fit and proper, the local authority must consider certain factors, including their business history, and whether they:

- are competent to manage the site
- have broken any relevant laws
- have provided a basic, up-to-date criminal record check.

The local authority may take other relevant evidence into account or approve the application subject to certain conditions being met. It is an offence for a protected site to operate without the owner or manager passing the test or meeting any conditions applied, and, in the former case, the authority can apply to have the site licence revoked.

The local authority must keep a register of site owners or managers deemed fit and proper, available for inspection at their offices or online, which you can check before deciding whether to commit to buying or situating your park home on a particular site.

In **Wales**, similar rules apply under the *Mobile Homes (Wales) Act 2013*. Further information can be found on the Welsh Government's website at www.law.gov.wales/public-services/housing/mobile-homes-wales-act-2013

4 Written statement

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
- a description and plan of the pitch
- details of the site owner's right to the land (their legal '*interest*')
- the date when the site owner's legal interest or planning permission is due to end and an explanation of how this affects your right to stay
- terms '*implied*' into the agreement by law which cannot be overridden
- any additional terms agreed with the site owner ('*express*' terms)
- the pitch fee, the services paid for and the period for which it is payable
- the procedure for review of the pitch fee
- any additional charges, e.g. for utilities or other services (although the government plans to prevent separate service charges being levied).

If the site owner fails to produce a written statement, you can apply to the First-tier Tribunal (Property Chamber) in **England** or the Residential Property Tribunal in **Wales** for an order requiring a statement to be produced. In this factsheet, we call these bodies '*the Tribunal*.'

If you buy a pre-owned home from someone living on a park, their written statement is assigned to you at the time of sale. The express terms have already been agreed by them and you have no right to demand they are varied.

5 Implied terms

Implied terms are rights inserted into all agreements by law, which cannot be excluded or waived by the site owner. They are the minimum rights park homeowners have and apply even if not included in a written statement, or where a written statement has not been provided.

5.1 Security of tenure

Security of tenure is how easy or difficult it is to terminate your pitch agreement, meaning you must sell your home or move it elsewhere.

You have the right to keep your home on the site you occupy indefinitely, or for as long as the site owner's planning permission or right to the land lasts. If there is a time limit, the site owner must put this in the written statement.

You can bring your agreement to an end at any point by giving four weeks' notice. The site owner can only bring the agreement to an end by applying to the County Court on any of the following grounds:

- the park home is not your only or main residence.
- the home has a detrimental effect on the amenity of the site, due to its condition. If so, the Court can adjourn proceedings to allow repairs to be done.
- you have broken the terms of the agreement, for example, you are in arrears with your pitch fee and the Court thinks it is reasonable to end the agreement. The site owner must tell you that you have broken the agreement and give you enough time to put things right.

Disputes about the terms of the agreement or the condition of the home normally needs to be resolved by the Tribunal before the Court can decide whether it is reasonable to end the agreement. The site owner can ask the Court to end the agreement and make an order authorising them to regain possession of the pitch at the same time. If your agreement ends, you have the right to recover any upfront payments made under it, so long as these relate to the period after it ends.

If you live on a protected site and are entitled to occupy your caravan as a sole or main residence, it is a criminal offence for your site owner to evict you without a court order.

It is an offence for a site owner to carry out acts likely to interfere with your peace or comfort, or to withdraw or withhold services from you. This includes cutting off services such as electricity or gas, being aggressive, or threatening to tow your home off the site.

Seek independent specialist legal advice or contact the local authority or police if this happens. Local authorities can prosecute site owners for offences of illegal eviction or harassment.

5.2 Re-siting of the park home

The site owner may be able to move your home to another part of the site to carry out essential or emergency works. This means repairs to the base on which your home is stationed, works or repairs needed to comply with any relevant legal requirements, and works or repairs following a natural disaster such as a flood or landslide.

