

# Park Homes Policy Consultation Report 2024



Portsmouth  
CITY COUNCIL

Research and Engagement Team  
PORTSMOUTH CITY COUNCIL

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## **1.0 Purpose**

The purpose of this report is to provide a comprehensive summary of the Park Homes Policy consultation 2024. This consultation gave park home residents the opportunity to feedback on the proposed new draft policy for park homes.

## **2.0 Background**

The draft policy has been created to bring together, in a clear and transparent way, the guidelines, rules, and requirements for both the council and park residents. It aims to cover the rules and standards for works carried out to park home units or within the plot, to mark out who is responsible for different parts of maintenance, as well as set out guidelines for residents safely enjoying their home. The singular policy document aims to compile information in an easy to access way and help to ensure sites are safe, well-maintained, and welcoming. After drafting this policy, the council is seeking feedback from park residents.

## **3.0 Research**

### **3.1 Objectives**

- To measure the level of support for individual elements of the draft policy
- To gather feedback on the new draft policy

### **3.2 Methodology and response rates**

In order to meet the research objectives, a quantitative survey was proposed. The survey was launched on 8 March 2024 and was open until 14 April 2024. It was largely promoted through a letter delivered to park home residents, which included a paper survey for residents to complete.

In total, the survey received 39 responses. Assuming a 'total population' of 114, this volume of responses ensures a 95% confidence level with a margin of error of 13%.

#### 4.0 Summary of findings

Overall, 89% of residents agree with the policy document and 85% or more agree with all aspects of the policy.

Section	Agree	Disagree	Unsure	Main areas of concern
Repairs	87%	10%	3%	Things the council is responsible for, things residents are responsible for, or something else.
Permissions	85%	8%	8%	Fencing, BBQs
Replacement homes	92%	5%	3%	Delivery, the documents they need to provide, planning permission
Pitch fees	85%	8%	8%	Whether they should need to pay the pitch fees, what their fees go towards
Site rule breaches	89%	5%	5%	Responses being too harsh, reported breaches not being sufficiently addressed in the past
Fire risk assessments	97%	-	3%	Staff undertaking previous safety checks have not been very thorough
Legionella	95%	-	5%	Whether the fire hose water needs to be tested each week as part of this
Drainage	90%	5%	5%	Help should be offered for those over the age of 60, stop cocks
<b>Guidance</b>				
Insurance	97%	-	3%	
Waste management	92%	8%	-	
Sales	92%	3%	5%	
Trees on park homes sites	89%	11%	-	
Grounds maintenance	85%	8%	8%	

15% of residents left further comments. Measures to improve the maintenance and protection and aesthetic upkeep of green areas are most commonly requested in the further comments, as well as a higher level of involvement from the council.

## 5.0 Analysis of results

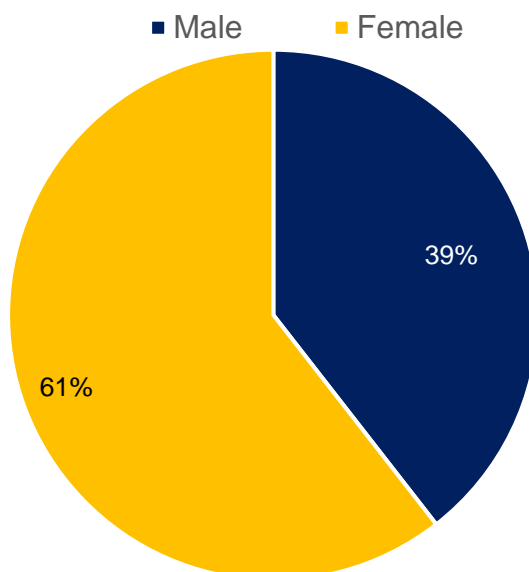
This report presents the findings from the analysis undertaken on the 2024 park homes policy consultation, divided into the following eleven main sections:

1. Respondent demographic profile
2. Overall agreement
3. Repairs
4. Permissions
5. Replacement homes
6. Pitch fees
7. Site rule breaches
8. Fire risk assessments
9. Legionella
10. Drainage
11. Guidance
12. Further comments

### 5.1 Respondent demographic profile

The first section of analysis details the demographics of the respondents that took part in the consultation. Information was collected about respondents' age, sex, ethnic group, and disability. Figure 1 shows that 61% of respondents are female and 39% are male.

*Figure 1: Respondents by sex*



Base: Total sample (38)

## Park Homes Policy Consultation

Figure 2 shows respondents by their age. All respondents are over the age of 45, with most being 65 and over (74%).

Figure 2: Respondents by age

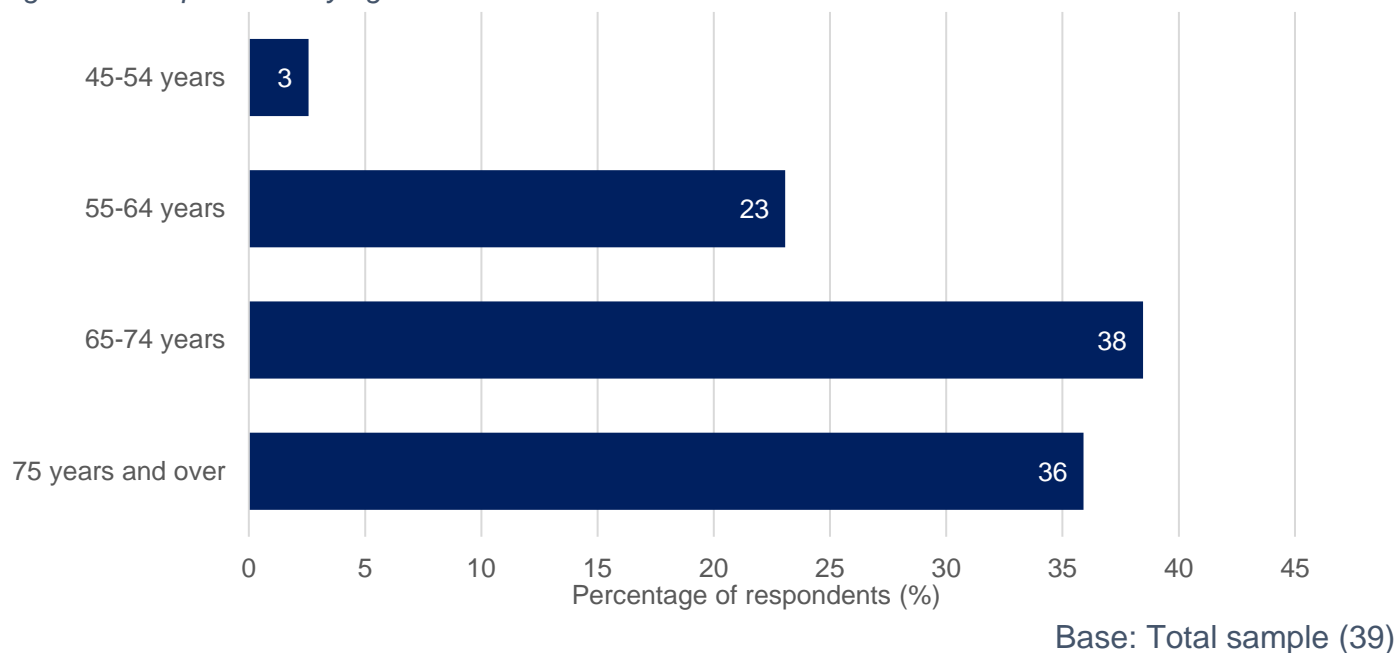


Figure 3 shows that 100% of residents who took part in the consultation are White British.

