

**The JOURNAL of the PARK HOME
RESIDENTS ACTION ALLIANCE**

Phraa News.

“The voice of Park Home Owners”

“TELLS IT AS IT IS” Edition No.1 November 2011

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Welcome to the first edition of the PHRAA NEWS a brand new informative JOURNAL, produced by the PARK HOME RESIDENTS ACTION ALLIANCE (PHRAA), aimed exclusively at Park Homeowners and where relevant includes Holiday Caravan, Lodge and Chalet owners as many also share problems due the total lack of enforceable law protecting our rights.

PHRAA NEWS is unlike any other current publications to do with the Park Homes Industry in that it is **produced by Park Homeowners for Park Homeowners** who we maintain are the only ones who really know the problems, especially those caused by Unscrupulous Park Owners, by the fact that “you have to live it to really know it”.

PHRAA NEWS is not just another park home publication purporting to be for Park Home Residents but, in reality, are nothing more than glossy industry biased vanity publications whose pages are mainly filled with glowing advertising and even more glowing ‘write ups’ all designed to promote so called advantages of buying and living in a park home in which to spend your Autumn years.

PHRAA NEWS ‘TELLS IT AS IT IS’ does not or will not accept sponsorship from any individual, company or organisation having any connection with the industry side of park home industry therefore is completely INDEPENDENT and free to publish park homeowners views and stories (good and bad) without the fear of upsetting or interference from possible industry based masters. The only perk PHRAA does enjoy for its members is a 10% discount off Towergate Bakers insurance park home insurance policies.

PHRAA NEWS welcomes Park Homeowners including Holiday caravan etc., owners experiences for publication as long as they can be substantiated. No names or addresses would be disclosed so you can speak out without the fear of reprisals. **THIS IS YOUR CHANCE TO HAVE YOUR SAY. HELP PHRAA TO HELP YOU.** So relax and enjoy your first issue and let us know what you think. Ron General Secretary PHRAA.

HORRIFYING NEWS FROM THE HOME FRONT.

BEING BURIED ALIVE.

How safe is your home and pitch ? By Ron Joyce PHRA|A.

The following horrific account of a notorious Unscrupulous Park Owners ruthless actions against an elderly and terrified couple whose beautifully maintained park home is standing in the way of the UPO's ongoing plans to develop the park, is absolutely true and is happening now October 2011. The devastated couples name and address have been changed because of the absolute certainty of severe retribution. For the purpose of this article I will call them Sue and Sid and the Park "Golden Beeches" located somewhere in Staffordshire.

Sue and Sid, a lovely retired couple who never did any body any harm, purchased their Park home several years ago despite tremendous opposition from the site owner who did his utmost to prevent the outgoing resident from selling. In fact I would be safe in saying that since taking over this park, this was the last time any homeowner on this site has ever sold a home on the open market, but that's another story.

It is also safe to say that from the day they moved in and throughout the intervening years, Sue and Sid have been subjected to various random acts of harassment and intimidation from the UPO and his family ranging from moderate to absolutely terrifying including expensive damage to their property and cutting off their water supply for months at a time.

(See next article in this news)

Whilst the previous acts of intimidation and threatening behaviour were in themselves outrageous, they must seem very mild compared with the rapid escalation in the ongoing chain of events which has occurred during the last few weeks.

The already appalling situation that Sue and Sid have been forced to endure for so long took a really bad turn for the worse following the site owner acquisition, by dubious means, of the next door park home which was promptly removed to clear the way for the site owners already well advanced development plans for the site. Unfortunately for Sue and Sid this means that their home is now next in the way and preventing the site owner from putting yet another hugely expensive park home in its place.

(It is worth mentioning at this point that the next door home referred to above acquired by the UPO had been up for sale by its owner for many months but as always with this UPO all attempts to sell were blocked. Had the homeowner been able to sell on the open market as the law (MHAct) allows, it would have, based on other park home values of similar homes in this desirable area, fetched a price of a minimum of £60,000. Unfortunately the homeowner received about £5,500, which was actually an improvement on the £350 or less the UPO usually pays for homes worth far more than this one.)

As I reported earlier following the removal of the next door home the UPO stepped up his campaign to get rid of Sue and Sid whose health is now rapidly deteriorating due entirely to the escalation of the cruelly intensified acts of ruthless aggression which the UPO openly states even to various officials, are specifically aimed at driving Sue and Sid off his park. But nothing could prepare them for what terrifying and vindictive acts the UPO was to embark on next. First came the cutting off of their electricity supply for several hours. The deliberate tearing down of their Telephone line which BT had to be called out to reinstate at a possible cost to Sue and Sid. Then followed a further reduction in their water supply which meant that Sue and Sid had no water supply at all. This was an escalation of the months and months of his previous deliberate reduction of the water supply which resulted in their Combi Boiler being inoperable meaning no hot water or central heating and any water needed to have a wash etc had to be heated on the cooker or electric kettle. The only way that they could obtain water now for use in their home, even for a cup of tea, having a wash and flushing the toilet, was by carrying containers obtained from neighbouring homes.