If the site owner wants to move your home for other reasons, they must apply to the Tribunal, who must be satisfied the move is reasonable. In all cases, the new pitch must be similar to the original one and the site owner must cover all expenses incurred in connection with the move such as the cost of transporting the home and reconnection charges

If you are moved so the owner can replace or carry out repairs to the base, you have the right to insist on your home being returned to the original pitch on completion of the work.

5.3 Rights to sell your home

You have the right to sell your home on the park site, along with your pitch agreement. The process depends on when your pitch agreement was made or last 'assigned.' An agreement is assigned when it is passed on to another person.

Relevant date

If your pitch agreement was made before 26 May 2013 in **England** or 1 October 2014 in **Wales** (the '*relevant date*') and has not been assigned since, you must send a '*Notice of proposed sale*' to the site owner.

The owner has 21 days to apply to the Tribunal for a refusal order. This can only be made on limited grounds, including if the proposed new occupier or member of their household would breach site rules because of their age or the fact they keep certain pets.

If your pitch agreement was made on or after the relevant date or has been assigned since, you do not need to send the site owner a '*Notice of proposed sale*.' You do not need to involve the site owner until after the park home is sold. This is the case even if they say otherwise.

In all cases, you must give a prospective buyer a '*Buyer's information form*' along with required documents. The buyer must send a '*Notice of assignment*' form to the site owner within seven days of the sale being completed. The site owner is entitled to a commission from the sale of up to 10 per cent. Seek specialist legal advice, as failing to meet your duties can result in legal action being taken against you by the buyer.

5.4 Rights to gift your home

During your lifetime, you have the right to give ('*gift*') your home and pitch agreement to a member of your family. The process you follow depends on when your agreement was made or last assigned.

If your pitch agreement was made before the relevant date (as above) and has not been assigned since, you must send a '*Notice of proposed gift*' form to the site owner. The site owner has 21 days to apply to the Tribunal for a refusal order, which can only be made on limited grounds.

You do not have to send a formal notice if your agreement was made on or after the relevant date or has been assigned since then. You must provide the site owner with evidence of your relationship to the person to whom you intend to gift your home.

In both cases, your family member must send a '*Notice of assignment*' form to the site owner within seven days of the transfer of ownership. You do not have to pay a site owner commission on your gift.

5.5 Inheritance

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 do so with the site owner's permission. Seek specialist advice if you want to know more about who can inherit your park home, or if the site owner is disputing your rights.

Note

Family member means a partner, civil partner, spouse, parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece or a relative by marriage or half-blood.

5.6 Other implied terms

These include:

- **your right to 'quiet enjoyment' of the park home** – you must not be harassed or intimidated, and the utilities supply must not be interrupted.
- **the site owner's right of entry to the pitch (but not the park home itself)** – unless certain circumstances apply, the site owner must give you 14 days' written notice before entering your pitch.
- **the procedure for reviewing the pitch fee** – the pitch fee can only be reviewed annually and changed with your agreement or if the Tribunal makes an order. It can only increase or decrease in line with the Consumer Price Index. Changes on other grounds, for example, site improvements, must meet specified criteria set out in the implied terms.
- **the site owner's obligations** – the site owner is responsible for maintaining the park home's base, communal areas, and supply services provided, for example gas, electricity, water and sewerage. They must consult you if they want to make improvements to the site and provide evidence explaining charges payable on request and for free.
- **your obligations** – you must pay your pitch fee and other charges, keep your park home in a sound state of repair, maintain the outside of the park home and the pitch in a clean and tidy condition. If requested, you must provide the site owner with documentary evidence of any costs or expenses in respect of which you are seeking reimbursement.
- **a 'qualifying' residents' association** – a residents' association that meets certain conditions ('qualifies') must be formally recognised by the site owner and consulted if the owner wishes to make changes to the operation and management of the site.