Figure 3: Respondents by ethnic group

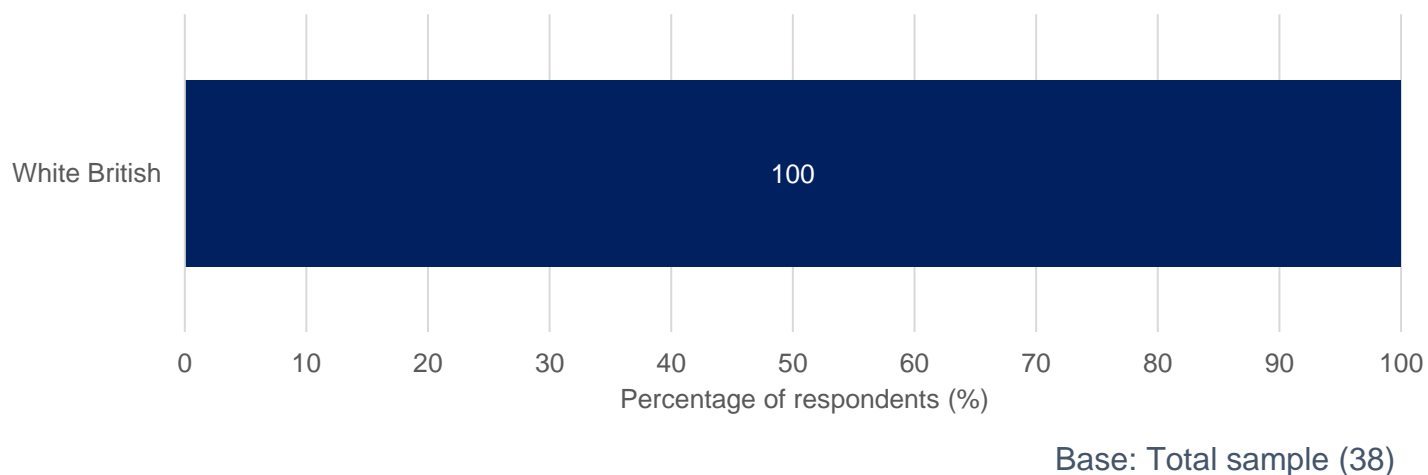
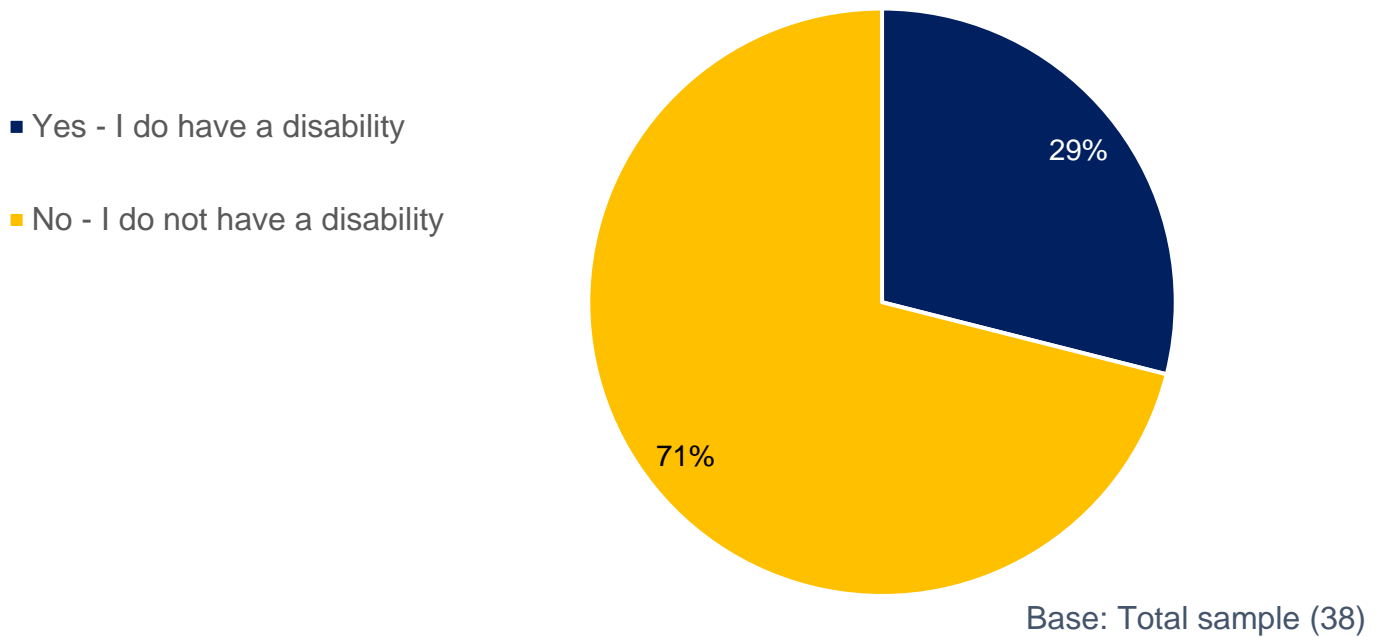


Figure 4 on the following page shows that 29% of residents consider themselves to have a disability, long-term illness, or a physical or mental health condition, whilst 71% do not.

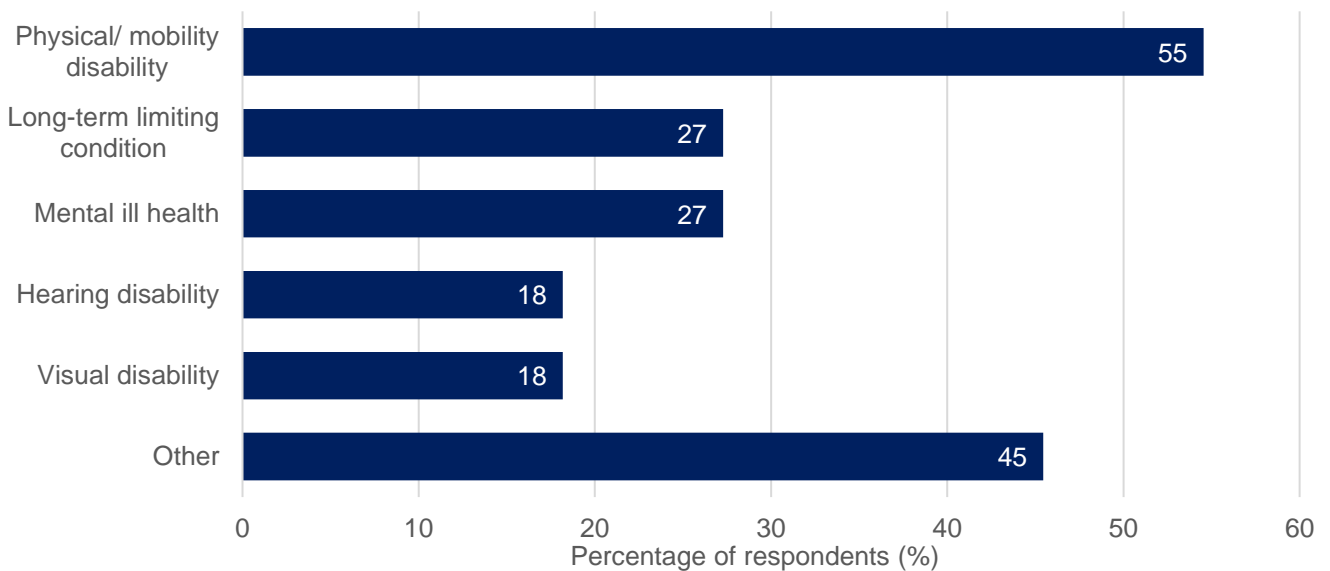
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Figure 4: Do you consider yourself to have a disability, a long-term illness, or a physical or mental health condition that reduces your ability to carry out day-to-day activities?



