

# Mobile Home Park Management Policy

## 1. Overview / Policy Statement

- 1.1 This joint policy outlines the approach of South Oxfordshire and Vale of White Horse District Councils (the councils) to management across their council-owned mobile home parks.
- 1.2 The councils believe that all their mobile home park occupiers deserve to be treated with fairness and respect. This policy will outline the support that occupiers can expect to receive from the councils.
- 1.3 This policy will cover the councils' approach to:
  - ASB (anti-social behaviour) and hate crime
  - Domestic abuse
  - Customers with additional support needs
  - Debt management
  - Feedback and complaints

## 2. Objectives

- 2.1 The overarching objective of this policy is to ensure that the councils provide a consistent and high-quality support offer to mobile home park occupiers.
- 2.2 In order to achieve this, the councils aim to:
  - Take effective preventive and reactive measures to tackle ASB and hate crime
  - Support victims and survivors of domestic abuse
  - Tailor the council's services to meet the needs of those with additional support requirements
  - Invite feedback and complaints from occupiers, and use that input to improve council's services
  - Provide a strong wellbeing support offer to occupiers
  - Partner effectively with teams within the councils and third parties to deliver these outcomes

## 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, and Pebble Hill and Woodlands Park in the Vale of White Horse.

- 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 the council owned 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.
- 3.3 This policy covers the processes the councils will follow in response to situations, including but not limited to violations of the park rules. Mobile home park policies are intended to ensure that the councils follow the same protocol for all occupiers of the mobile home parks, resulting in consistent and fair responses.

## **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 this policy
- Housing Landlord Team Leader: Management of operational delivery of this policy
- Housing Delivery Manager: Oversight of operational delivery of this policy
- Director of Housing and Environment: Overall responsibility for policy implementation

## **5. 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
- Anti-social Behaviour, Crime and Policing Act 2014
- Antisocial Behaviour Act 2003
- Domestic Abuse Act 2021

## **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
- Complaints Policy
- Mobile Home Park Governance policy
- Mobile Home Park Maintenance and Infrastructure policy

## **7. Policy and Procedure**

**ASB and Hate Crime**

- 7.1 ASB is defined in the UK as behaviour that causes or is likely to cause harassment, alarm, or distress, or is capable of causing nuisance or annoyance in residential contexts (Anti-Social Behaviour, Crime and Policing Act 2014; Antisocial Behaviour Act 2003).
- 7.2 Everyone has the right to live peacefully in their own home. The councils will seek to prevent and tackle ASB effectively, sensitively, and swiftly. Where no ASB is found, findings will be explained to the complainant. Malicious or unreasonable complaints may result in either case closure or counteraction.
- 7.3 Unwelcome behaviour, meaning behaviour that is annoying but not malicious or persistent is generally not considered ASB. Examples include:
- Household noise
  - Poor parking
  - Children playing
  - Lifestyle differences
- 7.4 The councils do not have powers to enforce criminal law but will liaise with police and may additionally use civil remedies where criminal acts breach park rules. Cases involving criminal activity will be handled on a case-by-case basis by engaging with Thames Valley police where appropriate and subject matter experts within the councils. All actions taken in response to criminal behaviour will be fully compliant with council's statutory obligations and internal standards.
- 7.5 Instances of hoarding will be treated primarily as a safeguarding issue. Responses include risk assessment, referral to support services, multi-agency cooperation, and sensitive interventions.
- 7.6 ASB reports can be made via multiple channels and will be logged by officers. Anonymous reports will be assessed based on evidence.
- 7.7 If the councils receive a report of ASB, the councils will investigate and grade the case on the following scale:
- Grade One: Serious threats or violence
  - Grade Two: Targeted, continuous intimidation or damage
  - Grade Three: Nuisance through carelessness or incivility
  - Grade Four: No breach or council powers to act
- 7.8 The councils aim to respond to reports of ASB within three working days. This initial response will include:
- An officer assigned to the case
  - An outline of the next steps to be taken in response to the report
  - Guidance for the occupiers while further investigation (where appropriate) and grading are pending
- 7.9 When investigating ASB claims, the councils may gather evidence including:
- Victim statements

- Community harm statements
- Incident diaries and Noise App
- CCTV (with RIPA authorisation)
- Photographs and letter drops

7.10 Available tools for addressing ASB include:

- Mediation
- Restorative approaches
- Acceptable Behaviour Contracts
- ASB injunctions
- Community Protection Notices

7.11 In serious cases, the councils will create ASB action plans.

7.12 Legal action will only follow where proportionate and necessary. Warning letters and safeguarding checks precede court action.