5.7 Official guidance

In **England**, see guidance on the rights and obligations of park home residents, including information about implied terms in pitch agreements, at www.gov.uk/government/collections/park-homes

In **Wales**, see guidance at www.gov.wales/park-mobile-home-owners-and-land-owners-guidance-and-forms

6 Express terms

The express terms of the agreement are not '*implied*' by the law. Instead, they are drawn up by the site owner. They usually cover services provided by the site owner and their obligation to maintain the park and its facilities, your use of your home and pitch, and your obligation to keep your home in repair. They cannot conflict with the implied terms by undermining the site owner's implied obligations or your implied rights.

Express terms can be altered by agreement with the site owner or by order of the Tribunal. Within six months of entering into an agreement, you can apply to the Tribunal for a term to be inserted, deleted or varied. This does not apply if an existing agreement was transferred to you when the home was gifted or sold ('*assignment*'). After six months, neither you nor the site owner has the right to change the express terms unless you both agree to do so.

Site rules

Not all park home sites have site rules, but if they do, the rules are part of the express terms of pitch agreements. They may restrict occupation of the park to certain age groups or stop you keeping certain pets.

Site rules are only effective if they are made following a very specific procedure. They can be varied or deleted if the site owner follows the same specific procedure. Once agreed, they must be deposited with the local authority within a specified time period. Contact the local authority if you are unsure about your site rules and want to look at any rules the owner has deposited.

Certain site rules cannot be enforced as they are deemed to be unfair. These include rules:

- preventing you selling or gifting your home to anyone but the site owner
- requiring you to provide the site owner with the home address and contact details of a proposed new occupier and other personal and financial information about them
- prohibiting you from making improvements to your home or pitch
- requiring you to pay certain unauthorised deposits or charges
- requiring you to use tradespeople appointed by the site owner or only purchase goods and services supplied by them.

A full list of unenforceable terms in **England** is in the *Mobile Homes (Site Rules) (England) Regulations 2014*.

In **Wales**, see the *Mobile Homes (Site Rules) (Wales) Regulations 2014*.

7 Site licence

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.

It is extremely important to establish these two points if you are considering moving to a particular site. 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 Utilities

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 '*Maximum Resale Price*'). 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.

Energy

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.

Water

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.

9 Repairs, adaptations and improvements

If you need to make repairs or other home improvements such as disability-related adaptations, you may be able to get help from the local authority, a charity or a Home Improvement Agency.

Seek advice before carrying out any major works to ensure this does not take your property outside the definition of a mobile home. For example, adding exterior cladding for extra insulation increases the width of your home and may take it outside the legal definition. Adding a conservatory or porch may have the same effect. In **England**, for more information, see factsheet 67, *Home improvements and repairs*. In **Wales**, see factsheet 67w, *Home improvements and repairs for older people in Wales*.

For information on making your home more energy efficient and help with heating costs, see factsheet 1, *Help with heating costs* or, in **Wales**, Age Cymru factsheet 1w, *Help with heating costs in Wales*.

10 Help with Council Tax, pitch fees and bills

If your park home is your sole or main residence, you are responsible for paying Council Tax. If you live alone, a 25 per cent discount applies. If you are on a low income, you may be able to claim Council Tax Reduction.

If you are on a low income, you may be able to get help towards your pitch fees through Housing Benefit, Pension Credit, or Universal Credit. For more information, contact your local authority or an advice agency such as Citizens Advice or your local Age UK or local Age Cymru.

Warm Home Discount

The Warm Home Discount is a one-off £150 payment applied to electricity bills to help with the cost of energy over the winter months.

The scheme is centrally managed for park home residents, by Charis Grants. This means you do not need to have a direct relationship with a particular supplier to benefit from it, but you do need to apply for the discount via the Charis Grants website. Applications are processed on a first come, first served basis, up until the scheme closes.

Since 2022/23, when changes were made to the scheme, there are two Core Groups of recipients, 'Core Group 1' and 'Core Group 2'.

Core Group 1 is identical to the previous Core Group. You qualify for a payment if you or your partner receive Pension Credit Guarantee Credit.