Respondents who have a disability were asked to indicate what type of disability they have, shown in Figure 5. The most common disability types reported by respondents is a physical or mobility disability (55%), followed by a long-term limiting condition or mental ill health (both 27%).

Figure 5: What type of disability, long-term illness, physical or mental health condition do you have?



Base: Those with a disability, long-term illness, physical or mental health condition (11)

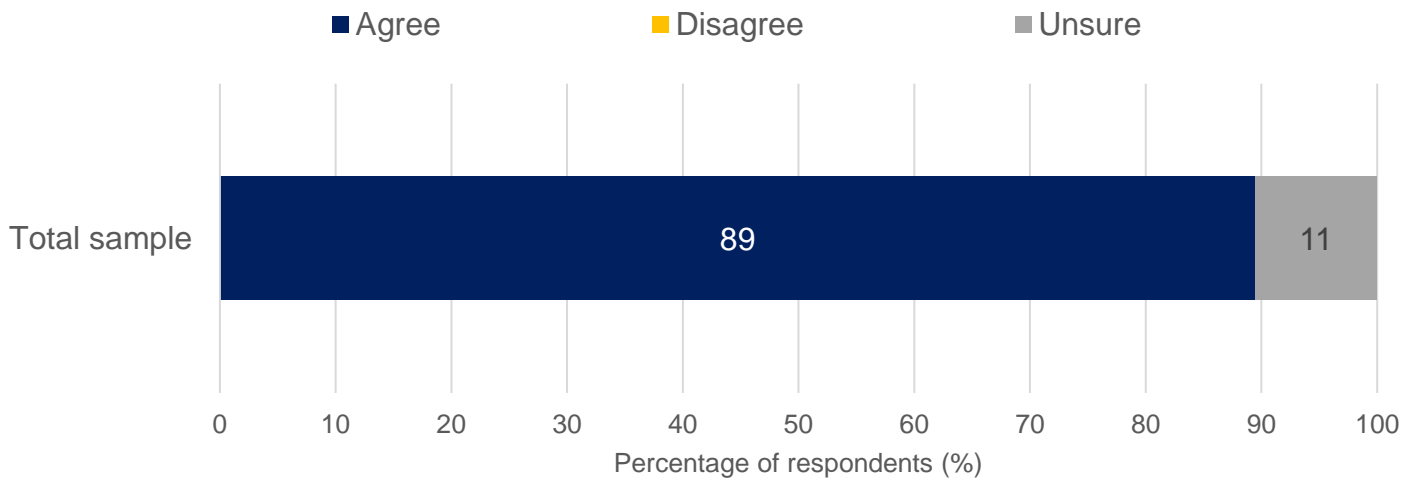
### 5.2 Overall agreement

Before exploring each section of the new draft policy in more detail, residents were asked whether, overall, they agree or disagree with the policy document. Figure 6 on the following page shows that

## Park Homes Policy Consultation

the majority of residents agree with the document (89%), whilst 11% are unsure. No residents express that they disagree with the overall new draft policy.

Figure 6: Overall, do you agree or disagree with the policy document?

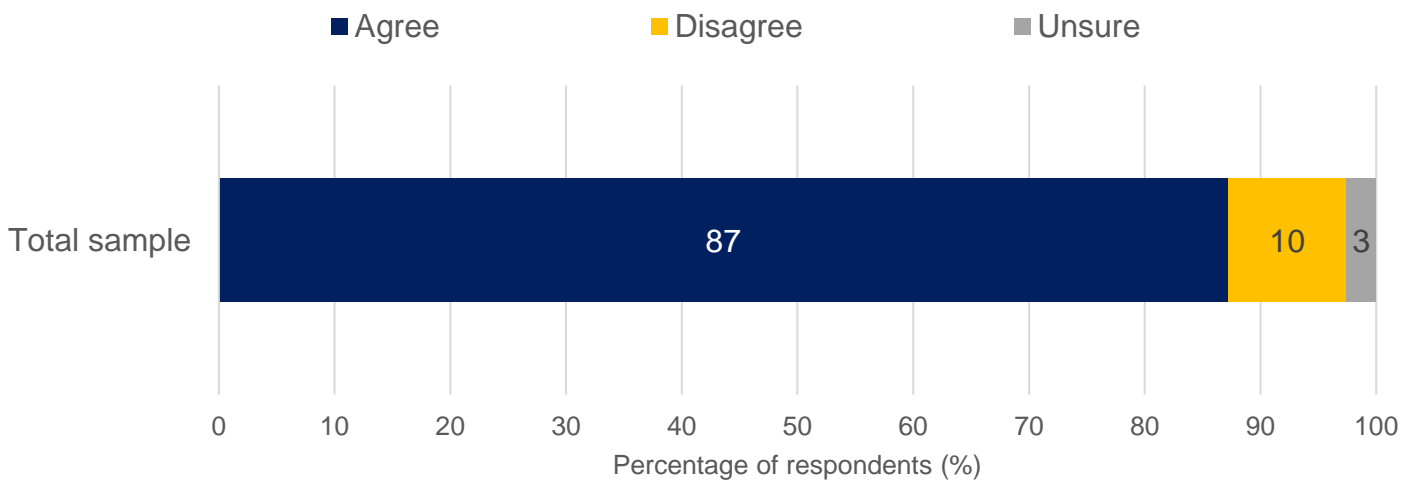


Base: Total sample (38)

### 5.3 Repairs

When asked whether they agree or disagree with the repairs section of the policy document, 87% of residents express that they agree with this section, whilst 10% disagree and a further 3% are unsure.

Figure 7: Do you agree or disagree with the **repairs** section of the policy?

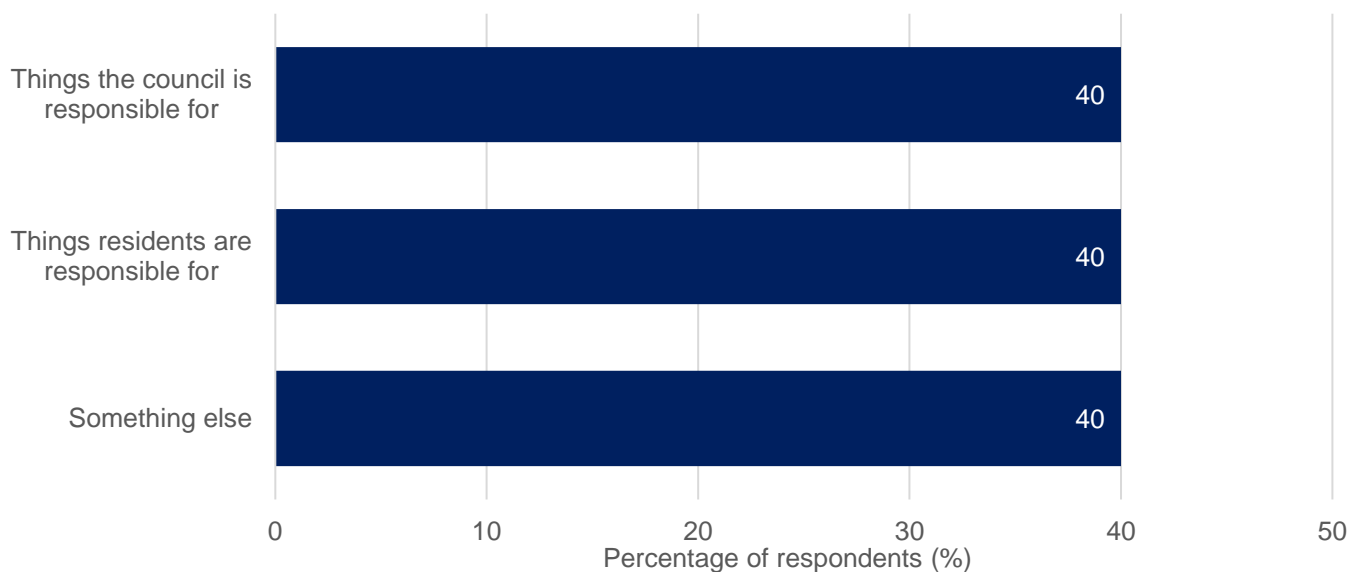


Base: Total sample (39)

Residents who disagree with, or are unsure about, the repairs section of the policy were asked what they disagreed with or were unsure about. Figure 8 on the following page shows that 40% each are concerned about things the council is responsible for, things that residents are responsible for, or something else. Those who selected 'something else' feel that the repairs section could be clearer or feel that Portsmouth City Council take too long to sort repairs out at the moment.



