



**MOBILE HOME RESIDENTS FORUM**  
**Tuesday 25 October 2016 at 2.15 pm**  
**(informal meeting from 1.45pm)**  
**Rennes Room, Civic Centre, Paris Street, Exeter**

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## **MOBILE HOME RESIDENTS FORUM**

Tuesday 5 April 2016

### **Present:**

Councillor Bull (Chair)  
Councillor Henson

### **Also Present:**

Val Ewings	- Exonia Park
Graeme Guy	- Ringswell Park
Steve Porter	- Exonia Park
Alan Southard	- Newport Park
Malcolm Thomas	- Ringswell Park
Wendy Threlfall	- National Association of Park Home Residents
Geoff Threlfall	- National Association of Park Home Residents

### **Also Present:**

Environmental Health Practitioner, Assistant Democratic Services Officer (Committees)

### **In Attendance:**

Caroline Aird	- Age UK Exeter
Denise Dearden	- Trading Standards
Peter Bywater	- Wessex Energy
David Eaton	- Teignbridge District Council

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### **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Morris, Morse and Baldwin, Karen Devaraj (Citizens Advice Bureau), Keith Williams (Private Sector Housing Manager), Sheila Welsh and Debbie Schamroth (Ringswell Park).

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### **MINUTES OF THE MEETING HELD ON 26 OCTOBER 2015**

The minutes of the meeting held on 26 October 2015 were agreed.

#### **Matters Arising**

Minute No. 12 – Telephone Scams

Denise Dearden reported that if a service is required by an official department such as a driving licence or a passport, government advice is to use the gov.uk website and ignore any site that is not a .gov.uk website. Action Fraud is the organisation collecting information about false websites and investigating those with the police. In addition, there had recently been some scams relating to E111 forms and these should be obtained direct from the Post Office. Denise encouraged the reporting of any sites that did not appear to be reliable.

## Minute No. 13 – Enforcement Notices

The Chair advised that any charges for enforcement notices was at the Local Authority's discretion, and would need to go through the Council's scrutiny process. It was confirmed that the site owner cannot pass the fee onto homeowners.

Members of the Forum extended their thanks to Alice Hasted who had recently dealt with some issues on park sites.

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### **INSULATION SCHEME - PRESENTATION BY WESSEX ENERGY ADVICE CENTRE**

The Chair welcomed Peter Bywater, Senior Project Manager of Wessex Energy to the meeting.

Peter Bywater gave a presentation on the Exeter Healthy Park Homes Scheme (attached) which was yet to commence, and further comments on the presentation were as follows:

Once the concept of this new scheme is approved, there may be opportunities to contact other funders such as Public Health, who had committed some funding to similar schemes in Dorset.

Wessex Energy will oversee the grant, and qualifying households need to be over 50 years old and in a park home in the Exeter City Council area. Park homes need to be built prior to 1995. Any park homes built post 1995 could take advantage of other energy efficiency measures such as underfloor insulation which will be covered by the £2,000 grant.

Registered installers who are Members of the National Insulation Association will carry out works to properties, and where possible, local companies will be used. Background checks will be made on companies, including its directors, how works are installed and standards within the industry. Reference was made to the Buy With Confidence Scheme and Trading Standards would welcome working with Wessex Energy.

A decision has not yet been made on what heating repairs will be covered by the scheme.

Peter advised that the Energy Company Obligation (ECO) grant will be cut by about 50%, and by 2018 this will change to a fuel poverty led grant. A resident advised that some companies did not recognise the ECO grant. Residents may want to take this into account when considering switching energy provider.

The grant will come from Exeter City Council. A plea was made that the scheme is transparent. The application process had yet to be finalised, and it may involve a pre-survey. There was likely to be a priority list for clients to complete.

If the grant does not cover the total cost of the work, discussions would take place at the application stage in terms of an affordability check. Clients will then be able to prioritise works according to their means with indicative costs provided.

Peter advised that he was meeting with Wessex Loans the following day to discuss their affordability/vulnerability checks and the process around this.

Caroline Aird advised that Turn2Us was not necessarily the best site to obtain advice on grants as often ground rent and service charges are not included as in the case for park homes. Either the CAB or Citizens Advice Bureau would be happy to provide guidance.

The typical width of insulation is 90-110mm. However, it was noted that some park home owners are refusing installation on the grounds of the distance between park homes. Peter advised that they would need to look at this on a case by case basis.

Peter would welcome the opportunity to attend a future meeting once the scheme had been finalised, and the Forum welcomed this.