All desperate calls to the Severn - Trent water company pleading for help proved to be absolutely worthless which I will deal with in more detail, together with a equally disturbing report on the role of the electricity supplier, in a separate report later in this edition PHRAA news. But then to Sue and Sids horror even worse acts of harassment and intimidation were to follow. Over the next few days huge lorry loads of soil began to arrive on site which was tipped on the recently vacated plot next to their home. The UPO then proceeded to level out the soil raising the existing previous ground level by several feet as he has done on much of the site he is developing. However he did not stop there. His next act was to encroach onto Sue and Sids plot (pitch) complete with a JCB and proceeded to rip up Sue and Sids plants, Garden and Shrubs. Having removed them from the plot covered the ground with a deep layer of soil. But he wasn't finished yet. He next proceeded to raise the ground level right up to the side of Sue and Sids home with the result that the level now reaches up the approx 2 and a half feet high brick skirt burying it to within a few inches of the actual wooden structure of the home. He has also buried the existing pathway, main access to the home making it impossible for the main access door to the home to be reached except by clambering over a huge amount of fresh earth.

Even after all that the UPO was not finished with them yet and his latest diabolical action against this already terrified elderly and frail couple, who he knows are too afraid to fight back, has to be classed by any sound minded person as nothing less than cruel and sadistic. He has now ordered them to take down and remove both their small greenhouse and shed, which they have now done. No doubt this will now give him the room to bury the other side of their home in soil and rubble.

Apart from the fact that these ongoing deliberately cruel, ruthless and sadistic actions by this particularly nasty example of an UPO which is obviously having a devastating effect on this elderly and sick couple who have earned the right to live out the rest of their lives

in the Peace and Tranquility as claimed by the glossy propaganda endlessly pushed out by

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Park Home Industry, it must surely represent a health and safety issue (a) ...because to gain access to their home Sue and Sid have lost the previous smooth concrete slab pathway and now are forced to clamber over rough soil and rubbish and....(b).... by the very presence of soil pushed up against the brick skirt beneath the home, also covering the air bricks cutting off ventilation, will obviously create damp with all the potential problems that will cause both to the home and the health of the occupiers..... ©.... the theft of the bushes, plants and shrubs etc, and the irreparable damage to the remainder must constitute criminal damage and theft. ... (d).... etc....etc...

Now I am sure that most of you reading this report, which is absolutely true, will be asking How can this happen? Also I am equally certain that if you were to ask either or both of the other two national park home residents associations IPHAS and /or NAPHR that question they would be quick to tell you *“that he cant do that”* but PHRAA lives in the real world and knows very well that he, the UPO, can indeed do that and whats worse, **HE CAN AND DOES GET AWAY WITH IT** because no one in authority gives a damn, AS HE and all his many fellow UPO's KNOW ONLY TOO WELL. I am sure the relevant officers of the local council, the Police, the complacent Government Ministers and their minions at the DCLG feel a huge sense of job satisfaction knowing that they are responsible for encouraging the ever growing numbers of UPO's. What does it matter to them that his type of ever escalating abuse of the vulnerable is going on unchecked. Never mind its just one more of the countless park homeowners suffering a similar fate everyday. Helpless, distraught, terrified elderly and sick couple, are being subjected to what amounts to a programme of sustained torture metered out with impunity by a ruthless UPO determined to get rid of them off his park at no cost whatsoever to himself.

To all those in authority who chose to ignore and deny the existence of the well documented suffering that is being endured by the most vulnerable members of society in 2011 PHRAA has the this message..... **YOU SHOULD ALL BE TOTALLY ASHAMED OF YOURSELVES AS YOU CONTINUE TO ACTIVELY CONDONE THEIR RUTHLESS TACTICS, YOU ARE MORE TO BLAME THAN THE EVER GROWING BAND OF CRIMINAL UPO's YOU SUPPORT. HANG YOUR HEADS IN SHAME EVERY ONE OF YOU. PARK HOMEOWNERS ARE HUMAN BEINGS AND SHOULD BE TREATED AS SUCH. PARK HOMEOWNERS SHOULD HAVE HUMAN RIGHTS TOO. NOT JUST THE PARK OWNERS.**

I should add that following one particularly terrifying episode of intimidation involving the use of some of the worst examples of foul language used by the UPO

It may also come as a very real shock to those who have paid anything from £100,000 to £300,000 for their very impressive Park Home only to find that it is actually a caravan,

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must remain capable of being moved at all times and now, due to the infinite wisdom of successive governments, shares its governing legislation with that of Gypsy and Traveler sites. More on this in the near future. ED.

As anyone occupying bricks and mortar and other forms of conventional housing whether owned or rented will be able to take for granted, if there is any interruption to the supply of water or electricity to the account holder, they only need to contact the supply company and the service will be restored as soon as possible. NOT SO WITH PARK/ MOBILE HOMES.

Although park/mobile homes are owned by the occupier the actual tiny bit of land it sits upon is owned by the site owner and where the utility companies, Police, Local Authority officers etc., it appears that the land forming the site is hallowed ground as, when called upon for help by desperate residents, all claim that “**there is nothing they can do**” “**it is private land**” and they have no jurisdiction and cannot even set foot without the express permission of the site owner. What chance do we park/mobile homeowners have of obtaining justice when attitudes like this, which are commonplace, exist within those in authority? Third class citizens or what??? Your views and experiences please.