Figure 8: What do you disagree with / why are you unsure about the repairs section of the policy?



Base: Those who disagree or are unsure (5\*) \*Caution small base

Residents who disagree with or are unsure about the repairs section of the policy were asked to elaborate on their reasoning if they would like to. Three out of five residents left a comment, two of which explain why they feel there should be **more clarification about where responsibility** for particular issues lies. Both feel that the council should be responsible for the issues raised. Other residents raise that there should be **clearer communicated timeframes** when it comes to repairs.

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*"Residents should only be responsible for electricity. Water issues where pipes come out of concrete base to home as the rest was supplied by your contractors when base was being laid. Resident not responsible for contractors work for base."*

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*"There should be a written timeframe as when a resident can expect the repair to be completed by, I'm sure the council would have a completion date of when a resident would need to have a repair the resident is responsible for."*

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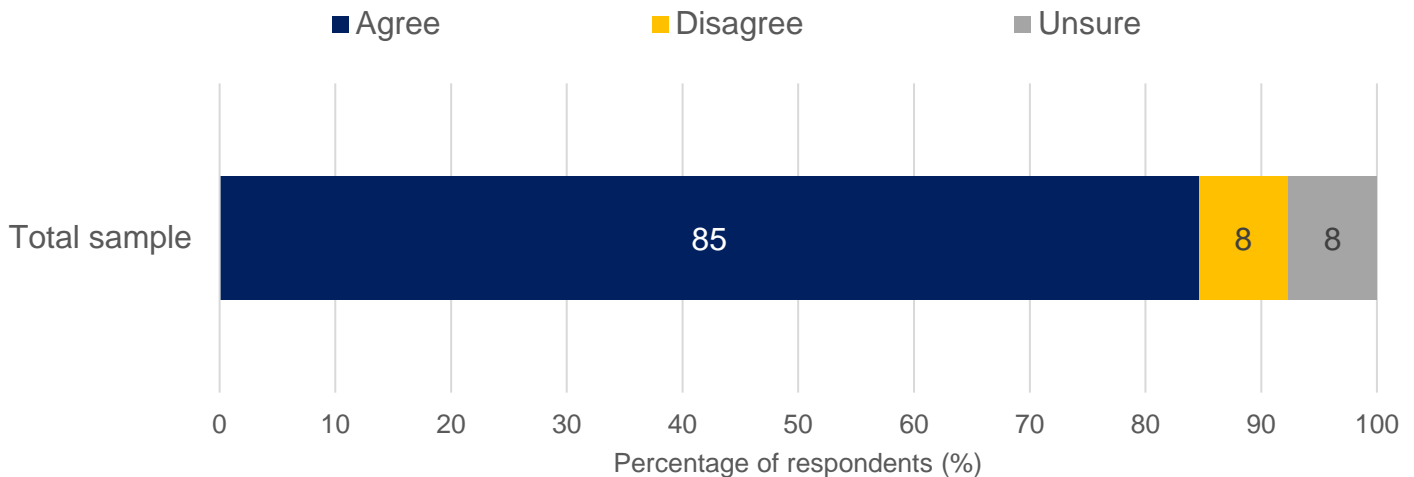
*"Landlord is very quick to act if there's any problems in the property."*

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#### 5.4 Permissions

Next, respondents were asked whether they agree or disagree with the permissions section of the draft policy. As shown in Figure 9, the majority of residents agree with the permissions section of the policy (85%), whilst 8% each disagree or are unsure.

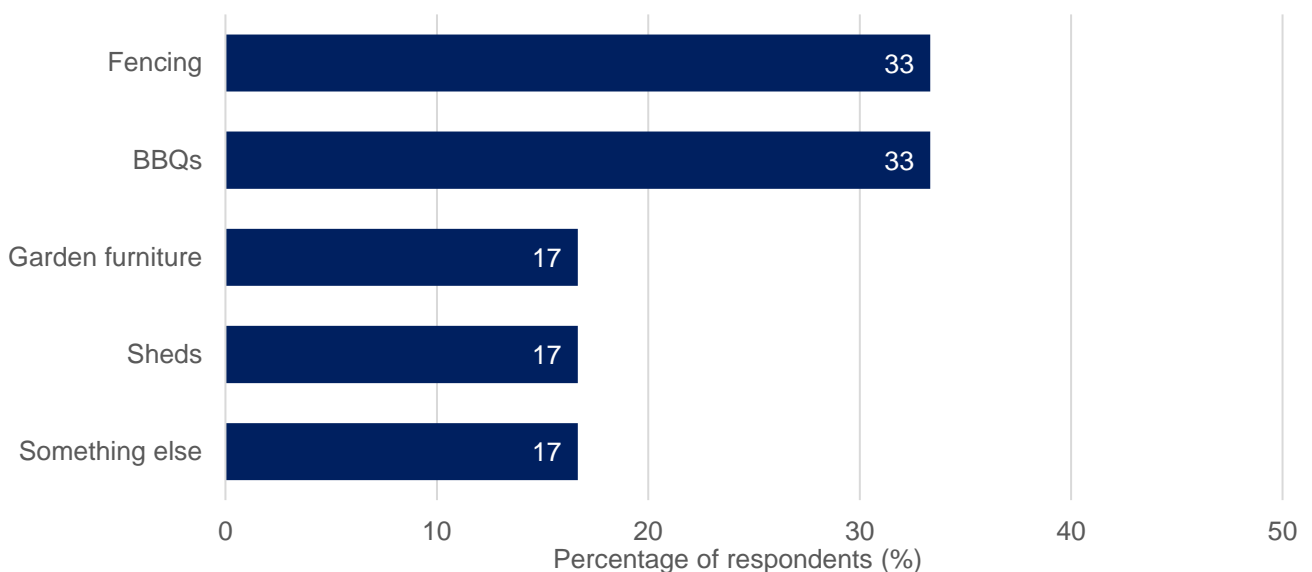
Figure 9: Do you agree or disagree with the **permissions** section of the policy?



Base: Total sample (39)

Those who disagree or are unsure were asked which part of the permissions section they did not agree with. Figure 10 shows that fencing and BBQs are the issues residents are most concerned about (33% each), followed by garden furniture, sheds, or something else (all 17%). For the permissions section of the policy, the concern listed under 'something else' relates to whether or not builders are expected to have lockable skips, given that existing skips in the area are unlocked.

Figure 10: What do you disagree with / why are you unsure about the **permissions** section of the policy?



Base: Those who disagree or are unsure (6\*) \*Caution small base

All residents who disagree with, or are unsure about, the permissions section of the policy left a comment explaining their answer. Figure 11 on the following page details these reasons.

Figure 11: Please tell us more about your answer above.



Those who are concerned about fencing ask questions about the fire protection regarding fences. One resident is concerned about using wood to construct fences whose fire hazard concerns are heightened after advice given by the fire service recently. Another resident asks for clarification on where fire breaks in fences are required.

