



WELCOME GUIDE

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO FORMALLY WELCOME YOU TO OUR PARK.

Inside this guide you will find everything you need to know to make your time here as comfortable and as enjoyable as possible. Should you have any questions we will be happy to assist in whatever way we can.

Come and be a part of something special...

THE STORY SO FAR

Gawthorpe Edge Park has been in the ownership of the Ward family since 2006. The family take their role as Park Owners very seriously and over the years have won a number of accolades. Michael and Julie have on an three occasions been voted “Residential Park Owners Of The Year” in a nationwide competition.

The Park covers some 15 acres with 105 developed pitches. Padiham is on the doorstep with all of its the facilities and the Park is on the main bus route. The M65 is just a few minutes away.

The family own and manage 4 residential park home estates in Lancashire. Michael and Julie have been actively involved in managing their Parks since 1985. Their children, Sophie and Alex also work in the business. Alex can be seen each day working on the Parks with our Maintenance and Development Team. Continuity of Park ownership is something which the owners on the Parks appreciate.



ELECTRICAL INFORMATION

You are at liberty to purchase your mains gas and electricity from the supplier/s of your choice.

Electricity North West owns and maintains the electrical cabling up to the exterior meter boxes along with the master fuse inside and the backboard. The individual fuses boxes and the cabling from those fuses back to each home are owned by each particular homeowner. It is important to check these individual fuse boxes as many are of the older metal type and can become corroded over time. If this occurs then they should be replaced. Please note that these fuse boxes should not be fixed to Electricity North West's backboard.

We as Residential Parks Ltd do not own any part of the electrical switchgear and our only responsibility is the maintenance of the structure of the meter boxes themselves.

10 YEAR WARRANTY SCHEMES

We recommend that homeowners should carefully read the scheme rules to ensure that they comply with the terms of the warranty.

It is also important to ensure that if the weight of the home is to be increased by say the addition of plasterboard walls and/or the addition of a tiled roof that the concrete base upon which the home is sited can withstand the additional weight loading.



EXTERNAL ALTERATIONS AND/OR ADDITIONS TO PARK HOMES

Should you wish to erect a porch, have a tiled roof fitted or complete any other external alteration/addition to your home or to your pitch prior written approval must be obtained from Residential Park's Head Office : The Office, Wyre Vale Park, A6 Cabus, Garstang, Lancashire PR3 1PH or Telephone 01995 604975 Extension 2.

In conjunction with the BH & HPA we have drawn up a document entitled **"Guidance Notes for Refurbishment and Additions to a Home"**. This document should be completed not only by ourselves but also by the contractor who is to carry out the proposed work. This is set out to protect both you and us against "cowboy" workmen coming onto the Park. Also, from a health and safety prospective it is vital to ensure that contractors have adequate insurance to work on the Park.

Further, it is also important to ensure that if the weight of the home is to be increased by say the addition of plasterboard walls and/or the addition of a tiled roof that the concrete base upon which the home is sited can withstand the additional weight loading.

Some homeowners, if the exterior of their homes require refurbishing, are now looking for a more maintenance free solution than the standard park home stippled finish. In arriving at a compromise it is important that any such option should not devalue any adjoining or neighbouring homes.

Having carried out extensive research with park home manufacturers a solution has been found. DURASID offer a wood grained PVC cladding and this can be obtained two shades of cream—RAL9001 or RAL1015 – both of which tie in with our agreed colour scheme for the re-painting of homes and therefore would be in keeping with the rest of the homes on the Park and would comply with the park rules. These will be the ONLY two permissible colours.

For anyone wishing to consider this option there are two issues which need to be considered. Firstly, the panels have to be fixed to battens in order to allow for ventilation and so this may increase the footprint of the home which could breach the Site Licence as this could reduce the separation distance between homes and also it is a requirement that the concrete base must extend to the full area of the home. The possible solution may be to remove the old exterior walls of the home before the new cladding is fitted.

Therefore prior to granting permission for such a product to be installed we would require a detailed plan from the proposed contractor showing the distances between adjoining homes once the new panels have been fitted along with confirmation as to whether or not the size of the home has been increased to ensure compliance with Site Licence conditions. If you have any queries in this respect please contact us on 01995 604975 ext 2 or by email at info@resiparks.co.uk.

FAQS

Are pets allowed?

We allow pets to come onto the Park but ask that as and when anything happens to them that they are not replaced. This helps to keep the pet population on the Park under control. This ruling only applies to cats and dogs, with the exception of guide dogs and assistance dogs. Please refer to the Park Rules for guidelines.

Can I repaint my home?

If you decide to repaint your home, the permitted colours are off-white and shades of cream or beige. No others colours are acceptable.

Can we erect fences along our boundaries?

No timber fencing is allowed between homes. If in doubt please ask.

Are commercial vehicles allowed on the Park?

