



# WELCOME GUIDE

**WE'D 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.

**Enjoy being part of something special...**

## THE STORY SO FAR

Wyre Vale Park at Garstang has been in the ownership of the Ward family since 1974. The family take their role as Park Owners very seriously and over the years have won a number of accolades. Michael and Julie Ward have on an unprecedented three occasions been voted “Residential Park Owners Of Year” in a nationwide competition.

Michael says that their success is due to the close relationship which the family have with their homeowners.

Wyre Vale covers some 13 acres with 134 homes. Acresfield Park, our latest development, adjoins Wyre Vale and has planning consent for 53 homes. The market town of Garstang with all the facilities that you would expect from a beautiful market town is on your doorstep.

The Park is located on the bus route and you can travel to Morecambe, Lancaster, Preston and Blackpool from here.

There are currently four Residential Park Home Estates owned and managed by the family – Wyre Vale Park, Acresfield Park, Lodge Park at Catterall and Gawthorpe Edge Park in Padiham near Burnley. Michael and Julie have been actively involved in managing the Parks since 1985. Their children, Sophie and Alex, also work in the business. Alex can be seen everyday working on the Parks with our Maintenance and Development Team. Continuity of Park ownership is something which our homeowners appreciate.

**“Welcome to  
Wyre Vale Park.  
We wish you many  
happy years with us.”**

***The Ward Family***



Situated near the beautiful  
market town of Garstang

Over the years Michael and Julie have hosted visits by Cabinet Ministers, Members of Parliament and members of the Residential Property Tribunal on a fact finding trip to name but a few. Michael has also been interviewed on BBC Breakfast about park home living and the Parks have been featured on a Channel 5 documentary.

Two of the greatest features of living here are the genuine caring attitude of the homeowners and the feeling of being part of a community. For example, a number of the ladies, self styled the “Garstang Calendar Girls” got together to fundraise for Derian House Children’s Hospice. They organised coffee mornings, bag packing at a local supermarket, a Gala Day which was held on Acresfield, to mention but a few of the events, and they also took part in producing their own calendar. This depicted humorous scene of life on the Parks and they sold over 500 copies! In total the ladies raised over £5,500 for this most worthwhile of charities.



Quality of service is of paramount importance to us. In June 2014 the new Acresfield Health Club & Spa was opened. The Club has become the focal point of the Parks with its swimming pool, sauna, steam room and state of the art gym. There's a multi purpose hall for such sports as indoor short mat bowls, table tennis and badminton, as well as numerous classes to suit all abilities. There is the Hair Studio and Spa with three treatment rooms plus the Bistro, ideal for meeting friends for a coffee. The Club also hosts numerous social events throughout the year, including quiz nights, which you are welcome to attend. Information on these can be found in our Newsletters and flyers. The goal is to promote an active healthy retirement as this compliments what is already a very caring community.

### **ANNUAL REMEMBRANCE - THERE BUT NOT THERE**

For a month each year our silhouette memorial known as “There But Not There”, which honours those who were killed or injured fighting for the freedom which we all enjoy today, is displayed at the entrance to Acresfield Health Club & Spa as a tribute. Julie's grandfather was not only one of the first members of the SAS but was awarded the Military Medal for bravery during World War II. Many of our homeowners have either served with the Armed Forces and/or have relatives who have.





## AWARDS

We are proud recipients of the Gold David Bellamy Conservation Award for our achievements in protecting and enhancing the natural world. Wildlife is abundant in this beautiful countryside setting and it's our goal to provide a peaceful haven for all our residents, including the animals, birds and insects who live here. We also protect the environment by conserving energy and recycling.

The Parks, incorporating Acresfield, are also recipients of the coveted 'Special Distinction Award for Conservation' which was presented to the Ward family by Professor David Bellamy.



Michael, Alex, Julie and Sophie Ward with Professor David Bellamy

## **REFUSE COLLECTION**

Wyre Council's refuse vehicle comes onto the Park every Tuesday to collect waste. Collections take place based on a two weekly cycle. One week general waste (the grey bins) is collected and on the following week any green waste (the green bins) along with plastic, bottles and tins (the red lidded bins) or paper (the blue bins) are emptied. Please note that Wyre Council makes a charge for the initial supply of the various bins to new homeowners plus an annual charge for each green bin which it empties. Homeowners must apply directly to the Council for these services by telephone 01253 891000 or via the Council's website.