In this case the problems first came to light some five years ago when some of the residents of ‘Golden Beeches’ Park suddenly had the water supply to their homes severely reduced to only a trickle. The result was that washing machines would not work efficiently, Combi Boilers due to lack of pressure, would not kick in meaning no hot water or central heating. Bathing became almost impossible, and showers out of the question, you were either frozen or scalded if you tried that.

It was soon realised that this sudden loss of water pressure only applied to those residents who lived in the few remaining older homes. It also became clear that each time one of the elderly residents caved in to the endless bullying and abandoned their homes to the UPO, the supply to the remaining homes deteriorated even further. Many complaints were made to Severn - Trent water as the residents paid their water bills direct to them they naturally expected that the company would be responsible for maintaining an adequate supply to the affected homes. Not so! The only response desperate residents received to their endless complaints stated that Severn - Trent water was only bound to provide an adequate supply of correct pressure to the outside of the park. The park owner was responsible for the supply to the individual homes. It is also worth mentioning that complaints to the local authority fell on equally deaf ears although contained within the Conditions and the Model Standards governing the Licence issued by that same council clearly state that a water supply of adequate standard must be supplied to each home. Unfortunately for park homeowners however successive governments in their wisdom have conveniently given local authorities full discretion regarding whether or not they

chose enforcement. The guidelines concerning enforcement of Conditions and Model Standards should not be enforced if by doing so, it would impose a burden upon the site owner. Unfortunately, in PHRAA's experience, it appears that no such discretion to

enforce is usually exercised where the homeowner is found, usually through no fault of their own, to be at fault.

To cut a long story short, the water situation for those residents did improve slightly over time meaning they were able to struggle on one way or another, until a few months ago when the UPO reduced the water supply to Sue and Sid (from above) to virtually nothing causing them intolerable distress. They were reduced to having to visit other homeowners with water containers in order to have any water at all. They could not even flush the toilet. Although the UPO openly admitted to them and the authorities that he had caused this as he was determined to drive them off his park. In spite of repeated desperate appeals for help, still neither Severn - Trent or the local authority would lift a finger to help.

As it was clear that neither the UPO, Severn - Trent or the local authority would help, Sue and Sid in complete desperation, called in a private contractor in a bid to get a water supply to their home restored. As it was on the UPO's land, the contractor sought the UPO's permission to proceed. At first the UPO gave his consent, but later, when the contractors turned up with all their equipment only for the UPO to arrive and basically, in no uncertain terms, tell them to clear off his site. The contractor then declared that no way was he going to leave Sue and Sid with no water supply. The UPO then reluctantly agreed to allow them to connect a temporary pipe to a nearby supply, installed exclusively for the new homes being placed on the site, for which Sue and Sid had to pay for along with a wasted days pay for the contractor and his employees, including travel costs from their base at Stoke on Trent. The current situation now for Sue and Sid is that they now have a water supply by means of an unprotected plastic pipe laid many yards on top of the ground, which the UPO could rip out at any time or will obviously be prone to freezing up in the winter.

.....AND AGAIN.....

Being obviously satisfied with the results so far of his sadistic activities against Sue and Sid and encouraged by the knowledge that no one in authority was prepared to take any action against his increasingly criminal actions against his captive residents, the UPO has now returned his attention to persecuting another "Golden Beeches" resident whose home is also in the way of the UPO's development plans. This is an 85 year old gentleman who I will call Charlie. |Charlie and the UPO have locked horns in the past when a few years ago the UPO took away a large part of Charlie's plot. Added to this, whilst Charlie was away from home for an hour, the UPO also entered onto the plot with a JCB and smashed up and removed Charlie's storage sheds complete with contents. All were burned. I am sure you can imagine the shock Charlie suffered on returning home from a short shopping trip to find his possessions removed and burned.

However Charlie, a second world war veteran, was made of sterner stuff and having called

the Police who stated “*there was nothing they could do*”..... “*it’s a civil matter, you’ll have to take him to court*”, Charlie did just that and to cut a long story short, won an action obtaining an Order requiring the site owner to reinstate his garden and pay the costs of the case plus compensation totalling some £15,000.

Since then the UPO has occasionally committed some petty acts of intimidation against Charlie which I won’t enlarge upon here. Until recently that is. As with Sue and Sid, the UPO has now reduced the water supply to Charlie’s home to such an extent that Charlie cannot get any hot water or central heating because the Combi boiler cannot operate at practically zero water pressure. Charlie now has to spend up to two hours boiling water in pans on his cooker and carrying same, at great risk to his wellbeing, to his bathroom in order to have a bath. This he can only do about once a week now, where he used to bath every day. Also his washing machine will not operate efficiently.

As before, as the homeowners of “Golden Beeches” park pay for their water supply direct to Severn - Trent, the company was contacted for help, but following visits from several officials they trotted out the same excuse that there was nothing they could do as the supply to the edge of the site was fine, that was all they were responsible for ensuring.

This case and that of Sue and Sid is ongoing and follow this space for any future developments.

End.

Ron Joyce.

For PHRAA News November 2011.

IF LOOKS COULD KILL!

Usually about once a week a resident I know very well who also lives on “Golden Beeches” park makes a trip to a local well known Shropshire shopping centre to replenish his food and other supplies. As the nearest bus stop is some way from the park he very often scrounges a lift, together with his shopping trolley, (he’s getting on a bit poor old beggar) to the nearest village and catches the bus from there.