*"I thought the recent fire service visit from the fire brigade frowned upon any excess wood on site due to the recent fire on another site which is handled by PCC."*

*"Requirement for a fire break in fence, does it mean if fence runs between homes but not along the length of homes?"*



Two residents commented on the barbecue policies in the permissions section. Whilst one resident feels that barbecues should be allowed, as long as they are kept under control and properly put out afterwards, the other feels that they should not be allowed at all.

*"I feel we should be allowed to have BBQs as long as they are kept under control and extinguished when finished."*

*"Think BBQs should not be allowed at all."*



Just one resident has concerns about the policies for garden furniture. They question what is defined by the term 'excessive' used in the policy.

*"Garden furniture - What is classed as excessive?"*



One resident is also concerned about shed regulations. They question the material allowed to construct sheds, expressing that they believed metal was a requirement, whilst the new draft policy mentions timber.

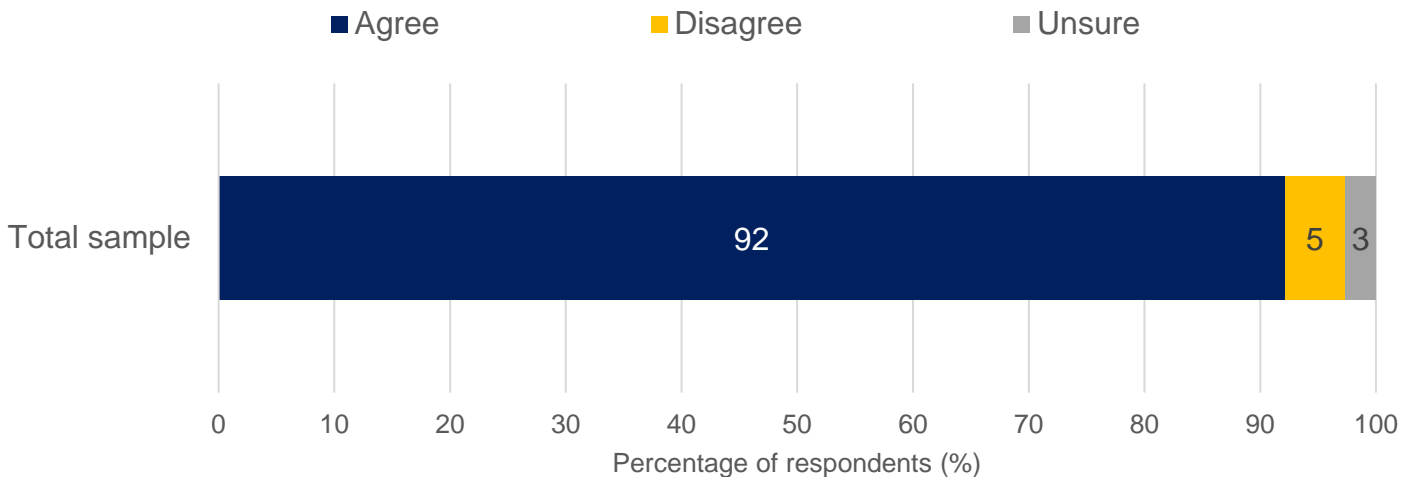
*"I understand that you had to have a metal shed if you built one. It says here in the first paragraph on sheds about 'timber' construction??"*

### 5.5 Replacement homes

As shown in Figure 12 on the following page, when asked how much they agree or disagree with the replacement homes section of the draft policy, the vast majority of residents agree (92%), whilst 5% disagree and 3% are unsure.

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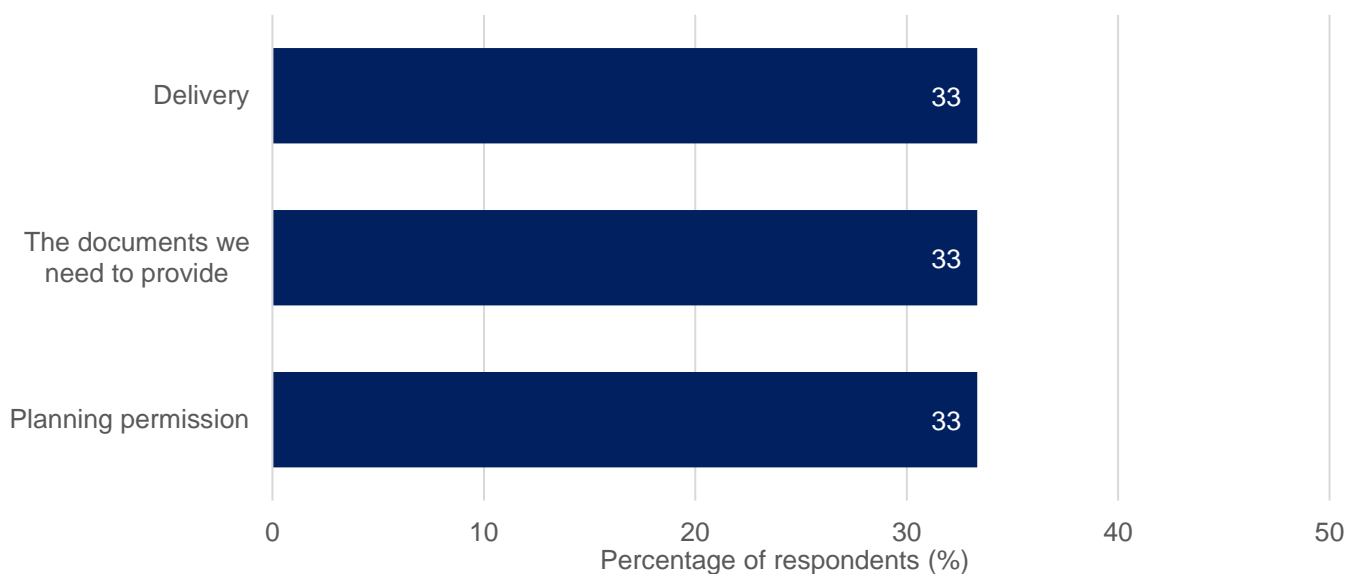
Figure 12: Do you agree or disagree with the **replacement homes** section of the policy?



Base: Total sample (38)

Figure 13 shows the reasons given why residents disagree with or are unsure about the replacement homes section. A third each are concerned about delivery, the documents they need to provide, and planning permission (under 'something else'). When asked to explain their answer, the resident concerned about the documents they need to provide expresses that the process feels quite complex and involved. The resident concerned about planning permission questions whether planning permission is required for a replacement home, as it is for a shed, and would like further clarification here.

Figure 13: What do you disagree with / why are you unsure about the **replacement homes** section of the policy?



