

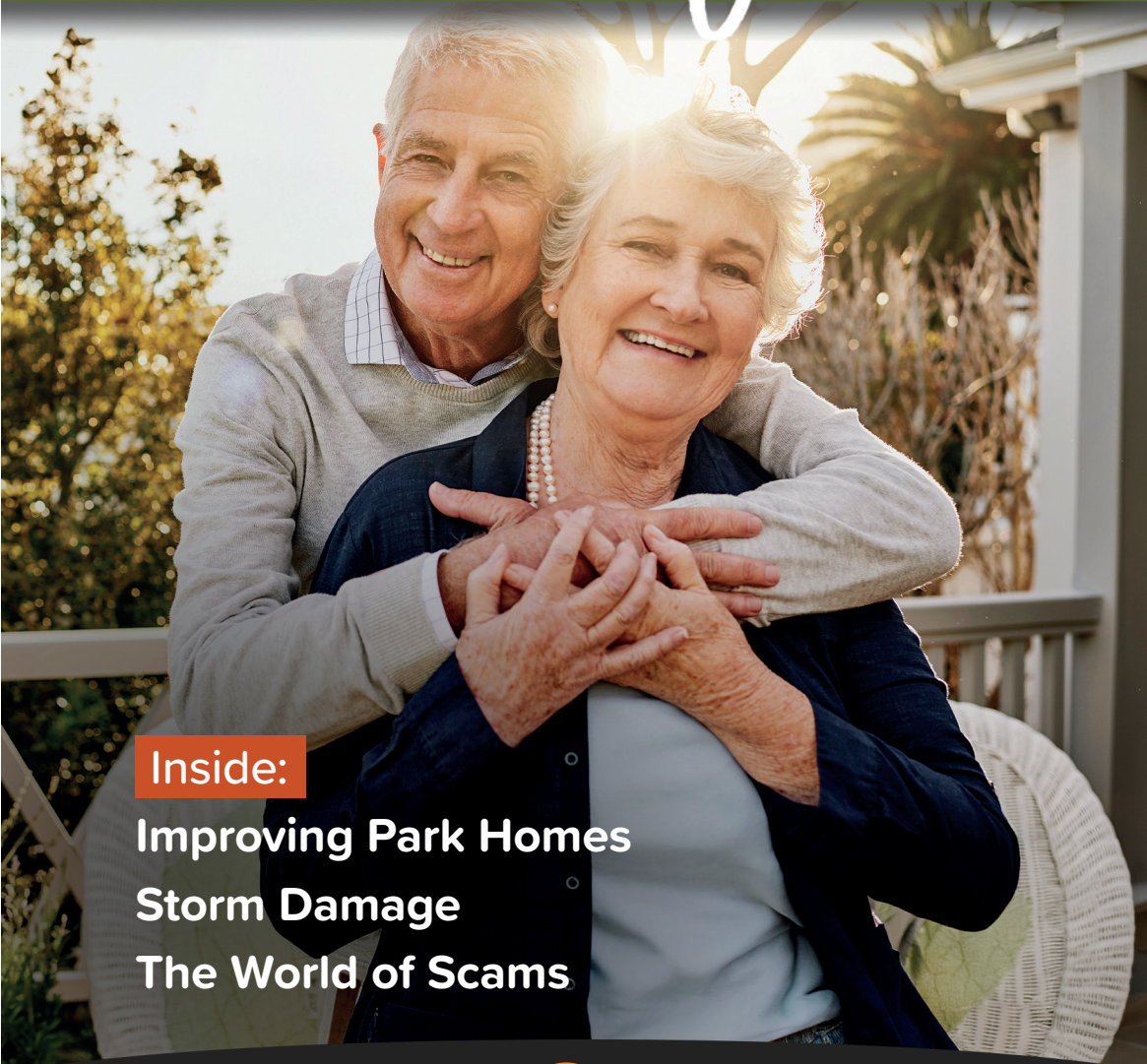
The Independent Park Home Advisory Service (2021) Ltd

Parklife

News & views for the park home community



Issue 4
April 2026



Inside:

**Improving Park Homes
Storm Damage
The World of Scams**

Designed and produced
on behalf of IPHAS by

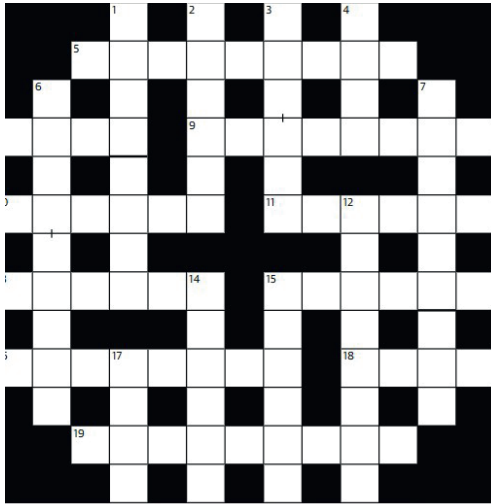


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Take a break...

