

Mobile Home Park Maintenance and Infrastructure Policy

1. Overview / Policy Statement

- 1.1 This joint policy outlines approach of South Oxfordshire and Vale of White Horse District Councils (the councils) to the upkeep of all council-owned mobile home parks as regards maintenance and infrastructure.
- 1.2 This policy will lay out the councils' obligations regarding the upkeep of the mobile home parks, setting clear expectations for our occupiers.
- 1.3 The councils aim to maintain our mobile home parks in line with statutory requirements and best practice, so occupiers can live in safe and comfortable conditions.
- 1.4 This policy will set out the councils' approach to:
 - Core infrastructure
 - Roads, pavements, parking and abandoned vehicles
 - Trees and grounds maintenance
 - Concrete bases
 - Pitch and home - maintenance and safety

2. Objectives

- 2.1 The key aim of this policy is to clearly lay out the standards the occupiers can expect the council to maintain our mobile home parks to.
- 2.2 This policy also delineates which elements of the upkeep of our mobile home parks fall under the councils' control, and which areas are the responsibility of the occupiers.

3. Scope

- 3.1 This policy exclusively applies to mobile home parks directly owned and operated by the councils. This includes Foxhall Manor Park in South Oxfordshire district, and Pebble Hill and Woodlands Park in the Vale of White Horse district.
- 3.2 This policy operates alongside South Oxfordshire and the Vale of White Horse's Mobile Home Park Rules, which are in place for all occupiers residing in our

mobile home parks. This policy does not take precedence over the Mobile Home Park Rules. Any changes in the rules that occupiers are expected to abide by will be made via the statutory process for amending mobile home park site rules.

4. Roles and Responsibilities for Delivery

4.1 The roles and responsibilities for delivery are as follows:

- Property and Tenancy Officer: Day to day delivery of the customer care side of this policy
- Housing Landlord Team Leader: Management of operational delivery of the customer care side of this policy
- Housing Delivery Manager: Oversight of operational delivery of the customer care side of this policy
- Property Assets Service Manager: Oversight of operational delivery of the repairs and maintenance services set out in this policy.
- Technical Services Manager: Oversight of operational delivery of technical services relating to the Mobile Home Parks.
- Director of Housing and Environment: Overall responsibility for customer care side of this policy's implementation
- Director of Development and Corporate Landlord: Overall responsibility for delivering the repairs and maintenance services set out in this policy.

5. Relevant Legislation

5.1 The relevant legislation is listed below:

- Mobile Homes Act 1983 – Model Standards
- Mobile Homes Act 2013
- Caravan Sites and Control of Development Act 1960
- Caravan Sites and Control of Development Act 1968
- The Mobile Homes (Site Rules) (England) Regulations 2014

6. Relevant Policy and Procedure

6.1 The relevant policy and procedures are listed below:

- South Oxfordshire and the Vale of White Horse Mobile Home Park Rules
- Data Protection policy
- Mobile Home Park Management policy
- Mobile Home Park Governance policy
- Policy for Planting Trees on Council Land

7. Policy and Procedure

Core infrastructure

7.1 Some elements of mobile home park infrastructure, like foul waste drainage systems, are the responsibility of the councils. However other core elements of mobile home park infrastructure, like the water supply, are the responsibility of

third parties. Occupiers also generally bear responsibility for connecting their homes properly to the parks' infrastructure.

- 7.2 This policy will set out responsibilities for the maintenance of park infrastructure. However, the obligations of occupiers as regards connecting their homes to park infrastructure are also set out in the park rules, to which all occupiers agree as part of their Pitch Agreements.
- 7.3 Where applicable, the gas supplier is responsible for the infrastructure, connections and supply up to and including the meter. Occupiers must not tamper with the elements of the gas infrastructure for which the supplier is responsible. The occupier is responsible for the pipework and connections from the meter up to and into the home.
- 7.4 The electricity supplier is responsible for the electricity supply and infrastructure as far as and including the meter. The Council is responsible for the equipment which provides circuit protection (Miniature Circuit Breakers and Residual Current Devices). The occupier is responsible for all cabling after this equipment. Occupiers must not tamper with any part of the electrical infrastructure or the meter.
- 7.5 Thames Water are responsible for the supply, pipework, and connections up to the meter at the entrance to each of the parks. The occupiers are responsible for the water supply, pipework, and connections from the point where they come above ground up to and into the home. The councils are responsible for the water supply, pipework and connections from the point after the meter at the entrance to each park and up to the point where they come above ground level. Occupiers must not tamper with the elements of water infrastructure for which Thames Water or the Councils are responsible.
- 7.6 The councils are responsible for all shared drainage and pipework below ground. The occupier is responsible for all foul drainage from their home to the place where it enters the drainage system. Occupiers must not tamper with the shared drainage infrastructure or the below ground pipework.
- 7.7 To report a repair, occupiers should contact mobilehomeparks@southandvale.gov.uk.
- 7.8 If a repair is reported which would be the councils' responsibility to repair, a Property and Tenancy officer will begin initial investigation within 10 working days. If a repair is required, the councils will undertake works to begin the repair within a reasonable time frame as determined by a risk-based approach given the severity of the reported issue.
- 7.9 If a repair is reported to the councils that is the responsibility of a third party (such as a gas supplier), the councils will advise both the impacted occupiers and the responsible third party of this fact.
- 7.10 If a repair is reported to the councils that is the occupier's responsibility, officers will explain to the occupier in question why this is the case and may offer advice on next steps to the occupier.