Base: Those who disagree or are unsure (3\*) \*Caution small base

*"It seems very long winded now that the purchaser seems to be doing more leg work than PCC."*

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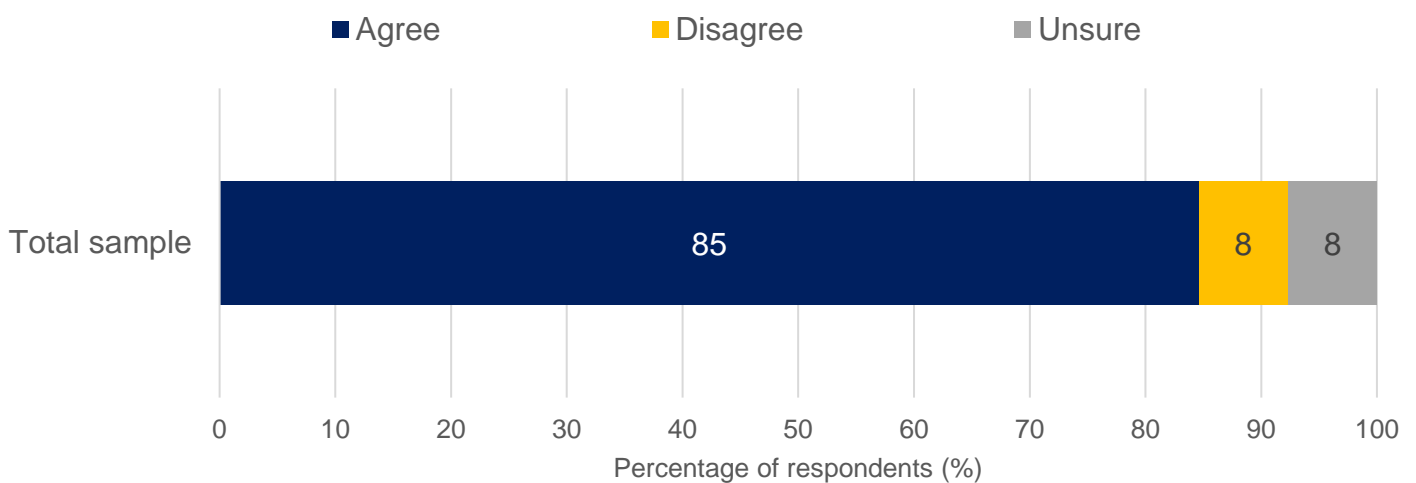
*"I presume you need planning permission for a replacement home, as you need planning permission for a simple shed? It's not clear."*

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### 5.6 Pitch fees

Figure 14 shows whether residents agree or disagree with the pitch fees section of the policy. 85% of residents express that they agree with the pitch fees section, whilst 8% each disagree or are unsure. Those who disagree with the pitch fees section either feel that, as property owners, they should not need to pay the fees, or that their fees do not equate with the repairs service they receive. Those who are unsure about this section would like to see a breakdown of exactly where their fees go.

Figure 14: Do you agree or disagree with the **pitch fees** section of the policy?



Base: Total sample (39)

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*"Pitch fees that are charged does not tally with repairs I pay £1696.80 per year, the whole site is roughly £95 thousand per year."*

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*"Shouldn't have to pay a pitch fee when the park home is owned."*

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*"Could we have a breakdown of how the pitch fees are spent each year?"*

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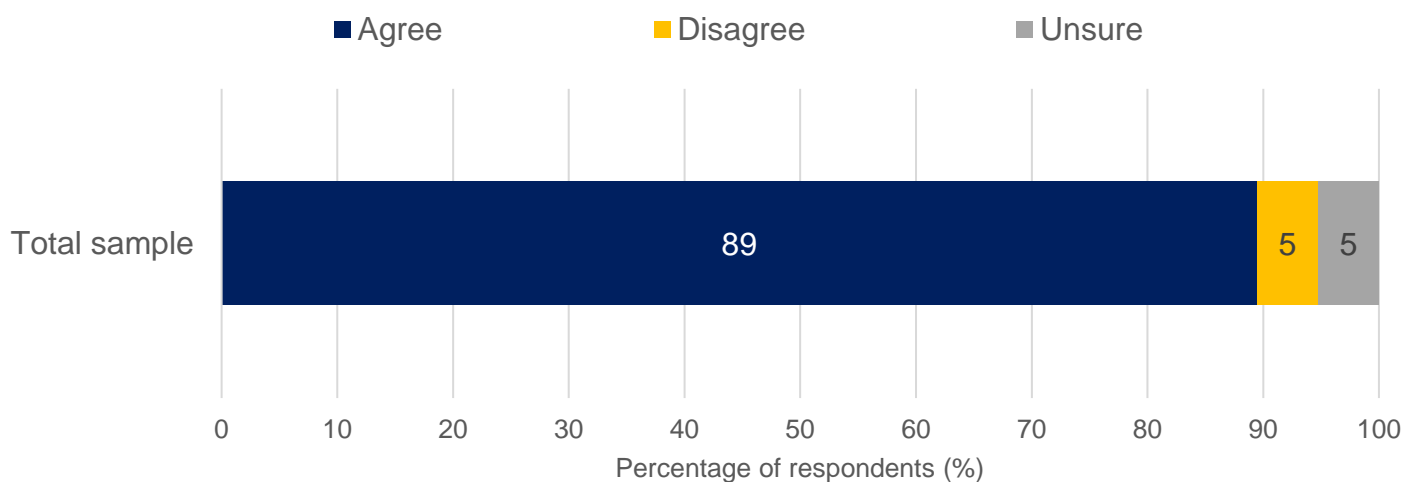
*"Would like to see evidence of what we get for our fees. In list form and how much of our fee goes towards each section."*

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### 5.7 Site rule breaches

As shown in Figure 15, the majority of residents agree with the site rule breaches section of the policy (89%), whilst 5% each disagree or are unsure. Those who disagree with this section of the policy express that they feel the response to breaches is too harsh. They also comment that the site rules should be included here in the policy. Those who are unsure, however, feel that site rule breaches have not been acted upon very efficiently when reported in the past, questioning how effective this section of the policy will be.

Figure 15: Do you agree or disagree with the **site rule breaches** section of the policy?



Base: Total sample (38)

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*"I think site rules should be included in this section for clarity. I also think the process should be less threatening."*

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*"When it is clear that certain residents have breached these rules and action is taking a very long time, it makes me wonder whether this will be actioned."*

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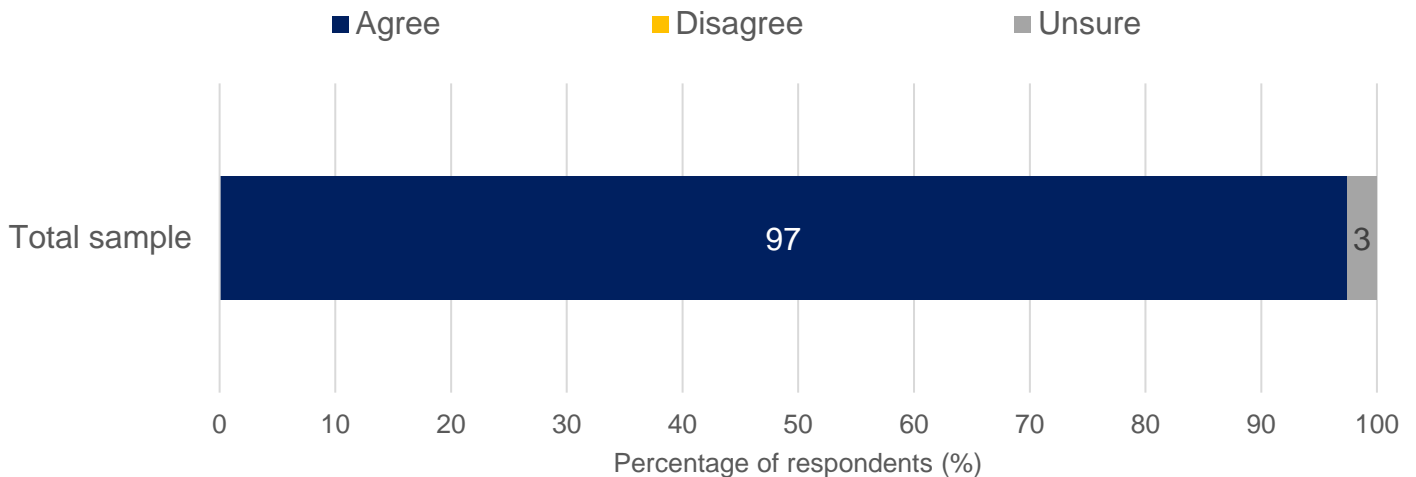
*"It's all very well having the 'site rule breaches' but PCC do not seem to be interested if a 'site rule' breach is reported to them, so see no point really in having them in place if PCC are not prepared to act on them."*

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### 5.8 Fire risk assessments

Figure 16 shows that the vast majority of residents agree with the fire risk assessments section of the policy (97%), whilst just 3% are unsure. Those that are unsure about this section feel that staff undertaking previous safety checks have not appeared to be very thorough in their assessments.