Crossword



Across

- 5 The Bible has a good one (9)
- 8 European - stick (4)
- 9 Baker's dozen (8)
- 10 Alcove - rest time (6)
- 11 It has a solstice (6)
- 13 Vehicle for a Time Lord (6)
- 15 Ear-piercing yell (6)
- 16 E.g. second cousin once removed (8)
- 18 Goat in the mountains (4)
- 19 Not well educated (9)

Down

- 1 Be careful! - Pay attention! (4,4)
- 2 Spiny succulent (6)
- 3 Peaceful protests (3-3)
- 4 Angler's wiggling worm, perhaps (4)
- 6 Like banana bread you make yourself (4-5)
- 7 Press it when you've typed a typo (6,3)
- 12 Friend to Whitehouse and to Reeves (8)
- 14 Fancy evening event (6)
- 15 _ Nevada (6)
- 17 Teenager's woe (4)

Sudoku

			2			1	4
5							
	6	2	9				
				5		9	
7				6			1
8	3			7		6	4
3		9	5		8		
		7					9
					4	3	1

Finished?

All done? Or stuck on something?
Find the solutions on page 19.

What help is out there?

Improving Park Homes Together: Grants and Funding Explained

Many park home residents are unaware that grants and financial support may be available to help improve their homes, reduce energy bills, and ease ongoing maintenance costs. Funding schemes can change and vary by location but knowing where to look — and how to apply — can make a real difference. This article explains what support may be available and how residents can explore their options.

Grants and Funding for Park Home Residents: What Help Is Available?

Maintaining a park home can be both rewarding and challenging. Over time, repairs, heating costs, and general upkeep can become more expensive, particularly for residents on fixed incomes. What many people don't realise is that there may be grants and funding schemes available to help improve park homes, making them warmer, more efficient, and easier to maintain.

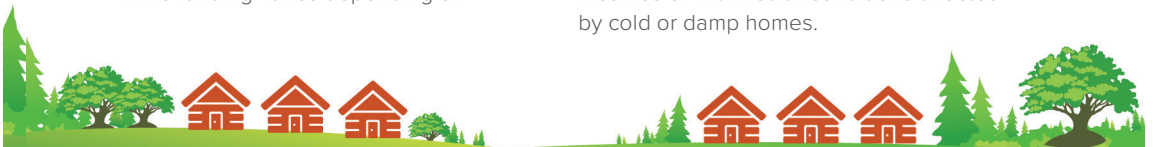
While funding varies depending on

location and personal circumstances, a little research can go a long way.

What Funding and Grants May Be Available?

Grants for park home residents are often linked to energy efficiency, home improvements, or health and wellbeing. Common examples include support for insulation, heating upgrades, draught-proofing, or external repairs such as cladding and roofing, even solar panels. Some funding is provided nationally, while other schemes are offered locally through councils or charitable organisations. Availability can depend on where your park is located, the age of your home, and your personal circumstances.

The best places to start looking include your local council, Citizens Advice, and government-backed energy schemes. Some charities also offer help for older residents, particularly those on lower incomes or with health conditions affected by cold or damp homes.





How Grants Can Improve Your Park Home

Funding support isn't just about saving money — it can make everyday life more comfortable. Improvements such as better insulation or upgraded heating can help keep your home warmer in winter and cooler in summer, while also reducing energy bills. External improvements can enhance the appearance of your park home, helping it look well cared for and potentially increasing its value. Reduced maintenance needs can also mean fewer worries and unexpected repair costs in the future.

For many residents, these improvements offer peace of mind as well as practical benefits.

Who Is Usually Eligible?

Eligibility varies from scheme to scheme, but many grants are aimed at people over a certain age, those on lower incomes, or residents receiving specific benefits. Some schemes focus on improving energy efficiency for households at risk of fuel poverty, while others consider health conditions that are made worse by cold or damp living conditions. Living in a residential park home does not

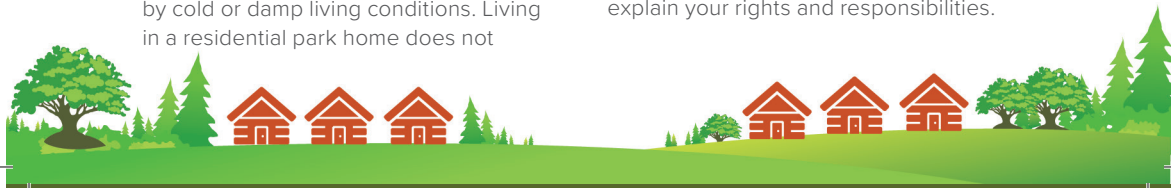
automatically exclude you from support, but some schemes require confirmation that the home is your main residence and meets certain standards.