7.13 Cases with allegations and counter-allegations may be referred to mediation or closed if no resolution is possible.

7.14 The councils may work with occupiers, their representatives, and partner organisations to deliver community-based ASB strategies.

7.15 Guidance on how to report and respond to ASB can be found in the Mobile Home Park Rules, which occupiers should refer to if they suspect ASB has occurred.

7.16 The councils will not tolerate hate crime. Hate crime is defined as:

“Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.”

*Definition adopted by the police and the Crown Prosecution Service*

Hate crime can involve physical assault, verbal abuse, or incitement to hatred.

7.17 If a potential hate crime is reported to the councils, or if the councils have reason to believe that an occupier has been the victim or perpetrator of a hate crime, officers will work with subject matter experts in the councils and Thames Valley Police to deliver a case-by-case and victim centred response.

## **Domestic Abuse**

7.18 The councils will not tolerate domestic abuse and will take prompt, proportionate and trauma-informed action to identify, respond to and support any person experiencing or threatened with domestic abuse. This policy will detail the steps the councils will take to prevent, recognise, and challenge domestic abuse in the mobile home parks.

7.19 The councils follow the central government's definition of domestic abuse. In the Domestic Abuse Act 2021, domestic abuse is defined as follows:

"Behaviour of a person ("A") towards another person ("B") is "domestic abuse" if:

- a) A and B are each aged 16 or over and are personally connected to each other, and
- b) the behaviour is abusive.

Behaviour is "abusive" if it consists of any of the following:

- a) physical or sexual abuse;
- b) violent or threatening behaviour;
- c) controlling or coercive behaviour;
- d) economic abuse
- e) psychological, emotional or other abuse;

and it does not matter whether the behaviour consists of a single incident or a course of conduct.

"Economic abuse" means any behaviour that has a substantial adverse effect on B's ability to:

- a) acquire, use or maintain money or other property, or
- b) obtain goods or services.

A's behaviour may be behaviour "towards" B despite the fact that it consists of conduct directed at another person (for example, B's child)"

As for the definition of a child Section 2 of the 2021 Act, for the purposes of the definition of "personally connected", defines a "child" as a person under the age of 18 years. This will include a person aged 16 or 17. Furthermore Section 3 provides that a child (a person under the age of 18 years), is for the purposes of the 2021 Act, recognised as a victim of domestic abuse if they see, hear, or experience the effects of the abuse, and is related to "A" or "B".

*Definition from: Domestic Abuse Act 2021. Minor edits have been made to phrasing for clarity.*

7.20 The councils take all forms of domestic abuse seriously, including nonphysical, hidden, and less immediately visible forms of harm. Information about domestic abuse, how to report it, and support resources are available on both councils' websites ([South](#) and [Vale](#)).

7.21 If a potential victim of domestic abuse in a Council owned mobile home parks makes a report, officers will log the report and make further contact, if possible, to determine how the victim wants to proceed. Matters relating to domestic abuse will be referred to the community safety team, whose advice the officers will follow to deliver a victim-centred and trauma-informed approach to abuse.

7.22 If a concerned third party alerts us to potential abuse, officers will log the report and attempt to reach out to the potential victim where safe and appropriate. The reporting party's anonymity will be maintained. The matter will be referred to the council's community safety team, whose advice officers will follow.

- 7.23 If an officer suspects that domestic abuse may be occurring in the mobile home parks, officers will attempt to contact the potential victim where safe and appropriate. The officer will additionally raise their concerns with the community safety team, whose advice they will follow.
- 7.24 The councils are committed to working closely with partner organisations to provide an effective, coordinated response to domestic abuse. This includes collaboration with Thames Valley Police, local specialist domestic abuse services, health and social care agencies, and other safeguarding partners. Officers will encourage victims and survivors to report abuse to the police where it is safe for them to do so and will provide clear signposting and referrals to specialist support services.