Roads, pavements, parking and abandoned vehicles

- 7.11 The councils will maintain roads and pavements in the mobile home parks.
- 7.12 If an occupier identifies a problem with the roads or pavements, they can report it by contacting mobilehomeparks@southandvale.gov.uk. A Property and Tenancy officer will investigate within 10 working days. If a hazard is identified, work to make the hazard safe will begin in a reasonable timeframe determined by a risk-based approach given the severity of the issue.
- 7.13 Each occupier must provide properly surfaced parking spaces on their pitch rather than park on the road if this can be done in accordance with the Model Standards. Exemptions to this only apply when the size or shape of the pitch makes this infeasible.
- 7.14 Occupiers and their guests must not park on the road in any place where there are double yellow lines, where the vehicle will obstruct Fire Points or impede the movement of other vehicles or pedestrians.
- 7.15 If any vehicle not parked on a pitch appears to the council to be abandoned, or un-roadworthy, the councils' waste team will be notified and may place a warning notice on the vehicle and, if not properly responded to, an investigation will be launched which may result in enforcement action up to and including the removal of the vehicle from the park. For more information about abandoned vehicles, see the councils' websites ([South](#) and [Vale](#)).
- 7.16 All occupiers are expected to ensure that their vehicles are roadworthy, and that they drive in a reasonable manner, as set out in the park rules.
- 7.17 Vehicles with a Statutory Off-Road Notification (SORN) may be kept on a occupier's pitch but must not be kept in communal areas. Failure to comply will result in an investigation, which may result in enforcement action up to and including the vehicle being removed from the park. The vehicle will not be returned to the park until it is fully tax compliant and has an MOT.
- 7.18 If the councils are forced to remove a vehicle from the park for any of the reasons outlined in this policy, all resulting costs, from removal to collection, or disposal will be for the vehicle's owner to pay.

Trees

- 7.19 Trees, hedges and bushes planted on pitches by occupiers, both past and present, are the responsibility of the current occupier and should be properly maintained and not allowed to cause a nuisance to neighbours.
- 7.20 The Park Rules specify that occupiers must maintain trees, hedges, or bushes on their pitches to the following standards:
- Hedges, bushes and trees must be maintained so that they do not unreasonably obstruct the view of road users.

- Hedges and bushes will not exceed two metres in height.
- Hedges and bushes must not overhang roads or footpaths.
- Trees must not overhang footpaths or roads in a way which interferes with pedestrians or poses a safety risk pedestrians or motorists.

- 7.21 If the councils are forced to act to remove or otherwise remedy a nuisance tree that is the responsibility of the occupier, all cost incurred will be passed onto and recovered from the occupier.
- 7.22 If an occupier is concerned about a tree that is not the councils' responsibility to maintain, they should contact firstly notify the responsible party. If this issue cannot be resolved, the councils may intervene to assess whether the tree violates park rules. If the councils identify a nuisance tree, the responsible person will be notified, and a request will be sent for them to remedy the issue within a reasonable timeframe. Further action may follow if proportionate and necessary.
- 7.23 Occupiers may not plant any trees or shrubs anywhere on the parks outside their own pitch boundaries unless they obtain permission in writing from the councils to do so.
- 7.24 Trees on our Mobile Home Parks that were not planted on an occupier's pitch, and which have not been planted without the councils' approval, are the councils' responsibility to maintain to the appropriate standards.
- 7.25 The councils conduct regular inspections of our trees to ensure that they are in good condition. These inspection reports are available from the councils upon request.
- 7.26 The councils will maintain their trees, shrubs and bushes to so as to prevent foreseeable damage to occupiers, homes, and pitches.
- 7.27 Examples of activities that fall outside the councils' maintenance duties include:
- The maintenance of trees for aesthetic purposes
 - The removal of leaves that fall from the councils' trees
 - Birds roosting
 - The removal of fruit of trees (acorns, conkers etc)
 - The removal of tree roots
- 7.28 If an occupier is concerned about a tree, brush or shrub that is the councils' responsibility to maintain, they should contact mobilehomeparks@southandvale.gov.uk and Property and Tenancy officer will begin an initial investigation within 10 working days. If that officer has reason to suspect that the tree, brush or shrub is not in line with the councils' standards, they will contact the technical team. The technical team will assess and, if necessary, will take action to make the tree, bush or shrub safe within a reasonable timeframe.
- 7.29 Park rules specify that occupiers must not interfere with council owned trees in anyway. Any suspected hazards should be reported to the councils as specified above.