Because rules change, it's always worth checking — even if you've been told in the past that you weren't eligible.

Applying for Funding and Gaining Site Owner Permission

Applying for a grant usually involves completing an application form, providing proof of eligibility, and allowing an assessment of your home. This may include an inspection to confirm what improvements are suitable.

For park home residents, site owner permission is often required, particularly for external works. This doesn't have to be daunting. Most site owners are familiar with improvement requests and may already have a process in place. Providing clear information about the proposed work, confirming that it will be professionally carried out, and reassuring them that it complies with site rules can help things go smoothly. If needed, local councils or advice services can help explain your rights and responsibilities.



A Step-by-Step Quick Guide to Getting Started

Step 1: Find out what's available locally

Contact your local council, Citizens Advice, or energy advice service to ask about grants for park home residents.

Step 2: Check your eligibility

Ask what criteria apply — age, income, benefits, health conditions, or property type.

Step 3: Get advice before applying

Many organisations can help you understand the process and avoid unnecessary paperwork.

Step 4: Speak to your site owner early

Explain the proposed improvements and check what permissions are needed.

Step 5: Submit your application

Complete the forms carefully and provide any required documents.

Step 6: Allow inspections or assessments

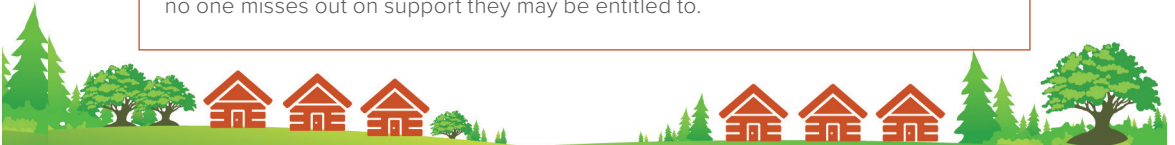
These help confirm what work can be funded.

Step 7: Approve the work and timescales

Once approved, agree on contractors and schedules.

A Final Word

Grants and funding schemes exist to help people live more comfortably, safely, and affordably in their homes — including park homes. While the process can seem complicated at first, taking it step by step and asking for advice can make it far more manageable. Sharing information within your park community can also help ensure no one misses out on support they may be entitled to.



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Selling your park home

There is a procedure you'll need to be aware of

If you are planning to sell your park home, IPHAS would like to outline the correct procedure to ensure that everything runs smoothly and in line with the site licence/site rules.

When selling your home, you should only receive 90% of the agreed sale price directly from the buyer.

The remaining 10% is payable by the new home owner to the site owner, once they have moved onto the park and have been provided with their written statement which confirms the final sale price.

This process helps ensure transparency for all parties and allows the park owner to complete the necessary records following the change of ownership.







Some parks may vary these arrangements, so do check the written statement.



Valuable resource!

Looking for guidance on some Park Home topics? IPHAS can help!

To provide members with the latest information on a variety of topics, IPHAS now offers guidance sheets on a variety of subjects including:-

-  **Water and sewerage**
-  **CCTV installation**
-  **Electricity and gas supply**
-  **Site maintenance**
-  **Warm air discount scheme**
-  **Setting up A Qualifying Residents Scheme (QRA)**



Just go to the **IPHAS website** and **click on the Guidance Sheets page** where you will see links to all the subjects above and any other guidance subsequently produced to provide members with the very latest information. Why not try them?



There's a storm coming...

What can you do after the storm?

We've all been subjected to some severe storms this winter, but what can you do if you lose power, internet or have property damaged due to a severe storm.

Looking at loss of power first. Who you claim from depends entirely on who supplies each service directly to you. Storm damage claims fall under statutory compensation schemes and/or contract law, not general "hardship" claims.

For loss of electricity, if you have a **direct contract** with an energy supplier you claim from your electricity supplier under the Guaranteed Standards of Performance.

Storm damage is usually a fault on the distribution network, so compensation is automatic if power is off beyond certain times.