Core Group 2 is a new group of core recipients. You are eligible if you receive a qualifying means tested benefit, such as Universal Credit, Housing Benefit or Pension Credit Savings Credit, and have high energy costs. For more information about eligibility for the Warm Home Discount, see www.gov.uk/the-warm-home-discount-scheme

11 Resolving disputes

Most disputes between park homeowners and site owners can be dealt with by the Tribunal. This includes disputes about pitch fees, the express terms of an agreement and the written statement. For guidance and application forms, see the relevant Tribunal website.

Alternatively, if both you and the site owner agree to do so, you could use an arbitrator. The arbitrator's decision is binding and you cannot usually go to Court at a later stage if you do not accept it.

There are pros and cons to using either of the above and you may want to take specific legal advice from a specialist park home qualified lawyer before making your decision. Although taking a case to the Tribunal is usually 'cost-free', meaning each side pays its own legal expenses and costs, you can be required to pay the other side's costs in certain circumstances.

For more information about getting advice, see factsheet 43, *Getting legal and financial advice*.

In addition, the government produces a range of factsheets for park homeowners, including *Park homes: know your rights*. This has a flowchart taking you through the steps of selling or gifting your home.

In **England** the full range of park home factsheets can be found on the government website at www.gov.uk/government/collections/park-homes

In **Wales**, see the Welsh Government website at www.gov.wales/park-mobile-homes

Useful organisations

Charis Grants Ltd

www.charisgrants.com/partners/park-homes/
Telephone 01733 421 021

Manages the Warm Home Discount scheme for park home residents.

Citizens Advice

England or Wales go to 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.

Citizens Advice Consumer Service

www.citizensadvice.org.uk/consumer_service
Telephone 0808 223 1133

Provides information and advice to consumers by telephone and online.

Department for Levelling Up, Housing and Communities

www.gov.uk/government/collections/park-homes
Telephone 0303 444 0000

Publish downloadable factsheets relating to park homes. In **Wales**, see the entry Welsh Government below.

First-tier Tribunal (Property Chamber)

www.gov.uk/housing-tribunals

See the website for details of local offices. In **Wales**, see the entry Residential Property Tribunal Wales below.

Independent Park Home Advisory Service (IPHAS) (The)

www.iphas.live/
Telephone 0800 612 6399 (information and advice for members only, callers must quote membership number)

An advisory service for park homeowners. Membership is required in order to access this service.

LEASE (Leasehold Advisory Service)

www.parkhomes.lease-advice.org/
Telephone 020 7832 2500

Provide free initial advice on the law relating to park homes in England and Wales by telephone or email. They have a range of advice guides on park homes on their website.

National Association of Caravan Owners (NACO)

www.nacoservices.com/

Telephone 01255 820 321

A membership organisation offering advice and support to holiday caravan owners. Full membership costs £30 per year and allows access to unlimited advice and support from team of specialists by phone or email, members-only resources and discounted products and services.

National Caravan Council (The)

www.thencc.org.uk/

Telephone 01252 318251

A representative body for the residential park home industry.

Office of Water Services (OFWAT) (The)

www.ofwat.gov.uk

Telephone 0121 644 7500

The independent regulatory body set up to monitor and regulate the activities of the water companies.

Residential Property Tribunal Wales

www.residentialpropertytribunal.gov.wales

Telephone 03000 252 777

Resolves disputes relating to private rented and leasehold property in Wales.

Shelter

www.shelter.org.uk

Telephone 0808 800 4444 (free call)

National charity providing telephone advice to people with housing problems on tenancy rights, homelessness, repairs and housing benefit. They also provide information on the rights of park home owners.

Shelter Cymru

www.sheltercymru.org.uk

Telephone 08000 495 495 (free call)

Welsh Government

www.gov.wales/park-mobile-home-owners-and-land-owners-guidance-and-forms

Telephone 0300 060 4400

The devolved government for Wales. Provides guidance on park homes and the rights of park home owners in Wales.

Age UK

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.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

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

In Wales contact

Age Cymru Advice

www.agecymru.org.uk

0300 303 4498

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

In Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 4222

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The evidence sources used to create this factsheet are available on request. Contact resources@ageuk.org.uk

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