### **Occupiers with Additional Support Needs**

- 7.25 The councils aim to ensure that service provision is inclusive to all occupiers. This means that the services can be tailored to ensure accessibility for occupiers with additional support needs.
- 7.26 Occupiers may be classed as having additional support needs for one or more of (but not limited to) the following reasons:
- Physical disabilities
  - Mental health issues
  - Learning difficulties and/or intellectual disabilities
  - Being a former relevant child or qualifying care leaver
  - Terminal illness
  - Long-term health conditions and hospitalisation
  - Substance misuse dependency
  - Experience of domestic abuse.
- 7.27 Upon request and where feasible, the councils will provide occupiers with communications in accessible formats. This might include large text, Easy Read, translations or audio recordings. When commissioning surveys of the mobile home park occupiers, the councils will ensure that providers are also able to offer accessible formats.
- 7.28 The councils may, with permission, refer or signpost occupiers with additional support needs to any appropriate agencies who may be able to provide additional support to occupiers with additional support needs.

### **Debt Management**

- 7.29 If an occupier falls into arrears with the councils, for example through unpaid pitch fees, the councils will aim to inform them promptly and work with the occupiers towards a fair resolution.
- 7.30 Letters are sent out to occupiers who are more than one pitch fee monthly payment behind, requesting payment immediately. If the arrears are not paid by the following months reconciliation and stage 1 letter is sent asking for payment within 14 days.

- 7.31 After 14 further days a stage 2 letter is sent asking for payment within 7 days.
- 7.32 After 7 further days a stage 3 letter is sent. Officers will try to schedule a face-to-face meeting with occupiers in debt before sending a stage 3 letter. The stage 3 letter asks for immediate payment and explains that the occupier is now in breach of their pitch agreement and that the councils will take legal action to recover the costs that that they could find themselves facing eviction from the site. The Councils' Legal Team would then be informed that the councils wish to send a Notice to Remedy Breach. This is a legal document that explains what will happen if they do not pay within 28 days.
- 7.33 After 28 days the Housing Compliance Team Leader will advise the legal team to recommend that the matter is progressed to the First Tier Tribunal. The councils can seek payment or eviction at the Tribunal. Eviction would be a very last resort.
- 7.34 If the Councils wish to proceed, the Housing Compliance Team Leader will advise the Legal Team to proceed with preparing the paperwork and payment required for the case to be heard by the First Tier Tribunal.
- 7.35 If at any stage the debtor offers to make payment by instalments, the Park Manager will negotiate the terms and provide a letter to the occupier which confirms the agreement.
- 7.36 Additional support needs will be taken into consideration during this process. The councils will seek to ensure that all action is reasonable and proportionate, and that all occupiers have a good understanding of debt related proceedings.
- 7.37 Once a Notice to Remedy Breach has been served, the councils can go direct to the First-tier tribunal if the happens again, as the Remedy Breach Notice does not expire.
- 7.38 The councils recognise the financial pressures many of the occupiers are under and are therefore committed to offering support to the occupiers. The councils may therefore signpost occupiers to council services or to external agencies, whether they have rent arrears or otherwise, where appropriate. Resources the councils guide occupiers to may include, but are not limited to, advice on:
- Income maximisation
  - Benefit entitlement
  - Debt management
  - Potential grant eligibility

## **Feedback and Complaints**

- 7.39 The councils believe that feedback from the occupiers is vital to guiding improvements to council's services. The councils will therefore undertake an occupier perception survey every two to three years to understand the experiences of the occupiers.

- 7.40 The councils believe that the occupiers should be able to make complaints through a straightforward and transparent process. Complaints pertaining to the Mobile Home Parks should be made through the councils' complaints processes.
- 7.41 Occupiers wishing to make a complaint pertaining to Foxhall Manor park can do so at [[South Oxfordshire's Complaints Page](#)].
- 7.42 Occupiers wishing to make a complaint pertaining to Pebble Hill or Woodlands Park can do so at [[Vale of White Horse's Complaints Page](#)].
- 7.43 The councils will always strive to learn from complaints made and use those insights to inform improvements to council's services.

## 8. Communication and Contact Information

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

## 10. Change Records

<b>Change Record</b>	
Policy title	Mobile Home Park Management Policy
Version number	1
Owner(s)	Housing Delivery Manager
Author(s)	Housing Delivery Manager
Approved by	Cllr Worgan/Cllr Crawford
Approved date	17/04/2026
Effective date	01/05/2026
Renewal date	01/05/2028