Having arrived at the bus stop, situated in the High Street, slightly early he was standing waiting minding his own business when his attention was drawn to a very luxurious broomstick, sorry I mean Mercedes (oh I don’t know though) being parked on the opposite side of the road. After a few moments a middle aged woman alighted and proceeded to walk down the street to wards a row of shops.

It soon became apparent to the resident that this woman, who he recognised as the wife of the “Golden Beeches” park owner, was subjecting him to one of her most penetrating stares, (glares? oh take your pick they both as bad)

Thank goodness at the very moment he realised he was being stared at he had the presence of mind to instantly look away. Although it could only be for a fraction of second he had been the recipient of the stare, he already felt his muscles and joints beginning to stiffen up and knew that had he not averted his gaze when he did, he would have been turned into a pillar of salt.

After the incident the woman disappeared into a shop further down the Street. Being PHRAA News. Page Nine November 2011.,

*curious as to what sort of a shop it was, several days later he had the opportunity to investigate. It turns out that the shop in question was a Beauty Parlour and other related services, including Polyfilla Stockist. Bet they've run out of that now?
End November 2011*

Things to come MR Shapps?

With apologies to "PRIVATE EYE" I hope they don't mind us pinching their article but we couldn't resist..... Page 8..."HP Sauce" Edition 1297. 16 - 29th September 2011

"Housing Minister Grant Shapps must have thought he was on a PR winner with at August bank holiday call for councils to help ease the housing crisis by encouraging people to live on boats. But it may have been one press release too far for the publicity - hungry minister.

After a parliamentary break filled with policy announcements and media appearances, Shapps was forced to spend a day camped out in TV and Radio studios defending his record after a hard hitting report from the National Housing Federation forecast that the next decade would see a house price boom, thousands of people locked out of home ownership and huge social housing waiting lists.

However, even as critics were denouncing his plan as a gimmick and rechristening him as "Grant Shapps", his department was conforming yet another controversial relaxation in councils' homelessness duties. Under the localism bill they will be able to force homeless people to expect expensive private rented sector accommodation rather than social housing. Now the communities and local government department has confirmed that boats, caravans and mobile homes may also be suitable. " (Private Eye) End.

And more.....

Double Standards??? *Latest shocking Hypocritical statement issued by Mr. Grant Shapps, Housing Minister. October 2011.*

Commenting on a suggestion put forward by a National Charity that the elderly members of our society who occupy homes that can be regarded as being too big for them now should be encouraged to downsize and release their homes for use by younger families, Mr. Shapps stated that his government was not in favour of "BULLYING PEOPLE OUT OF THEIR HOMES".

PHRAA says..... Relieved to hear this Mr. Shapps, and you probably mean what you say at the moment, but would you please explain to long suffering park homeowners why you, in your capacity as Housing Minister with responsibility for Park Home Legislation, continue to turn a blind eye to the ever growing reams of well documented evidence of regular abuse and exploitation of the elderly, vulnerable and at present totally unprotected park home owners, including our equally long suffering holiday caravan owner friends,

arriving daily at your Department. Not only it appears do you totally ignore it, you just refuse to take any meaningful legally enforceable action which would provide even the very minimum of basic legal protection against the ever growing and thriving number of Unscrupulous Park owners (UPO's) These UPO's are currently pocketing, (no doubt tax free) millions of pounds by the well practiced use of BULLYING thousands of 70,80 and 90 +year old innocent and helpless park homeowners out of their homes **AS IS CURRENTLY HAPPENING TO AN ELDERLY AND SICK COUPLE ON OUR VERY WELL KNOWN AND NOTORIOUS UPO OWNED SITE THEY ARE JUST THE LATEST IN A LONG LINE OF THOSE WHO HAVE BEEN HARASSED OUT OF THEIR OWN HOMES BY THIS MAN OVER THE LAST TEN YEARS.** The result is that not only are they devastated by being robbed (defrauded) out of their homes they are left destitute also, by losing every penny of their savings (nest eggs) tied up in those homes.

Still why should we be surprised? After all due to long outdated government legislation we Park Homeowners remain trapped in the official classification of **“CARAVAN DWELLERS living on CARAVAN SITES** (*CARAVAN SITES CONTROL OF DEVELOPMENT ACT 1960*) which your government clearly has absolutely no intention of changing for the protection of park homeowners, certainly in the foreseeable future. Mus'nt upset the powers that control this £6 Billion industry. (*Robert Scheoch, government advisor on park home legislation DCLG*) Never mind that the welfare of potentially 250,000 innocent and extremely vulnerable elderly is being sacrificed in order to appease the operators of this rogue operator infested industry.

It appears that the only time those in authority (*Local Authorities etc*) even acknowledge that park home residents exist is if they are a few days late paying their Council Tax demands. It is amazing then that the full force of the law is brought to bear on the little old lady or gentleman park homeowner who is struggling to pay their council tax including threats of Court Action, Bailiffs even the very real possibility of being sent to prison as many have been. But a Unscrupulous Park Owner is, due to the lack of Government action or concern, actively encouraged to bully, harass, abuse, physically and mentally, the helpless park homeowners trapped on their parks, with no real danger of being penalised. It appears that the only useful function park homeowners fulfil in the eyes of authority is to pay Council tax even though we get nothing in return other than perhaps our bins emptied and being treated as third class citizens with no rights.