In England & Wales this is governed by Ofgem's rules. These state that after a severe storm you can claim £95 if not restored within 24 hours and then £40 for each additional 6-hour period. This is usually capped (often around £2,000)

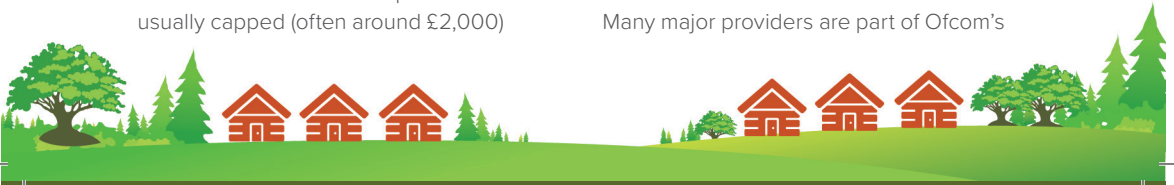
You claim from your supplier who then recover it from the local Distribution Network Operator (DNO).

If the **Site Owner** resells electricity to you, which is very common on park home sites, you are not the electricity company's customer, the site owner is. The compensation is paid to the account holder (the site owner).

The site owner **must** pass compensation on to affected residents. This comes from Ofgem resale rules and the Maximum Resale Price provisions. If they do not pass it on, you can request written confirmation of what they received and apply to the First-tier Tribunal (Property Chamber) if you are not satisfied.

For loss of internet then it's different. If you have your own broadband contract, you claim from your provider. Compensation depends on whether the outage exceeds 2 full working days and whether it is covered by automatic compensation scheme.

Many major providers are part of Ofcom's



Automatic Compensation Scheme where the typical amounts that can be claimed are ~£9 per day after 2 full working days loss of service. If cables were destroyed by storm and classified as a “major incident”, compensation can be delayed.

If the site owner provides shared Wi-Fi, then check your written agreement. There is usually no statutory automatic compensation scheme. You may only claim if you pay separately for internet and they failed to maintain infrastructure.

Other possible claims relate to things such as food spoilage which is usually not claimable from electricity company unless negligence is proven (rare in storms). But you may claim from your own home insurance.

If your park home is damaged then claim from your home insurer, NOT the site owner unless they were negligent.

You can only claim from the site owner directly if, the outage was caused by their failure to maintain site infrastructure, or they failed to pass on compensation received or they breached site licence conditions.

Storm damage itself does not automatically make them liable.

Falling trees is another big issue. If the tree fell from **within** the park and if the tree was owned/controlled by the site owner then the key question is, was the site owner negligent in inspection or maintenance?

Under site licence conditions and common law duty of care, the park owner **must** inspect fully mature trees periodically, remove dead/diseased/dangerous trees and take reasonable steps to prevent foreseeable harm

If the tree was dead, leaning, diseased, or previously reported AND no action was taken then the site owner may be liable.

If the tree was healthy and fell due to an extreme storm, then usually there is no liability (this is treated as an “Act of God”).

If the tree fell from outside the park but fell into the park it depends who owned the land the tree was on. If the tree was on neighbouring private land, then the neighbour is only liable if the tree was dangerous, they knew or should have known it was and they failed to act. Again, storms alone do not create liability.

If the tree was on Council land claim against the local authority (if negligent). You must show that there was a failure to inspect the tree, that there was a failure to act on known risk or there was inadequate maintenance regime. Councils usually defend these claims unless there is clear neglect.

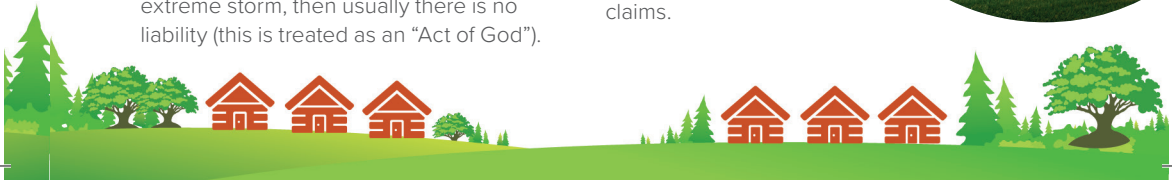
If on Highway Land the responsibility lies with the local highway authority.

In practice you should claim on your own park home insurance. Your insurer will pay for repairs (subject to excess) and then pursue recovery (subrogation) from whoever is liable. This is much easier than you pursuing personally.

You generally cannot claim just because “It was a storm; therefore someone must pay.” Also, damage from a healthy tree falling in exceptional weather or emotional distress alone. Storms are usually classed as “Severe weather event beyond reasonable control”.

If there is any dispute the Courts will consider was the tree obviously dangerous? Was there a reasonable inspection regime? Was the storm unusually extreme?