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#### **FUTURE POLICY FOR ENERGY EFFICIENCY**

Future assistance for energy efficiency was included in Peter Bywater's presentation under the previous agenda item.

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#### **ITEMS FOR FUTURE MEETINGS**

It was suggested that a representative from Devon & Somerset Fire and Rescue Service could attend to give a presentation on the dangers of carbon monoxide.

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#### **ANY OTHER BUSINESS**

It was noted that the Government were collecting information on problems with the manufacturing of new park homes, such as issues with windows, damp etc. Trading Standards can be contacted on 0345 4040506, and a request needs to be made to speak to the supervisor.

A request was made for a representative of Rydon Park to attend meetings.

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#### **DATE OF NEXT MEETING - TUESDAY 25 OCTOBER 2016 AT 2.15PM**

The date of the next meeting was noted.

(The meeting commenced at 2.10 pm and closed at 3.23 pm)

Chair

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## **Terms for Reference for Exeter City Council Park Home Forum**

### **The Forum will consist of:**

1. A designated Officer from Exeter City Council.
2. Lead Councillor for Housing and Community Involvement.
3. City Council Councillors from wards containing park home sites – St Loyes, St Thomas and Topsham wards
4. Up to three representatives of residents from each of the following Mobile Home Sites:
  - **The Rydons,**
  - **Exonia Park,**
  - **Ringswell Park,**
  - **Newport Park.**

*Names / addresses of members from the four sites will be held by Exeter City Council (those named can send a substitute to the meeting if unable to attend)*

Officers from ECC, other statutory agencies and the voluntary and community sector may be asked to attend a particular meeting to provide support, advice or information on a specific issue.

### **Overall Aim of the Forum**

1. To ensure that Park Home residents have a voice.
2. To ensure that, where practicable, solutions are found in response to local concerns.
3. To help identify the key issues within Park Home sites.
4. To be a link between Exeter City Council/Councillors and residents living within Park Home sites and to promote effective liaison, including liaison with other agencies.
5. To educate, source & provide information on a variety of matters as necessary.
6. To promote effective resident empowerment through consultation, involvement and participation, and to help develop new initiatives.
7. To foster better relations between site residents and the respective site owners.

### **General Terms of reference**

1. The position of Chair will be held by a Councillor of Exeter City Council.
2. The Chair will be voted into the position by the Forum and the position shall be held for no more than two years, without re-election.
3. The Chair will nominate a Deputy to act in his/her stead in case of absence.
4. It is the responsibility of residents of each Park Home site to decide who shall be a member of the Park Home Forum representing their views on the Forum.

5. Meetings will be held two times a year.
6. Extraordinary meetings may be called where necessary, but this must be agreed with, and called by the Chair.
7. Meetings will be arranged and venues booked by Exeter City Council.
8. Notice of the meeting will be advertised one week prior to the meeting.
9. Any items that members would like placed on the agenda must be received by Exeter City Council and agreed by the Chair two weeks in advance of the meeting; there will not be 'any other business' on the agenda.
10. An agenda will be sent to all members of the Forum one week prior to the meeting.
11. Members agree to provide apologies if unable to attend
12. Any member unable to attend can send someone in their place providing they have notified Exeter City Council in advance.
13. In the event of an agenda item being of particular relevance to a home owner who is not a member of the forum that home owner may attend, with the approval of the Chair, who must be given at least one week's notice of the name and address of the person wishing to attend the forum
14. All discussions and decisions made will be recorded in summary format as minutes and will be signed by the Chair after the agreement of the Forum has been obtained that they reflect a true record of the decisions taken.
15. All members will adhere to the Park Home Forum Code of Conduct.

### **Code of Conduct**

- All members must adhere to the Terms of Reference
- All members shall be open and honest in their dealings and show respect for other members
- All members will observe confidentiality
- All speakers will address themselves through the Chair
- Only one person shall speak at a time
- Each member wishing to speak on an issue will indicate and the Chair will pick each in turn at his/her discretion.
- All speakers shall be polite and courteous to others.
- All speakers will keep to the subject under discussion.
- No member shall raise individual issues unless as a means of illustrating a point.
- No personal political references shall be made
- If a member does not abide by the code of conduct, the Chair will warn that if they break the code of conduct they may be asked to leave the meeting.
- The Forum will not tolerate any racist, sexist, or other discriminatory remarks.
- Any member who consistently breaks the terms of reference or by virtue of their misconduct brings the Forum in to disrepute, may be expelled by the Chair.