TIME TO PRACTICE WHAT YOU PREACH MR. SHAPPS ???

Ron Joyce. General Secretary PHRAA

November 2011.

URGENT WARNING FROM THE POLICE. There is a large increase in house breaking robberies leading up to Christmas. Please ensure that your doors and windows are kept locked at all times, even when you are in. Please tell your friends .

A Thought for Mr. Shapps and all those Policy makers at the Department of Communities and Local Government DCLG and all those who keep telling us Park/Mobile Home, Holiday Caravan Owners what's good for us.

The following was sent to me by email recently and we thought it was very relevant. Hope you agree?

An Obituary to “COMMON SENSE” printed in the London Times.

“Today we mourn the passing of a beloved friend, Common Sense, who has been with us for many years. No one knows for sure how old he was. Since his birth records were long ago lost in bureaucratic red tape. He will be remembered as having cultivated such valuable lessons as: -Knowing When to come in out of the rain: - Why the early Bird gets the worm: - Life is not always fair: - and maybe it was my fault.

Common Sense lived by simple, sound financial policies (don't spend more than you can earn) and reliable strategies (adults, not children, are in charge)

His health began to deteriorate rapidly when well - intentioned but overbearing regulations were set in place. Reports of a six year old boy charged with sexual harassment for kissing a classmate; teens suspended from school for using mouthwash after lunch; and a teacher fired for reprimanding an unruly student, only worsened his condition.

Common Sense lost ground when parents attacked teachers for doing the job that they themselves had failed to do in disciplining their unruly children.

It declined even further when schools were required to get parental consent to administer sun lotion or an aspirin to a student; but could not inform parents when a student became pregnant and wanted to have an abortion.

Common sense lost the will to live as the Churches became businesses; and criminals received better treatment than their victims.

Common Sense took a beating when you couldn't defend yourself from a burglar in your home and the burglar could sue you for assault.

Common Sense finally gave up the will to live, after a woman failed to realize that a steaming cup of coffee was hot. She spilled a little in her lap, and was promptly awarded a huge settlement.

Common Sense was preceded in death, by his parents, Truth and Trust, by his Wife, Discretion, by his Daughter, Responsibility, and by his Son, Reason.

He is survived by his 4 stepbrothers' - I Know My Rights - I Want It Now - Someone

Else Is To Blame - I'm a Victim.

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Not many attended his funeral because so few realised he was gone.
If you still remember him, please pass this on. If not, join the majority and do nothing.

Perhaps MR. Shapps and co., should exercise Common Sense as it may save their much revered industry from its headlong plunge towards self destruction. Park Homeowners will not remain suckers ripe for being ripped off for ever. What price then your so called £6 Billion pound industry then???? End.

RonJoyce.

November 2011.

Recent Newspaper Snippits (Daily Mail)

“BEVERLY HILLBILLIES“.

Two hundred pensioners are facing eviction from their retirement village in Yorkshire because of a Planning mix - up.

Their homes on Lakeminstor Park, in Beverly, were advertised as ; “Holiday Living with 12 months occupancy”.

Some people paid £130,000 for a bungalow. (Park Home)

But now the local council says Planning Permission was only granted on the understanding that the properties wouldn't be occupied all year round.

The residents, mostly in their 60s and 70s, have paid full council tax since they moved in three years ago and the estate is neat and tidy, not littered with scrap metal and burning tyres.

If only they were Irish ‘travellers; they'd be entitled to housing benefits, Legal Aid and the protection of the United Nations.

A decision on the future of the development is pending. They are still hoping the council will reconsider and grant retrospective permission. But in the meantime they'd be advised to put up the barbed wire barricades, chain themselves to their hanging baskets and send for Vanessa Redgrave.

PHRAA comments..... As I am sure that the many Park homeowners who are unfortunate enough to find themselves in a similar position, which is more common than most people realise, will have already found out, or are about to find out, to their cost, it is always them that are held to be at fault and have to suffer the consequences, never the local council, who entirely due to the fact that they have not done their job properly by monitoring the development to ensure this does not happen. They are the ones responsible for Licensing the site, not the residents. Surely as it was clearly negligence by the council that caused this problem, they

should be liable to refund the 3 years council tax wrongly charged to the two

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hundred pensioners, should they not? No doubt the reader will have also noticed that the Park Owner, without whose permission no resident could occupy a home on a holiday only licensed site as their only and main residence. But again they suffer no penalty. In fact they actually stand to benefit as the unfortunate resident does not have the so-called protection of the Mobile Homes Act 1983/2006, therefore has no security of tenure, has to sell the home back to the site owner for whatever he is prepared to offer and also pay the site owner 15% + vat commission based on the price received for the home. It is also very likely that the site owner will insist that when the home reaches ten years of age it will have to be removed from the park as is common practice throughout the holiday park industry. End.

A revealing insight into what some Park Owners really think of their Residents.

As described to Ron at PHRAA in writing by Mr. David Osbourne. Barrister and Legal Representative of J & B Small and family multiple Park owners.