Figure 16: Do you agree or disagree with the **fire risk assessments** section of the policy?



Base: Total sample (39)

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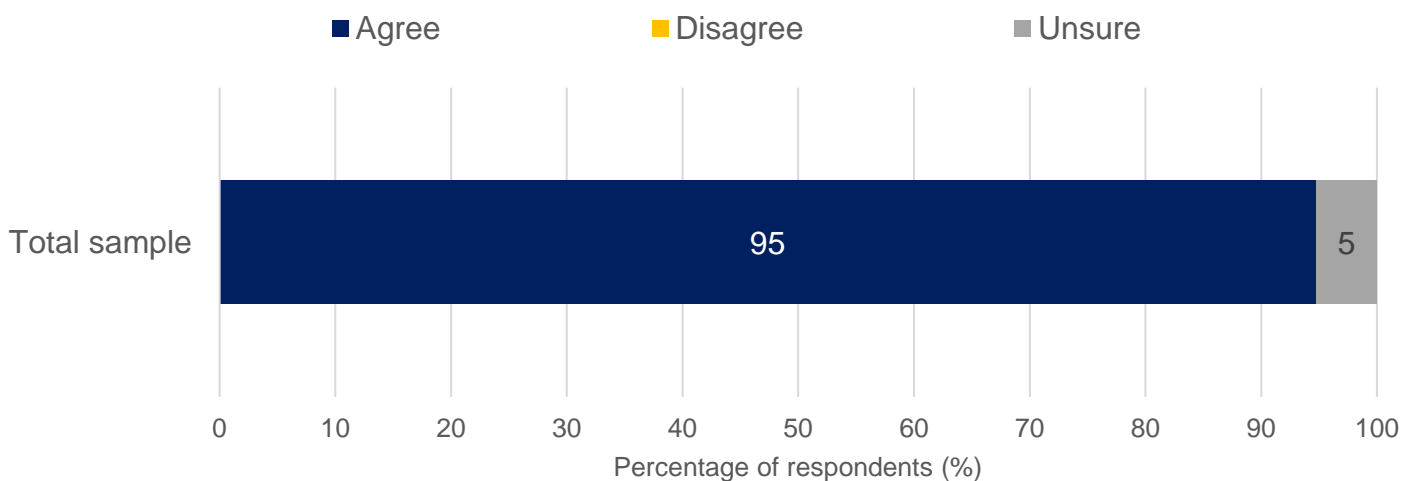
*"When they came and checked the site for safety, all they seemed to do was wander along chatting to each other. They didn't take any notice of the vans or contents as far as I know."*

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### 5.9 Legionella

As shown in Figure 17, 95% of residents agree with the Legionella section of the policy, whilst 5% are unsure. Although those who are unsure about this section feel the checks are necessary, they question whether the fire hose water needs to be tested each week, protesting that this produces a bad smell for residents.

Figure 17: Do you agree or disagree with the **Legionella** section of the policy?



Base: Total sample (38)

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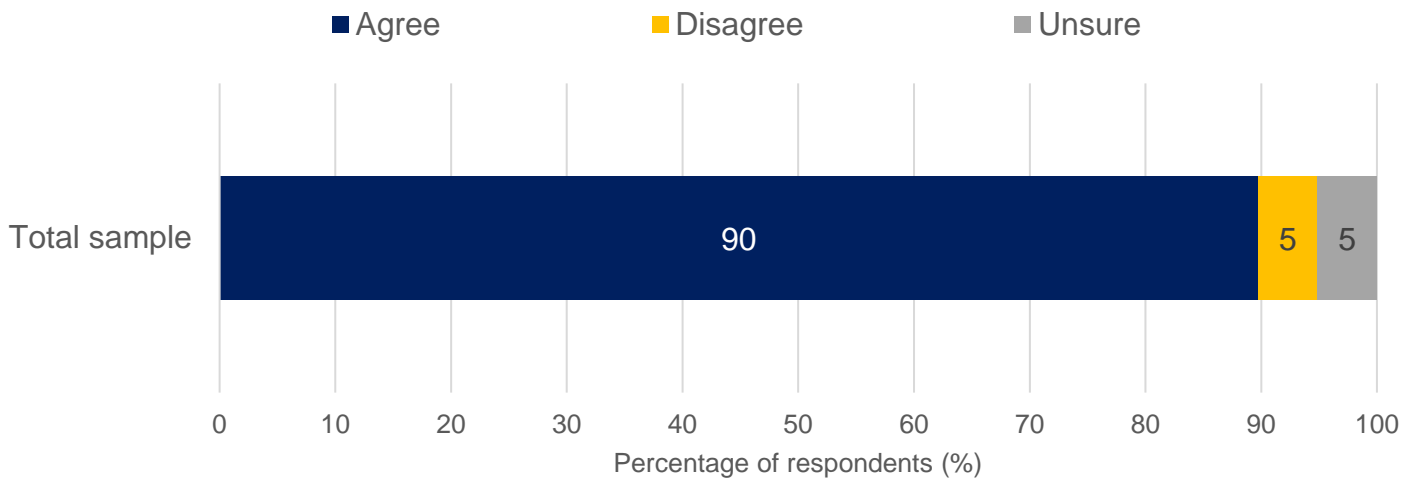
*"Yes these checks should be carried out of course, but do we really need the fire hose water to be tested each week for this, the smell coming from it is awful."*

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### 5.10 Drainage

Figure 18 shows whether residents agree or disagree with the drainage section of the policy. 90% of residents agree with the drainage section, whilst 5% each disagree or are unsure. Those who do not agree feel that help should be offered for those over the age of 60 or have questions about stop cocks.

Figure 18: Do you agree or disagree with the **drainage** section of the policy?



Base: Total sample (39)

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*"Should help with individual park homes for the over 60's."*

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*"Freshwater pipes from external stopcock to home. Stopcock in concrete base a distance from home & should only be where water pipe emerges in base?"*