Was the damage foreseeable? If inspection records exist, owners often succeed in defending claims.



Scams

Stay Safe!

The world of scams and how to stay safe.

Being part of a park home community often means looking out for one another. As more of us use the internet for banking, shopping, and staying in touch with loved ones, it's important to be aware of the growing number of online scams aimed at older adults. This article highlights some of the most common scams, explains how they work, and offers practical advice on staying safe. We hope it encourages open conversation and helps protect our community.

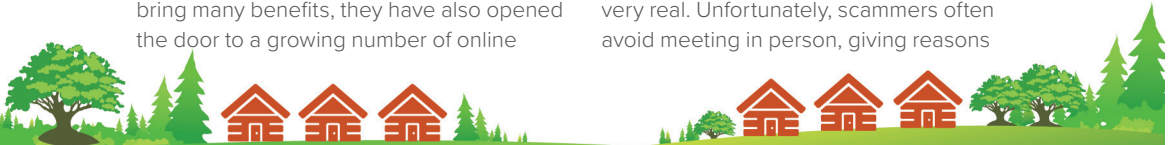
Online Scams: Staying One Step Ahead in Today's Digital World

For many park home residents, the internet has become part of everyday life. We use it to keep in touch with family, manage our finances, shop online, and even find companionship. While these conveniences bring many benefits, they have also opened the door to a growing number of online

scams — many of which are designed to look very convincing. Scammers are clever, patient, and increasingly professional. They rely on trust, routine, and sometimes loneliness to catch people off guard. Understanding how these scams work the best way is to stay protected.

When Online Friendships Turn into Romance Scams

One of the most distressing scams is the romance scam. These often begin quite innocently, perhaps through a dating website, Facebook, or another social platform. A friendly message turns into regular conversations, and before long, the scammer appears caring, attentive, and emotionally invested. For park home residents who live alone or enjoy online social contact, this kind of attention can feel very real. Unfortunately, scammers often avoid meeting in person, giving reasons



such as working abroad, serving in the military, or dealing with business matters overseas. Once trust has been built, a crisis suddenly appears — a medical emergency, travel costs, or money temporarily tied up — and that's when the request for financial help arrives.

These requests may start small but can escalate quickly. Victims are often asked to keep the situation private, which is a major warning sign. Genuine relationships do not require secrecy or financial support from someone you've never met.

Banking Scams That Create Panic

Another common tactic involves pretending to be your bank or building society. These scams are designed to frighten people into acting quickly. You may receive a text message warning of suspicious activity, an email saying your account has been locked, or even a phone call from someone claiming to be part of the bank's fraud team. The message often sounds urgent and official. The aim is to create panic, so you don't have time to think. In some cases, victims are told to move their money to a "safe account" to protect it. This is always a scam. Banks will never ask for your full password, PIN number, or one-time security codes. They will also never ask you to transfer money elsewhere for safety reasons.

Fake Emails, Messages, and Dangerous Links

Many scams arrive quietly in your inbox. These emails often pretend to be from trusted organisations such as delivery companies, HMRC, the NHS, or well-known retailers. You might be told you've missed a delivery, are due a refund, or need to confirm your details.

At first glance, these messages can look genuine. However, closer inspection often reveals small

clues — spelling mistakes, unusual email addresses, or links that don't quite look right. Clicking these links can lead to fake websites designed to steal personal or financial information.

Taking a moment to pause before clicking can make all the difference.

Why Park Home Communities Are Often Targeted

Scammers frequently target people they believe are settled, financially independent, and trusting — which sadly includes many park home residents. They may assume routines are predictable and that people are more likely to answer phone calls or respond politely to messages. This makes community awareness especially important. Talking openly about scams with neighbours, friends, or park management can help protect everyone.

Quick Scam Checklist

If you receive a message, call, or email and feel unsure, ask yourself:

- Am I being pressured to act quickly? Yes No
- Am I being asked for money, gift cards, or bank details? Yes No
- Does the message ask me to keep it secret? Yes No
- Is this contact unexpected or unusual? Yes No
- Does something about it just not feel right? Yes No

If the answer to any of these is "yes", stop and seek advice before doing anything else.



What to Do If You're Unsure

The most important thing to remember is that you don't have to deal with these situations alone. If something worries you, take a step back. Contact your bank using the number on the back of your card, not the one provided in a message. Speak to a trusted family member, neighbour, or park manager — a fresh pair of eyes can often spot a scam immediately. If you believe you've been targeted or scammed, report it to Action Fraud, the UK's national fraud



reporting service. They can provide guidance and help prevent others from being affected.

