

2013

Park Homes in Cornwall

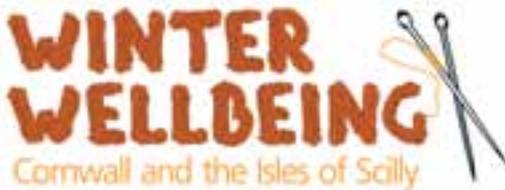
A resident's guide to services



This guide has been prepared to support people living in residential park homes as covered by the Mobile Homes Act 1983.

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Winter Wellbeing is a partnership campaign aiming to keep people warm and well over the colder months.

Support includes:

- ✳ Energy advice and home visits to reduce bills and keep warm
- ✳ Emergency provisions in severe weather
- ✳ Advice on insulation and heating measures
- ✳ Help to reduce damp, mould and condensation
- ✳ Wider services such as collecting prescriptions and delivery of hot meals

Call Freephone **0800 954 1956** to find out more.

This guide

Cornwall Council can support and advise residents of park homes on a number of things. We can't cover everything here, but have included the areas we think you'll find useful. If you need more information visit www.cornwall.gov.uk or pick up a **Guide to Public Services** in any council one stop shop.

Housing

Private Sector Housing

The council is responsible for reviewing private sector housing and ensuring housing conditions in the private sector are acceptable. We provide advice, financial assistance and enforcement interventions to improve housing conditions.

Tel: **01209 614 438**

Website: www.cornwall.gov.uk/housing

Email: housing@cornwall.gov.uk

Housing Needs and Options

We provide advice to people threatened with homelessness and information on registering onto **Cornwall Homechoice** - the Council's housing register. Through Homechoice people can bid for social housing properties owned by most social housing providers in Cornwall (including council housing and housing association properties).

Tel: **0300 1234 161**

Website:

www.cornwallhousing.org.uk

Email:

housing@cornwallhousing.org.uk



The Handyperson Scheme

The handyperson scheme is for anyone aged over 60 or who has a disability, or their carer. This is ideal for people who need small repairs or other minor jobs completed around the home, such as:

- * replacing light bulbs, electric fuses and plugs
- * fitting doorbells, door chains/spy holes, new or replacement locks
- * fitting smoke alarms
- * replacing and repairing small window panes and rotten frames
- * improve energy efficiency
- * putting up shelves and pictures
- * re-hanging doors
- * repairing small areas of fencing and garden gates
- * taking down/putting up curtains and curtain rails
- * unblocking sinks, replacing toilet seats or tiling small areas of kitchen/bathroom, renewing bath sealants
- * turning mattresses

There will be a small charge for this service. Please call **0800 678 16 76** or visit **www.cornwall.gov.uk** and search for handy person service.

The scheme also offers a free home safety check which assesses security, fire safety, electrical and gas safety, warmth and accident prevention.

Help for the Disabled

If you are having difficulties with access to your home, or in your bathroom and kitchen for example, Cornwall Council may be able to offer you a **Disabled Facilities Grant** to help install improvements such as ramps and level access showers.

Please call **0300 1234 131** or visit **www.cornwall.gov.uk/homeadaptations**

Adult Care and Support (Social Services)

We'll give you support and advice on carers, physical disabilities, residential and home care, dementia, older people's social services and disabled badges (Blue Badges).

AskSARA

Cornwall Council are working with national charity Disabled Living Foundation (DLF) to provide a quick and easy to use online service called AskSARA which will assist anyone who finds they have difficulties with everyday tasks.

AskSARA works in three easy steps:

- * You choose a topic relating to your health, your home or daily living activities
- * You are asked some questions
- * We give you a personalised report containing advice and suggestions for products that might help you, guide prices and where you can obtain them

Using AskSARA does not affect any right you may have to an adult care and support assessment.

Tel: **0300 1234 131**

Websites: **www.cornwall.gov.uk/adultcareandsupport**

www.cornwall.gov.uk/asksara

Email: **adultcareandsupport@cornwall.gov.uk**

Sight or Hearing Loss

We have a specialist sensory team who provide services for people who are experiencing serious difficulties managing due to hearing or sight loss.

Tel: **0300 1234 131**

Text phone: **01872 240 892**

Websites: **www.cornwall.gov.uk/sensoryloss**

Email: **sensoryloss@cornwall.gov.uk**



Breach of contract and unfair trading

If you are experience problems with:

- * your contract with the park owner
- * a new park home
- * goods and services, including utility supplies

you should contact the Citizen's Advice consumer helpline in the first instance on **08454 04 05 06**. Citizen's Advice may then need to refer your enquiry to Cornwall Council's Trading Standards officers. The officers will investigate the issue under the Consumer Protection from Unfair Trading Regulations 2008 and may contact you directly for more details.

For more consumer advice and guidance visit: **www.oft.gov.uk/consumer-advice**

Environmental Health and Licensing

We can offer advice on drainage, private water supplies, contaminated land, pest control, health and safety, and nuisance complaints such as noisy neighbours.