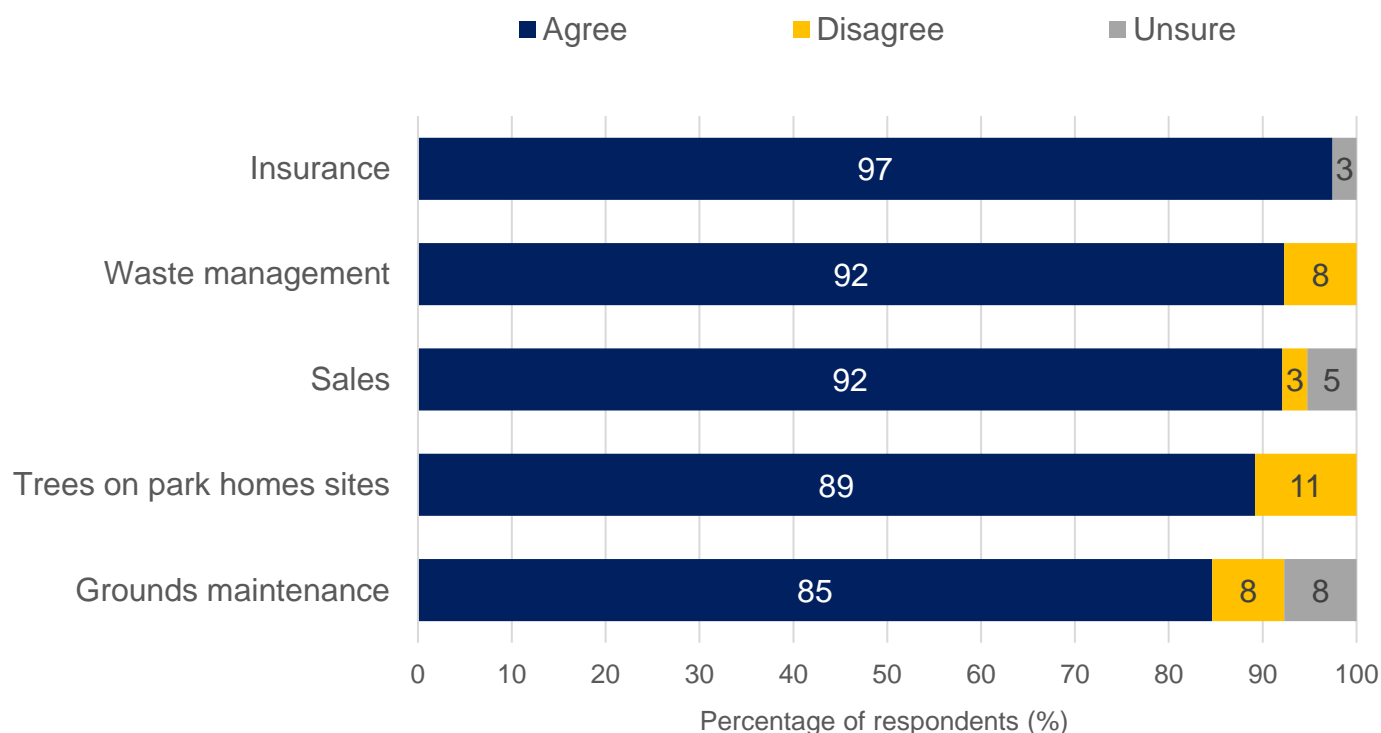
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### 5.11 Guidance

Residents were asked whether they agree or disagree with each section of the guidance section of the policy. Figure 18 shows that the majority of residents agree with each aspect of the guidance section. Residents agree most strongly with the insurance section (97%), followed by waste management and sales (both 92%).



Figure 18: Do you agree or disagree with the following sections of the **guidance** section of the policy document?



Base: Total sample (37-39)

### 5.11.1 Insurance

Figure 18 shows that 97% of residents agree with the insurance section whilst 3% are unsure. Those who are unsure about this section did not leave a comment explaining what they are uncertain about.

### 5.11.2 Waste management

92% of residents agree with the waste management section, whilst 8% disagree. Those who disagree with this section have issues concerning the bins. Some feel that the people who collect the bins are **not always thorough or respectful**, causing issues like broken fence panels or rubbish left on the ground. Others find **issues accessing the bins**, commenting that they are located awkwardly with heavy lids that make it difficult for them to use. Queries are also raised about waste management **already being covered by their council tax**.

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*"Waste management surely comes under our council tax. The bin men have repeatedly broken the fence panels/ posts around the enclosed bin area so they should be more careful and the repairs to the damage they cause should be taken from their budget and not Cliffdale Gardens budget."*

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*"They are not very good at picking up the waste in bins and on floor next to bins."*

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*"The bins are located in an awkward place for some residents. Lids are extremely heavy & makes it impossible for me to empty my own bins."*

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### 5.11.3 Sales

92% of residents agree with the sales section, whilst 3% disagree and 5% are unsure. Those who do not agree with this section raise various concerns. Some are not in total agreement with the **sales process**, feeling that the seller does not always benefit, raising concerns around **commissions** and **complications** that may arise where the owner passes away. Others, however, mention concerns about **older residents who may have trouble using the internet** and accessing the associated forms to fully understand the sales process.

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*"This procedure is now far too complicated for the seller, and what happens if the owner dies? I do hope the person who the home is left to does not have any issues as a gifting form would not have been completed prior to a death."*

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*"Sales OK unless you decide to take any commission on sale. Have fought against this in the past."*

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*"I think it is difficult to totally agree with this as many elderly residents are unable to use the internet to read the necessary forms & their content. If you don't fully understand, how can you agree."*

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### 5.11.4 Trees on park homes sites

89% of residents agree with the trees on park homes sites section, whilst 11% disagree. Some of those who disagree are concerned about the **safety** of trees, particularly about trees damaging property, either due to their **height or lack of maintenance**. The height of trees is also mentioned as an issue in regard to neighbours' trees **blocking sunlight** to their own property. The number of **birds nests** in trees currently is another concern raised. Other residents who disagree with this section, however, would like more **freedom to plant their own trees**.

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*"These trees are not maintained as they should be. If they fell down on someones property then PCC would not have a leg to stand on. They should be pollarded in so many places, but we are never listened to."*

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*"Too many bird nests on trees."*

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*"Height of trees shading sunlight from neighbours garden, risk when there are gales damaging property etc."*

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*"Should be able to plant trees if wanted."*

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#### 5.11.5 Grounds maintenance

85% of residents agree with the grounds maintenance section, whilst 8% each disagree or are unsure. The most common concern about this section is the feeling that there is **currently not effective grounds maintenance** on their park homes site, with residents commenting that workers do not do an efficient job, leaving **rubbish on site** and **failing to maintain greenery** like trees, hedges and grass. Some question where responsibility lies for maintaining particular areas on site as they no longer see council workers maintaining the grass or hedges here. Residents would also like **help with garden maintenance** to be offered to those who may need it.

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*"Not enough work on site, trees are a hazard, waste management is not good, too much rubbish left on ground after pick up of waste."*

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*"I haven't actually seen any council people up here cutting grass or hedge trimming since I've been here (August 2023)."*

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*"Do the houses around Plot 19a Clifdale Gardens count as the common area, or is this the residents responsibility? I ask this as the hedges used to be maintained by the council, but this no longer happens. This is also true for the grassed area."*

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#### 5.11.6 Other comments

Residents who left other comments about the guidance section feel that, although the policy document looks promising, they would **like to see this enforced** for both the council and for all residents living on park homes sites. Another resident comments that they feel the **council should not be involved with the prices** of their homes.

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*"It's all very well and good bringing out this policy document as long as it is adhered to by both PCC and residents & all residents not just a few!"*

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*"Council should not know about prices of mobile homes."*

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### 5.7 Further comments

15% of residents left further comments. Most commonly, residents would like to see measures to **improve the maintenance, protection, and aesthetic upkeep of green areas** on site. This includes the provision of facilities to dispose of foliage trimmings, as well as enforcements to ensure gardens are properly maintained, either by restricting parking on garden areas or reiterating residents' responsibility for garden upkeep.

Some residents would like to see **a higher level of involvement** from the council. For some they would like to see this in relation to the policy, requesting **greater depth to particular sections** of the policy, such as more fire risk assessments, whilst others would like a more **visible presence** on site from the park homes team.

Others leave **general praise**, appreciating the opportunity to participate in the survey and feedback on various elements of the policy.

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*"Maybe a section could be introduced about 'not being able to park on your grass on your garden'. This has happened & the ground below the grass has actually sunken, this could cause all manner of problems with services on site. There are plenty of car parking bays for residents to park in, this is also an eyesore to look at."*

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*"I see that it is the resident's responsibility for the upkeep of the plot. What happens if a resident does not keep their plot i.e. their garden in a respectable condition? Does the council park team speak to resident about this or is it something that would have to be reported to the park team about?"*

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*"I would like the park homes team to be more visible when working the site. Perhaps even publish the time and day you will be on site. This may help build trust and increase transparency."*

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