Staying Safe Together

Online scams are an unfortunate part of modern life, but knowledge is a powerful defence. By staying alert, taking time to check things carefully, and talking openly within your park community, you can reduce the risk and continue enjoying the benefits of the digital world with confidence.

If in
doubt...



PAUSE...



CHECK...



ASK

Free advice?

Get knowledgeable advice to your Park Home queries.

When speaking to an advisor or if you are digesting a written response to your particular query, it might be suggested that you contact Citizens Advice for further, free, support.

Often their advice is suggested due to their knowledge on a particular subject or as a next step before legal advice becomes the only viable alternative.

Their areas of expertise include cases involving discrimination, disputes with site owners, eviction and financial concerns. These examples are not exhaustive.

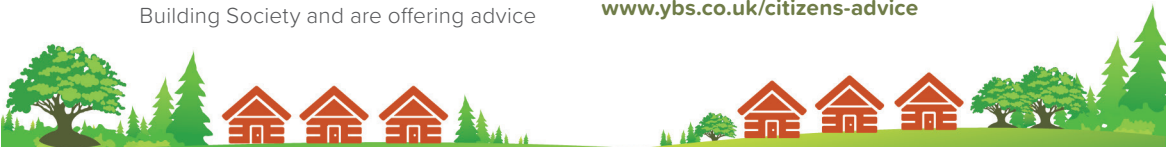
They've now teamed up with Yorkshire Building Society and are offering advice

and support in 44 of the Society's branches. Please be aware that this is not a walk in facility and that an appointment must be made before you make your way to the branch.

Branches involved in the scheme include Plymouth in the south west of the country and Dundee up in the north-east of Scotland. A full list of all 44 branches and their individual contact numbers can be found on the Society's webpage. The link for this page is as follows:

www.ybs.co.uk/citizens-advice

**citizens
advice**



Tribunals: *what are they?*

A Basic Guide to Park Home Tribunals

A First-tier Tribunal (property chamber) application offers a park home resident the opportunity for recourse in a dispute with a site owner. A few examples are shown below although the list is by no means exhaustive:

- Disputed pitch fee charges.
- A lack of maintenance and repairs.
- Administration charges.
- Proposed changes to the Written Agreement.
- Non - recognition of a Qualifying Residents Association.
- Sales blocking.

Cases regarding harassment are normally directed to the Site Licencing Department of your local authority.

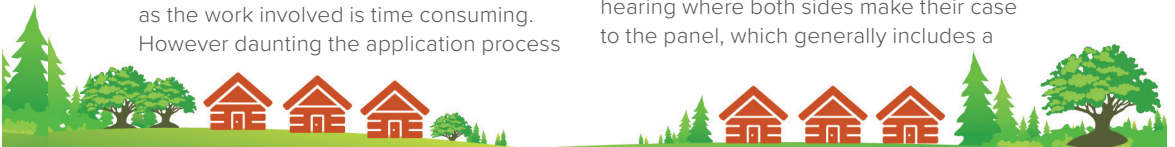
It is always better if an amicable solution can be found before heading for a tribunal as the work involved is time consuming. However daunting the application process

may appear, it should be remembered that the tribunal offices up and down the country are exceedingly busy, which means that many residents are applying. Here at IPHAS, we always suggest that you work with fellow residents as having other people onboard provides not only support, but different skills that can help with your application.

There are two application formats. Firstly, there is the straightforward written application, which is submitted without moving on to an actual hearing. The cost for this application would be £114, or £22 if it's a pitch fee application.

Basically, each side makes their case in writing and the judge then makes their decision after considering the written evidence.

The second application is the full tribunal hearing where both sides make their case to the panel, which generally includes a



judge who is very often a lawyer together with either one or two other members. They might be another lawyer, or perhaps a surveyor or layperson. Each side will have a spokesperson to present their case. The cost for a hearing is £227 and the document to be completed in most cases is form PH3, or PH 29 for a pitch fee review.

After an application is submitted, a case officer will be appointed, and this individual will help with any queries that you might have. These officials are based either in London or the regional offices in Havant, Manchester, Cambridge and Chichester.

Many residents with a pitch fee review dispute, will refuse to pay the increase and let the owner take them to a tribunal. This means that the site owner must complete the application and pay the fee.

Sometimes there will be a site visit by the panel members, which can be helpful if the hearing concerns repairs or maintenance on a park site. Very often this will take place on the day of the tribunal hearing.

After the hearing has finished, the panel go away to consider their decision, which normally takes around 3 to 4 weeks.