We also issue site licences under the Caravan Site and Control of Development Act 1960, and ensure the site licence conditions are complied with.

Tel: **0300 1234 212**

Website: **www.cornwall.gov.uk/environmentalhealth**

Email:

envhealthandlicensing@cornwall.gov.uk





Fire Safety and Prevention

Cornwall Fire and Rescue Service are “Working Together to Make Cornwall Safer”. We offer guidance and practical support, and can offer free home safety checks to ensure you and your home remain safe.

- * In case of emergency, call 999
- * For a free Home Safety Check call **0800 3581 999**

General Enquiries

Tel: **0300 1234 232**
Email: **fire@cornwall.gov.uk**
Website: **www.cornwall.gov.uk/fire**

Community Safety

If you see or experience any of the following antisocial behaviour please contact us using the details below. You can also report antisocial behaviour using the online form.

- * Verbal abuse
- * Vandalism
- * Joyriding
- * Noise nuisance
- * Criminal damage
- * Assault
- * Missile throwing
- * Underage drinking
- * Groups engaging in threatening behaviour
- * Harassment

Tel: **0300 1234 232**

Website: **www.cornwall.gov.uk/communitysafety**

Additional information available at **www.safercornwall.co.uk**

If you are subject to antisocial acts ring the police on the non emergency number **101**. If the threat is causing immediate danger call **999**.

Libraries

Membership of Cornwall's libraries is free and available to anyone who lives, works or studies in Cornwall. There are library branches across Cornwall supported by a mobile library service, services in community premises and by a home library service.

If you can't get to us, the home library service can bring the library to you – free! It is for anyone who is unable to use the library because they have a disability, long-term illness or caring responsibilities which make it difficult for them to get out.

Cornwall's libraries also function as one stop shops for council information, enquiries, to request services or to report faults.

Call: **0300 1234 111**- Library enquiries
0845 607 6119 - 24 hour automated renewals line
Email: **libraries@cornwall.gov.uk**
Website: **www.cornwall.gov.uk/library** (includes online library catalogue)

Adult Education

Adult Education have got something for everybody across Cornwall; adults, young people, families, businesses and community organisations. We want to help you get into work and further study, get on at work, learn new skills and gain the confidence to succeed.

Cornwall Council's Adult Education are offering courses which will help you keep your skills up to date, improve them to gain employment, move on at work, work in new areas or support self employment. There's also loads of things you can do just for fun – from jewellery making and cake decorating, to painting, photography and yoga.

For more information or to request a brochure call **0300 1231 117** or visit **www.cornwall.gov.uk/adultlearning**

Adult Education

Your chance to

LEARN
ENJOY
SUCCEED

2012/2013

many
courses
are **free**

- Arts, crafts, fitness and leisure
- Languages
- Maths, English and computing

2012/13 brochure out now
Study locations across Cornwall

visit www.cornwall.gov.uk/adultlearning or call
0300 1231 117 for more information or to enrol



Adult Education – Your local Link into Learning »

Localism

Localism is a Council service dedicated to supporting communities, town and parish councils and Cornwall councillors. The county is divided into 19 community networks, each supported by a community network manager. Here's some of the things the community networks do:

- * Helping communities to influence how services are delivered in their areas
- * Putting residents in touch with the right people or agencies to help get a local issue addressed

- * Pulling together things like this Park Home Residents Guide on behalf of Cornwall Council and its partner agencies
- * Supporting community and neighbourhood planning and the devolution of services so they can be run at the local level
- * Helping park home residents set up a residents association

Web: www.Cornwall.gov.uk/Localism

Localism

Email: Localism@Cornwall.gov.uk

Tel: **0300 1234 100**

Please tell the customer services advisor where you live, so they can put you in touch with your local community network manager.



Useful contacts

Organisation	Contact Details
Independent Park Home Advisory Service	Tel: 0800 612 8938 Website: www.iphas.co.uk Email: info@iphas.co.uk
National Association of Park Home Residents	Tel: 01903 816247 Website: www.naphr.org Email: bjdoick@btinternet.com
National Park Homes Council	Tel: 01252 336092 Website: www.nationalcaravan.co.uk Email: info@nationalcaravan.co.uk
British Holiday and Home Parks Association	Tel: 01452 526911 Website: www.bhhpa.org.uk Email: enquiries@bhhpa.org.uk
Age UK (formerly Age Concern)	Tel: 0800 169 6565 Website: www.ageuk.org.uk
Office of Fair Trading	Tel: 08457 224499 Website: www.offt.gov.uk
Citizen's Advice	Tel: 08454 040506 Website: www.off.gov.uk/consumer-advice

Adult Education

Your chance to

LEARN ENJOY SUCCEED



2012/2013

“
The courses have
opened a whole
new world to me.
”



www.cornwall.gov.uk/adultlearning



0300 1231 117



If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