Concrete bases

- 7.30 All mobile homes in our parks must be placed on a concrete base which extends over the whole area occupied by the unit and must project an additional one metre outwards from any doorways to enable occupants to enter and leave safely.
- 7.31 The councils are responsible for the maintenance of concrete bases. Occupiers are instructed that they may not make any changes or alternations to concrete bases in the park rules.
- 7.32 Concrete bases are inspected upon the removal of mobile homes to ensure that they are fit for purpose before a new mobile home can be placed.
- 7.33 If an occupier suspects that there may be a problem with a concrete base, they should contact mobilehomeparks@southandvale.gov.uk. A Property and Tenancy officer will investigate within 10 working days. If signs of a potential hazard are present, the technical team will be informed. The technical team will then advise on the best path forward to ensure that the base is safe/ will be made safe.
- 7.34 If works are required to make the base safe while it is in use by an occupier, the costs incurred to repair the base and accommodate the occupier will be the responsibility of the councils.
- 7.35 If concrete bases are damaged by occupiers, whether through direct damage or negligence, and the councils have evidence of this, the costs of repairing the damaged base will be paid by the occupiers. This applies whether the works are undertaken while the occupiers are residing in the park, or if the damage is identified upon the removal of their home.
- 7.36 Should an occupier wish to extend a concrete base in order to accommodate a larger home, they must write to the councils to request an extension. The councils will then assess whether it is possible to extend the base while maintaining compliance with the standards outlined in the Model Standards and Park Rules. If the councils agree to an extension, the councils will go through a procurement process to identify a contractor to extend the base. The councils will then inform the occupier of the costs associated with extending the base. If the occupier wishes to proceed and pay the extension fee, the councils will arrange for works to begin to extend the base.

Pitch and home - maintenance and safety

- 7.37 All homes on our parks must meet statutory standards for the safety of our occupiers. The standards that homes must meet are set out in the Mobile Home Park Rules. As outlined in our Mobile Home Park Governance policy, if there are any changes to statutory guidance in this regard, the Park Rules will be amended accordingly.
- 7.38 The requirements that any fences, walls, sheds or annexes must meet to be built and/or must be maintained to are set out in the park rules.

- 7.39 This policy sets out responsibilities for the maintenance of park infrastructure. However, the obligations of occupiers as regards connecting their homes to park infrastructure are also set out in the Park Rules, to which all occupiers agree as part of their Pitch Agreements.
- 7.40 If the councils suspect an occupier's home or pitch may breach the standards set out in the Park Rules, our officers will investigate. If the home is found to be in breach of the rules, an officer will write to the occupier to advise them of the problem and agree a reasonable way forward in writing. Additional support needs will be considered when determining a reasonable way forward. If the occupier does not remedy the issue within the agreed timeframe, a notice to remedy may be issued.
- 7.41 Pitches and homes will be subject to inspection upon the transfer of ownership to ensure that the pitch is in line with the current Model Standards, and that the home meets the definition of a mobile home.
- 7.42 If an occupier wishes to modify their home or pitch in order to reduce their greenhouse gas emissions or to increase energy efficiency (for example installing an Electric Vehicle charge point), the councils will work with the occupier to verify that the proposed modifications are compliant with the current Model Standards.
- 7.43 Although mobile homes are not the councils' responsibility to maintain, the councils will endeavour to support occupiers to ensure their homes are safe and comfortable. The councils may therefore signpost occupiers to organisations such as [Better Housing Better Health](#) and [Welcome the Warmth](#), who can provide further support on appropriate energy efficiency measures and advice on grants for which they may be eligible.
- 7.44 If a mobile home remains unoccupied for a period of 12 consecutive months or longer without prior written notification or explanation, the council reserves the right to pursue eviction on the grounds of abandonment.
- 7.45 Occupiers are responsible for ensuring that paths, steps, decking and walkways on their pitch are maintained in a safe and accessible condition
- 7.46 Occupiers are responsible for ensuring that gardens, paths, and driveways do not become overgrown with weeds or plants which are likely to spread to areas outside the pitch.
- 7.47 As set out in the park rules, rubbish or building materials must not be accumulated on the pitch and the area under the home should be kept free of any litter, obstruction, or flammable materials. The occupier must remove all builders' and DIY debris, unsuitable for normal household collection and dispose of it at a Household Waste Recycling Centre or arrange to have it collected by an authorised waste carrier. Garden waste must not be dumped on the park or surrounding land

8. Communication and Contact Information

8.1 For further information about this policy, please contact us via email: mobilehomeparks@southandvale.gov.uk or telephone 01235 422422.

9. Alternative Formats

9.1 Please do not hesitate to contact us if you would like this policy in an alternative format, via email mobilehomeparks@southandvale.gov.uk or telephone 01235 422422.

10. Change Records

Change Record	
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