Costs are not normally awarded to the losing side although if the case was deemed to have been frivolous or vexatious, a judge might allow an award to be made to the successful applicants. It is also highly unusual for the fees of 'expert' witnesses to be awarded.

In some cases, the losing individual might wish to appeal the decision. This must be submitted in writing to the

tribunal no later than 28 days after the written decision has been received by both sides.

I did mention earlier that there is currently a backlog of cases waiting to be heard, with delays frequently lasting up to 6 months. To overcome these delays, it has been suggested that cases might be heard by a team of regional officials, who would travel around their territory, sorting park home disputes that have not been resolved. It must be made clear that this is just an idea that has been floated and no final decision has been made.

So, there is a lot to sort out before this proposal can commence, but it certainly makes sense and if it leads to a quicker resolution of the matter for affected residents then it can only be a good thing.

Finally, there is a government webpage which gives information on previous cases. The link is below:

www.gov.uk/residential-property-tribunal-decisions



How good is your site owner/manager?

Are they a 'Fit and Proper Person'?

The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 was implemented on 1st July 2021, and under these regulations local authorities must keep a register of persons they are satisfied are 'fit and proper' to manage a relevant protected site.

A successful entry on that register is typically given for a maximum period of five years. When that period approaches its end, the person (site owner or site manager) would normally need to submit a fresh application if they wished to continue to be included on the register beyond that five-year point.

It is not an open-ended licence. The regulations set a maximum of five years for inclusion on the local authority's register, and renewal beyond that requires re-assessment. This means that the 'fit and proper status' must be reconsidered when that registration period expires, and this is coming up on 1st July 2026.

In practice, a 'fit and proper person' means a person who is competent, honest, financially responsible, and law-abiding. Councils must consider whether the person has relevant criminal history such as fraud, theft, violence, sexual offences, or housing or harassment offences.

Councils should also look for a history of poor site

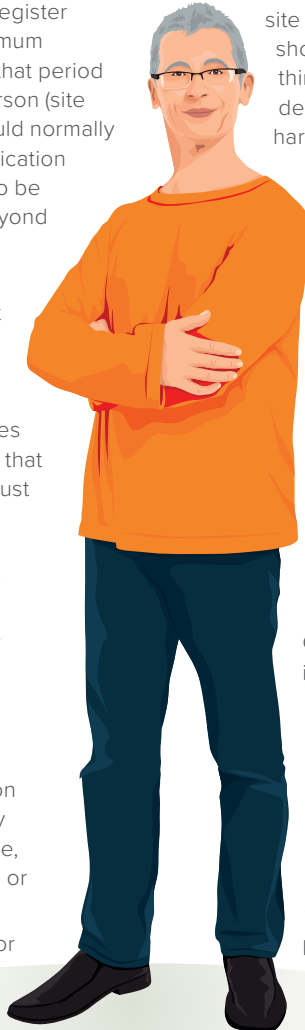
management, including breaches of site licence conditions, tribunal findings against them, harassment or unlawful eviction, failure to maintain infrastructure, unlawful pitch fee or utility charging etc.

A site owner cannot evade the test by appointing a relative or shell company.

So, if you are concerned about your site owner or manager? First, you should gather evidence including things like previous Tribunal decisions, any written threats or harassment, poor maintenance records, utility overcharging evidence, Council inspection reports and witness statements from residents.

You should then contact the Local Authority licencing office in writing ask specifically for "A review of the site owner's Fit and Proper Person status under the Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020." You should ask for a reassessment as Councils must reassess if new information arises.

Councils act far more decisively when evidence is collated, complaints are collective and the request explicitly references the Regulations. If you want more information just visit our website and go to the tabs on the top of the home page.





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How we spend **your membership fee**

From stamps to printing - where does your money go?

IPHAS are a voluntary non-profit organisation which uses your membership fees to allow it to offer the service of providing advice in respect of park home law to owners registered with us. We are unable to assist with matters which fall outside this area but we may be able to direct you to an appropriate source of help.

In June 2025 we were compelled to increase our membership fee after many years in order to keep our service financially viable. It is noted that some members, however, have failed to ensure that their correct membership fee is paid. Please address this if it applies to you.

We wish to keep our annual fee as low

as possible and we thank those who pay promptly by Standing Order or otherwise via their bank.

A large amount of money is spent on postage and we try to communicate by email if this is possible. We do appreciate the abilities of our members and their ability to access electronic communications at a size that is acceptable. If you do need information via the post we are always pleased to arrange this.

Fees for those joining us via Block Membership or for those joining on 3 year memberships are marginally lower reflecting the amount of postage to them.