On the 11th of October 2011 I received an email from a **MR. DAVID OSBOURNE** who describes himself as a **PUBLIC ACCESS BARRISTER** and gave his address as **Somerset Chambers**, stating that he represented the **SMALL Family in all LEGAL MATTERS..** The essence of his email was to complain to me about the content of an article concerning his client he alleges that I had published in a PHRAA newsletter distributed to PHRAA members. (*Anyone wishing to see a copy of this email and my response on behalf of PHRAA can read and/or download this in full by visiting the PHRAA website*)

The subject of his allegations against PHRAA are not worth bothering about and have been dismissed, but the rest of the email contained some very interesting observations on his part and I sincerely believe that they form a typical example of how certain park owners, especially his clients the SMALLS, view their residents on all 19 or twenty of the parks they own.

The following is the relevant quote from his letter..... *“I appreciate that your newsletter is directed towards a captive readership consisting of a handful of disgruntled residents who have nothing to do but complain about anything and everything. It is all the more surprising that these residents still live on my clients parks, when they could so easily leave”.*

From the information PHRAA receives concerning the activities of his clients it appears to be far more than just a handful of the Smalls residents that are complaining and Mr. David Osbourne, Barrister, must be kept very busy representing his clients Legal matters. In fact it may be a full time job.

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Included in my written response to Mr. Osbourne dated 15th October 2011, I informed him that in order to address his claims regarding the character of the residents of the SMALL Family parks PHRAA is inviting all residents of all 19 or so parks owned by the Small Family to send their experiences of life on Small's parks to PHRAA in order to ascertain whether Mr. Osbourne's allegations concerning residents complaints have any substance whatsoever. All responses will be treated in complete confidence and PHRAA promises residents names or addresses will ever be divulged to the park owner or his legal representative. To help you with your response some examples of what you may like to pass on to PHRAA.

(1).... Are homeowners able to sell their homes on the open market free of interference from the park owner.?

(2)..... Are homeowners treated with courtesy and respect by the park owners.?

(3).....Are the parks maintained to a reasonable standard and are any repairs or necessary maintenance carried out within a reasonable time of being brought to the park owners attention.?

(4).... Tell us your experiences of life good and/or bad including incidents of abuse (if any) on parks owned by the Small Family.?

(5)..... Are pitch fee reviews and other charges reasonable and are any requests for increases conducted in accordance with the terms of the Mobile Homes Act 1983/2006

(6)... Any other information you may think would be useful to PHRAA?

Please send your information either by Email to ronjoyce@phraa.co.uk or post to PHRAA. 5. Silver Poplars, Kingswood, Albrighton, Wolverhampton. WV7 3AP.

REMEMBER ALL INFORMATION RECEIVED WILL BE TREATED IN STRICT CONFIDENCE. Ron Joyce PHRAA.
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HERE WE GO AGAIN

By Colin Packman.

PRESIDENT PHRAA.

November 2011.

One thing about the park home industry is that they are predictable; you know beforehand that what is about to come from their arrogant mouths will not be the absolute truth, when it relates to disputing facts coming from the residents' side. This was proven the day after the JUSTICE campaign released its CONFIDENTIAL figures to government, in order to seek to dispel the myth that only a "small minority" of unscrupulous park owners exist. As we all know to our cost, successive governments have swallowed every word, and

every lie this industry has fed it, which is why we are in this mess decades later. But, can I really still hear the collective shredders working overtime in the House? For they've disregarded facts and figures in the past.

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Because, the following day, 'You & Yours' on Radio 4 sought a response from the BH&HPA, whose Director General predictably dismissed the campaign's findings, by quoting "high satisfaction" figures from an outdated "independent" survey of 2002 vintage; complete with cobwebs. In the event, listeners were totally misled. Here is the truth, because I was there, and made it my business to delve into the finer aspects of what really occurred.

The industry, knowing full well the advancing tide of unscrupulous park operators (UPO's) sought a means by which to play down the adverse effects these rogues were having upon their industry, and the buying public and established residents. One can understand that desire, up to a point. Having made it my business to also respond to the same survey, it eventually came to the point of being made aware that the industry, far from encouraging researchers to be aided to report on a diverse sector of the industry, in order to get a true picture, were instead "steered" towards "trusted" park owners, and their carefully selected, mainly new residents, thus with little experience. Result; the desired favourable "satisfaction" rates, achieved not by fair means, but 'engineered' to secure their desired outcome.

But there was another so-called "independent" survey, apart from the one conducted by a University, that was soon rubbished upon publication, because it was realised by those 'in the know' on this side of the fence, that one of the directors was a park owner! I happened to be present at the meeting the uproar took place. Yet still the government continued to treat the BH&HPA contributions to future debates with the utmost respect, whilst simultaneously ignoring the truth from individual case histories of residents, and national and local resident's associations.

But I would have to agree with the BH&HPA statement 'that the Justice Campaign's figures are not a precise account of the true extent of UPO's . Without knowledge of the Justice Campaign's figures, because PHRAA was not given access by its authors, 'for fear of publication' (which we wouldn't do, for Legal Reasons) my experience, since 1968, suggests that whatever the figures are, the truth would be closer to DOUBLE. Indeed, the audience gathered at the House of Commons after the march, heard one good MP say the same. The reasons are simple. With the limited regular purchase of the sole magazine within which the form was printed, coupled with other factors, including the considerable number of non- members of local/national residents associations, plus the inevitable widespread fear of responding, despite the fact that responses would remain confidential.