## **ELECTRICAL INFORMATION**

Electricity North West own and maintains the main electrical cabling to the exterior meter boxes along the master fuses inside. The individual fuse boxes and the cabling from that fuse box back to each home are owned by each particular homeowner. We as Residential Parks Ltd do not own any of the switchgear or cabling and our only responsibility is the maintenance of the structure of the exterior meter boxes themselves.

Should you ever suffer an interruption in electrical supply please contact your utility supplier or your preferred electrical contractor. Details of the Park's recommended electrician appear in the contractors list at the end of this guide. Also, we must remind everyone that should you wish to have the electrics fitted in your shed then this must be installed by a fully qualified and accredited electrician.

## **ELECTRIC METER BOXES ON THE AVENUE AND ON THE CROFT**

If at any time your electrician or your electricity supplier requires access to the lower section of one of these meter boxes please will you inform us at least 24 hours before access is required. A member of our Maintenance Team will arrange to remove the particular panel and this will then be replaced once the work has been completed. We want to ensure that the panels remain undamaged in order to maintain the integrity of these boxes.

## 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 the area surrounding your home prior written approval must be obtained from the Park Office.

In conjunction with the BH & HPA we have drawn up a document entitled “Guidance Notes for Refurbishment and Additions”. 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.

If you are considering any such work in the future please call at the Park Office to collect a copy.

## 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.



## FAQS

### **Are pets allowed?**

We allow pets to come onto the Park but ask that if 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 re-paint your home the permitted colours are off-white and shades of cream or beige. No other colours are permissible.

### **What is the difference between a trellis or fence?**

No solid wooden fencing is allowed between homes. Linked trellises constitute as a fence and therefore we can only allow two sections of open style trellis per home to a maximum length of 12ft. This will apply to all new trellises. This condition is laid down purely in the interest of safety.

### **Are commercial vehicles allowed on the Park?**

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

### **Is there a local bus service?**

We have two bus stops close to the Park. One is located opposite the entrance to Wyre Vale Park and the other is towards the top of Lancaster Road.



## ACRESFIELD HEALTH CLUB & SPA

Memberships to Acresfield Health Club & Spa are available to homeowners on the Park at a discounted price.

To start your membership please take your bank details to the Club Reception along with proof of your homeownership. There is a one off administration fee of £10 per person for the access wristband.

Please visit the website [www.acresfieldleisure.co.uk](http://www.acresfieldleisure.co.uk) for a tour.



## CLUB FACILITIES INCLUDE

Swimming pool (15x8m) heated to 31 degrees

Jacuzzi, steam room and sauna

State of the art gym (free initial induction is required)

Multipurpose hall (fitness classes, badminton and indoor bowls)

Hair Studio

Luxury Spa (with three treatment rooms)

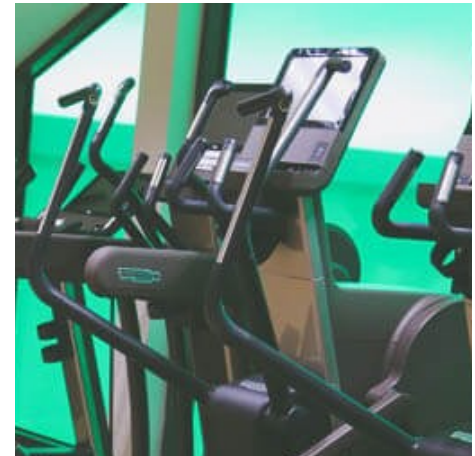
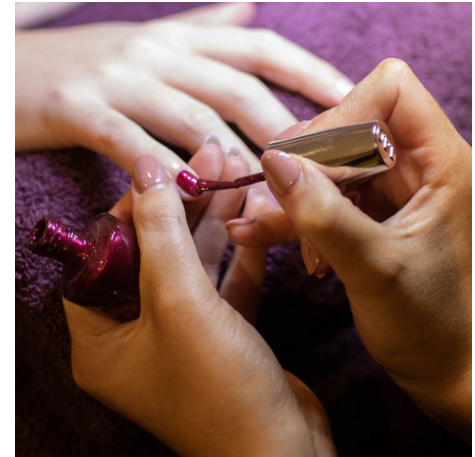
Licensed Bistro (Serving light homemade meals, cakes and speciality teas and coffees).

## DISCOUNTS

All our homeowners are eligible to a 10% discount when using the Hair Studio and/or Spa. Please quote your home address when booking to guarantee your discount. On Tuesdays and Wednesdays an additional 10% discount is available in the Hair Studio, giving a total saving of 20%.