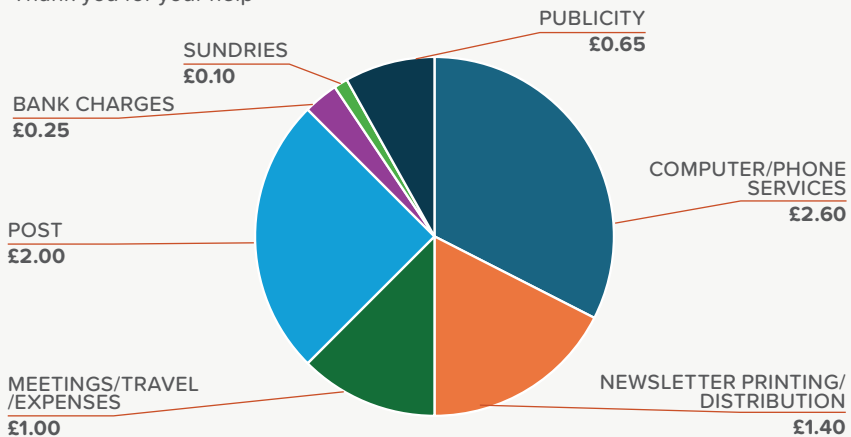
We have shown here how we consider that your £8 membership fee is spent. This is expressed in relation to all membership fees received.

Bank charges and card processing fees are paid by IPHAS. Our preferred payment method is S.O. or Bank Transfer as no cost is associated with this.

We are unable to influence the cost of postage, but we accept that many members find that written letters are easier than electronic communication.

Please help us keep our membership fees low and consider supplying your email details and/or using a Standing Order if possible.

Thank you for your help



Proposed Leasehold Reform Cap

Leasehold Reform Update

The new cap, proposed in 2026 Leasehold Reform that the UK government published as part of the draft Commonhold and Leasehold Reform Bill in late January 2026, introduces a statutory cap on ground rents for existing leasehold properties.

However, **this does NOT apply to park homes** as they are subject to pitch fees, not ground rent.




Contacting IPHAS

When contacting IPHAS

 membership@iphas.co.uk

 advice@iphas.co.uk

 **0300 302 0129**

Please can you have ready or quote your Membership Reference (e.g. IND-LINCS000).

This will enable us to quickly access your membership records, in order to deal with your enquiry.

Correspondence Address:

The Independent Park Home Advisory Service Ltd
7 Poplar Drive, The Elms Retirement Park, Torksey,
Lincoln, LN1 2NW.



Fire Safety Notice

Keep yourself safe in your Park Home

For safety and insurance compliance, all park homes must be equipped with working and in-date fire extinguishers, smoke detectors and fire blankets.

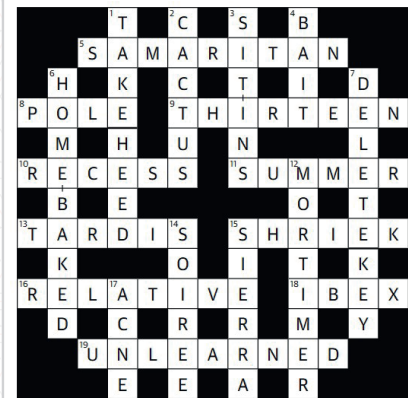
Life expectancy guidance for this equipment is between 7 and

10 years. Please check your manufacturer's guidelines.

These items help to protect residents and their property in the event of a fire. If you do not have them, this could invalidate your insurance cover.



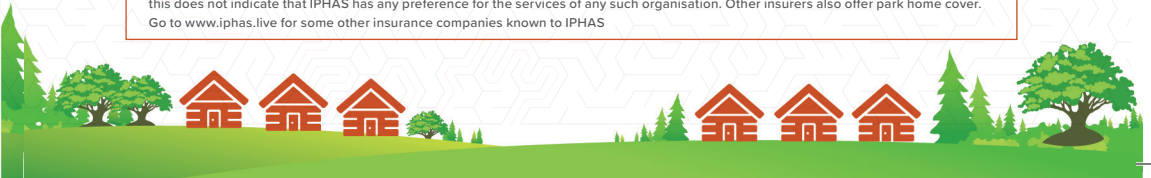
Crossword Solution



Sudoku Solution

9	7	8	2	3	5	1	4	6
5	1	3	6	4	7	8	9	2
4	6	2	9	8	1	7	5	3
6	2	1	4	5	3	9	7	8
7	9	4	8	6	2	5	3	1
8	3	5	1	7	9	2	6	4
3	4	9	5	1	8	6	2	7
1	5	7	3	2	6	4	8	9
2	8	6	7	9	4	3	1	5

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