Commercial vehicles can come onto the Park for deliveries and may utilise Visitors Parking Spaces for loading/unloading only. They may not be parked on Gawthorpe Edge overnight.

Is there a local bus service?

There is a bus stop close to the Park entrance.

How is the monthly pitch fee paid?

The monthly Pitch Fee is paid by Standing Order on the first day of each month in advance. Please ring 01995 604975 extension 2 or email info@reisparcs and we will be happy to send you the relevant documentation to complete for you to submit to your bank. Cheques or cash are not accepted.

ATTRACTIONS AND THINGS TO DO

Gawthorpe Hall

A beautiful Elizabethan country house redesigned in the 1850's. Owned by the National Trust, this attractive estate is located on next to Gawthorpe Edge Park.

Pendle Hill

Famous for its links to the Pendle Witch Trials. This stunning landmark combines history with outstanding natural beauty. Perfect for walks.



INTERNET SECURITY POLICY

Security of your personal and financial details is important to us. That's why our contact pages use a powerful SSL encryption mechanism.

The SSL encryption (256bit) ensures that all data transmitted across the internet and into our online systems is protected with strong algorithms. This means that until the data is safely in our systems it is placed into an unreadable format rendering it useless and therefore protecting it against potential hackers. On a desktop computer you can check this by looking for a padlock within your browser address bar. The web address will also start with https://. The 's' stands for secure.

All the information that we save for you is protected by firewalls and a range of IT security measures. By submitting any information about you, you consent to its use as set out in this security and privacy policy.

The internet is not a secure medium. However, we are committed to ensuring that your privacy is protected. This policy explains the security measures that we have put in place to protect your information and how we use the information obtained about you. All information supplied by you will be treated in confidence by Residential Parks Ltd. It will not be disclosed to any third parties, except where your consent has been received or where permitted by law. In order to provide you with products and services, this information will be held in the data system of Residential Parks Ltd. Residential Parks Ltd may pass your personal information to other companies for processing on its behalf. For example, to a holiday home manufacturer or dealership if your enquiry relates to a new residential park home.

On payment of a small fee you are entitled to receive a copy of the information we hold about you. If you have any questions or would like to find out more about this, please write to:

Data Protection Officer, Residential Parks Ltd, The Office, Acresfield, 9 Garstang By Pass Road, Garstang PR3 1PH

Or telephone 01996 604975 ext 2.

Residential Parks Ltd would also like to keep you informed by telephone, post, SMS and email of selected products available from us and our carefully chosen supplies, if you have provided us with consent to do so.

In order to prevent or detect fraud we may at any time:

Share information about you with other organisations and public bodies including the police.

- A) Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this. We and other organisations may also use and search these databases to:
- B) Check your identity to prevent money laundering, unless you provide other satisfactory proof of identity; or undertake credit searches and additional fraud checks.

Details of the agencies and databases can be obtained by contacting us.

INTERNET COOKIES

When you visit our site, we may attach a 'cookie' to your browser. Cookies are small text files that allow us to identify your computer, recognise repeat users, observe anonymous behaviour and compile aggregate data about users in order to improve the service we provide. The data collected using cookies does not identify individual users and is only used for tracking and analysing use of the site.

Most web browsers will accept cookies, but if you would prefer we did not collect by this method, you can disable this function within your browser settings. However, without cookies, you may not be able to use the full functionality of our website, including personalisation of the web content to reflect your usage.

YOUR CONSENT

When you submit your information within our website you consent to the use of that information as set out in this policy. If this policy is changed in any way, we will post notices of this on our website so that you are aware of how we use your information at all times. If you continue to use the service, then this signifies that you agree to any such changes. The internet is a global medium and therefore your information may be transferred outside of the European Economic Area en route. By submitting your information, you consent to such a transfer. **Address:** Residential Parks Ltd, The Office, Acresfield, 9 Garstang By Pass Road, Garstang PR3 1PH

Telephone: 01995 604975 Ext 2 **Email:** info@resiparks.co.uk Registered in England number: 00783157

CONTRACT US

Mark and Carl Carter are head of our Landscaping Team. Should there be any park related maintenance issues or emergencies please contact them. Carl's mobile number is 07831410639.

Michael and Gail head the Management Team and Angela is the Accounts Manager.

Homeowner's Mornings take place at Wyre Vale Park Office on Tuesday and Thursday mornings from 10am to 12pm noon to assist with any queries which you may have other than maintenance issues that are dealt with by Carl.

Please note that the Park Office is extremely busy. Therefore, it is important to make a specific appointment so that we can afford you the time that you need. For an appointment please call 01995 604975 Ext 2.

Address: The Office, Acresfield, 9 Garstang By Pass Road, Garstang PR3 1PH

Website: www.resiparks.co.uk

Email: info@resiparks.co.uk