One cannot neglect the distinct likelihood that UPO's, already aware of the forms existence, would threaten anyone contemplating its completion, to cause yet another park to be missing from the list. It therefore follows that, say just one park had the courage to complete the form, but that the UPO had a dozen parks, eleven of those

Would not be counted as being run by a UPO! One mustn't forget the impact of those who prefer to believe 'nothing like that will ever happen to me', and others who bury their heads in the sand, hoping the troubles will pass, without comment, adds further to arrive at a much higher figure. This discredited industry's unjust demands MUST, once and for all, be swept aside for the sake of reform and recovery of an otherwise fine way of life..... if there is anyone out there that can remember those days, long ago? I can. That was before we became part of Rip Off Britain!

But, just as I complete that sentence, I recall Alan Savory of IPHAS informing those at the House of Commons, after marching there from Downing Street, that Government are to introduce yet another legally unenforceable Code of Conduct/Practice! Proof that DCLG are still being 'remotely controlled' by the BH&HPA. They press the appropriate button, DCLG jump into action! And this from a Government department well aware, as those avid readers of the PHRAA website will recall from the Face the Facts broadcast in 2005, that its director general informed 3 million listeners it treats certain government legislation with "the lightest possible touch"! So, as they have proven their membership basically stick two fingers up to the laws they don't approve of, why create unenforceable tripe like this, yet again? The answer lies in another recollection I have.

But before revealing that, it is at this point we should record our thanks to Tony and Sonia McColl for the tremendous work in compiling the survey. There will be those who are understandably disappointed at not being able to access the data, but in this industry where millions are set aside to fight "any threat" such as naming any number of park owners on the 'say so' of 'a few disgruntled residents, who have nothing better to do' as one arrogant individual put it, neither the authors nor publishers of material of this nature could be disclosed in such a 'trigger happy' environment of blame culture and the like. Having said that, this industry does need to be categorised in a similar fashion to the "Scores on the Doors" scheme local authorities award restaurants, cafes and bars. This allows potential customers to judge the level of hygiene and other factors taken into account, before choosing whether or not to enter. In our case, 'mystery shoppers' acting very knowledgeably, asking awkward questions, would soon get the measure of the park. But it's never going to happen is it? End.

Colin PHRAA.

November 2011.

Early Bird Catches the Worm

Colin Packman.

President PHRAA

Without doubt, the best person we've ever met in government, was a civil servant, John Connell. Never before or since, has there been a more approachable, genuinely PHRAA News. Page Seventeen November 2011.

concerned, and quick learning individual. Very keen to see case histories and other facts and figures, which he soon learned to be totally true. He became genuinely disturbed. His actions were perfectly sound and ethical in his response to individual residents who contacted him, right through to national residents association representatives.

But he was soon 'got at' ! When the industry realised his genuine sympathies rightly leaned towards the legal rights of the individual, rather than the discredited actions of the industry, their power was switched to 'full on'! It's important to note at this point that the All Party Working Group set up earlier, was for the WELFARE of the PARK HOME OWNER! The welfare of the site owning industry was never in question, as all legislation, with it's confirmed 80 loopholes, was in THEIR favour, with a little help from their slimy legal advisors, who created further 'laws' that didn't exist. (e.g. No 'For Sale' notices larger than A4) So John was forced to attend a hostile meeting that the industry arranged in London. There after, I clearly noted John Connell's attitude towards thye concerns of residents, changed for ever. Others noticed it too. It was not imagination, nor those of colleagues. It was fact. But, just to prove it to myself, I had a hunch something was afoot. The Stoneleigh show was looming. I predicted John would be 'wined and dined' by the park home industry, to secure their power over government, so to speak.

This called for an early night, and an early start and a long journey. I was determined to be at Stoneleigh, in the heart of England, before opening on the first day. This entailed a start at 4am, because of relying on public transport and a final taxi ride. I walked through the car park, already lined with expensive motors with personalised numbers a plenty. To my relief, I was in time to witness what I had earlier predicted.

I didn't have long to wait, outside the entrance to see, yes you've guessed it, John Connell arrive. You should have seen his face when I made a point of calling out, "Hello John" from my vantage point. Seconds later, I reluctantly paid my entrance fee (he didn't) by which time his tall figure and those brown noses greeting him, had disappeared. He was not ahead, but a glance to my left immediately after entering, revealed a 'hospitality' tent, with a chain across the entrance stating 'Private'. I heard the wine glasses clattering as I moved closer. But I was soon ushered away by a UPO standing guard, whom I recognised from a photo in the Park Home magazine.

At this time (10am) there was but half a handful of people entering. I decided to take a wander round the stands. Without exception, none of the park owners' stands were occupied. Their respective lips clasped around a wine glass; all obviously on their best

behaviour, at times like these, in their smart suits, paid for by us. But bad news travels fast, and it soon became obvious that I was being shadowed by a man in a dark coat. I eventually quietly asked someone, making it obvious by pointing at him. The creep turned away unidentified. The (then) government were happy to swallow a tarnished

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industry's hospitality, that treats it's customers in the opposite manner. This lot haven't changed; different party, same tricks.

End.

Colin Packman President PHRAA.

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More from Colin next time.....