## GIFT VOUCHERS

Treat someone you know to a special gift. Gift Vouchers are available for the Hair Studio and the Spa. Perfect for birthdays, seasonal gifts and much more.



## ROGUE TRADERS

In order to protect homeowners from cowboy contractors, Trading Standards are working with Wyre Vale Park and with they have designated it as a “No Cold Calling Area”.

Trading Standards in partnership with Lancashire County Council have created a Safe Trader Scheme. This helps homeowners find reputable traders for property repairs, home improvements, gardening services.

A search can be carried out online on their website [www.safetrader.org.uk](http://www.safetrader.org.uk). Alternatively, this guide contains a list of local tradesmen who have been recommended by our homeowners.



## SECURITY & PRIVACY POLICY

By submitting any information about you, you consent to its use as set out in this 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 park home manufacturer if your enquiry relates to such a new home or it may pass your information to other companies for processing on its behalf. 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.

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 01995 604975 ext 2.**

The 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 which we save is protected by firewalls and a range of IT security measures.

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](mailto:info@resiparks.co.uk) Registered in England number: 00783157

## **TRADESMEN**

### **Building Contractors**

Carters Landscapes 01253 790356 or  
07831410639

### **Builder Merchants**

C&C Supplies 01995 606311

### **Electrician**

AEI Electrical 01253 596555

### **Home Improvements**

Prestige Developments 01933 443607

### **Milkmen**

Robert and John Seed 01995 640317

### **Plumbers**

Geoff Richmond 07771734842

### **Fire Extinguishers and Service**

SJM Fire 07856836360

### **Painter/Decorator**

Andrew McGrath 01995 601153

### **TV Aerials**

Mark Yates 01524 792282 or 07836688639

### **Taxi Service**

A2B Cars 07495720830

## LOCAL SERVICES

### Doctors

Garstang Medical Practice, Kepple Lane, Garstang,  
PR3 1PB 01995 607399

### Dentist

Staina House Dental Practice,  
Landscape, High Street, Garstang PR3 1FA  
01995 605707

### Farm Shop

Bradshaws A6 By Pass, Garstang  
01995 603737

### Florist

The Flower Shop, 40/41 High Street, Garstang  
01995 603758

### Grocer, Post Office and Off Licence

Spar, Lancaster Road, Cabus, 01995 603133

### Golf Clubs

Garstang Golf Club, Garstang Road, Bowgreave,  
01995 600100

### Hair Studio

Acresfield Health Club & Spa, Garstang By Pass Road  
Garstang, PR3 1PH, 01995 604975 ext 1

### Library

Windsor Road, Garstang, 01995 604052

### Supermarkets

Sainsbury's, Park Hill Road, Garstang, 01995 601835  
Booths, Park Hill Road, Garstang, 01995 604862  
Aldi, Moss Lane, Garstang 0800 042 0800

## LOCAL PUBS, RESTAURANTS AND TAKE AWAYS

### **The Royal Oak**

Market Place, Garstang, 01995 603318

### **The Bellflower**

Parkside Lane, Garstang, 01995 238207

### **Guys Thatched Hamlet**

St Michael's Rd, Bilsborrow, PR3 0RS

01995 640010

### **Barton Bengal Brasserie**

**(Indian restaurant and takeaway)**

913 Garstang Rd, Barton, PR3 5AB,

01995 640 236

### **The Great Season**

Garstang By Pass Road, Garstang, PR3 1PH

01995 601797

### **Wallings Ice Cream**

Garstang, Lancaster, LA2 0HA

01524 793781

### **Light Ash Farm**

St Michael's Rd, Bilsborrow, PR3 0RT

01995 640068

### **The Barn at Scorton** (Closed evenings)

A very popular restaurant and cafe with cyclists. Serves delicious cakes and has a well-stocked gin bar. Indoor and outdoor dining. No reservations necessary.



## ATTRACTIONS AND THINGS TO DO

### **Cobble Hey Farm, Claughton on Brock**

This all age attraction is nestled among beautiful panoramic views of the countryside. It has play areas, farm animals to pet and feed, gardens and a cafe.

### **Crown Green Bowling**

The Crown Green Bowling Club is located at The Crown Pub in Garstang.

### **Library at Garstang**

You can find the town's local library full of weekly group activities and of course books.

### **Glasson Dock**

Pretty fishing village with lots of walking routes.

### **Barton Grange Garden Centre**

Stocks a wonderful range of plants, homeware and gifts.



Photo Credit: Barton Grange Retail

## CONTACT US

Mark and Carl Carter head up 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.

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.

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