Footnote to above..... Malcolm PHRAA's Chairman and I also paid a similar visit to the annual Stoneleigh Park Home Show a year or so later. We also were rewarded for our efforts by witnessing another, much more impressive Government dignitary performing the opening ceremony. This time it was none other than Baroness Andrews in her then Government post of Parliamentary Under Secretary of State for the Department of Communities and Local Government. She like John Connell was whisked away to be wined and dined by the industry moguls and no doubt a great time was had by all. Except the Park Homeowners of course. They would not be invited to join in the festivities. I wonder why?

Ron.

FOOD FOR THOUGHT

Has any one in authority ever questioned how it is possible in Great Britain in 2011 for hundreds of people including high profile celebrities to have swung to the defence, together with millions of pounds of tax payers money being spent in Legal Aid trying to prevent the lawful eviction of the Dale Farm residents and others in similar circumstances throughout the land. Whether or not this is right or wrong is not for PHRAA to say, but what does make PHRAA really angry and utterly disgusted with the so-called upholders of the law is that when the victim is a terrified 70, 80, 90, year old little lady and/or gentleman living on a park home site, being subjected to sadistic abuse, bullying, harassment by a power crazed, money grabbing, ruthless unscrupulous park operator intent on getting them and their home off his park by whatever means possible, including a wooden box. WHERE ARE ALL THESE DO-GOODERS, CELEBRITIES AND CLEVER LEGAL TEAMS THEN? CONSPICUOUS BY THEIR ABSENCE AS USUAL. OVIOUSLY NOT ENOUGH PUBLICITY ATTACHED TO CASES LIKE THIS. SHAME ON THEM AND ALL THE OFFICIALS INCLUDING THE GOVERNMENT PREPARED TO THROW MILLIONS OF POUNDS OF TAX PAYERS MONEY AT THOSE WHO HAVE BEEN PROVEN TO HAVE BROKEN THE LAW, BUT WILL NOT LIFT A FINGURE TO PROTECT THE LIKES OF ELDERLY AND VUNERABLE PARK HOME OWNERS. I KNOW I HAVE SAID IT BEFORE, BUT THEY SHOULD

**HANG THEIR HEADS IN SHAME. TAKE NOTE MR. SHAPPS.
AFTER ALL YOU TAKE OUR COUNCIL TAX MONEY BUT GIVE US NOTHING
IN RETURN.**

Ron Joyce PHRAA

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WHO REALLY CARES?

By Malcolm Samways. Chairman PHRAA

November 2011.

May I put down a few thoughts about life on a Park Home Site? Someone may be interested, others not. So here goes. May I start by describing, for the uninitiated, what a Park/ Mobile Home is as defined in law.? Put simply, it's a Caravan, therefore Chattel, also widely know by the disillusioned, a shed on wheels. OK, for those of you have sold up your bricks and mortar and downsized and spent £100,000 plus on what you thought was the home of your dreams, you will no doubt be up in arms at my description, but sorry, that is exactly what they are.

But when you have bought one of these 'wonderful' homes, can you sell it if you have made a mistake? Is the site peaceful and well maintained and has all the things you were told it had? If this is true then you are one of the few lucky ones. Where I live there are four new homes, all purchased within the last four years or so which are already up for sale, one has been for sale for four years at least. Unfortunately for the homeowners the UPO unlawfully blocks every attempt made to sell their homes on the open market to enable him to buy them for himself and resell to some other innocent people, at a huge profit to himself. (In any other walk of life this would be treated as FRAUD, but not in the park home industry) And to further add insult to injury you cannot leave the home to your offspring, and they know it.

But who cares? Certainly not Politicians, Councils, Civil Servants or POLICE.

Why should people who have retired and decided on this way of life, which I may add governments past and present claim is an affordable way of life. They have no idea what they are talking about. If you ever want proof of that, please read the Debate in Parliament on 16th December 2010, (available on Hansard) in which only one Member spoke a grain of Common Sense. (See earlier article) They never talk to people who have, and continue to do so, experienced the Abuse, Harassment, Intimidation, threats of Violence, actual acts of Violence, site owners who regularly break the law laid down with absolute impunity, and there is no effective redress to victims of this disgraceful state of affairs. And when the current elderly and vulnerable park home owners pass on, the next batch of victims ripe for the UPO's rip off treatment, comes along, the process starts all over again, *ad infinitum*.

BUT AGAIN, WHO CARES??????

As it happens I do, and the people around me do. We experience it, we are proficient in the ambiguous laws that govern this very often dubiously operated industry. Did you

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Know you know there are no minutes to meetings held by the Park Homes All Party Working Group since 1998 until around 2006. Don't believe me? Well get in touch with Department of Communities and Local Government (DCLG) and you will be told that they do not have any. Stakeholders, which includes PHRAA, get one hour about twice or three times a year to discuss matters. Although the industry and certain members of the 'Brown Nose Club' of which PHRAA is not or ever will be a subscriber, hold working meetings and make decisions behind closed doors. If PHRAA is making false claims with that last statement, then prove us wrong.

When was the last time your local Council, Member of Parliament and/or the Police helped you in a dispute? Residents who had their gas supply cut off by the site owner in the middle of the worst winter this country has had for many years. **What did their Local Council do to help? Absolutely nothing!** Residents whose water supply is so poor that they are reduced to taking containers to their neighbours to have so much as a cup of tea, or an 85 year old resident on the same site whose water, in common with his neighbour, has been deliberately reduced to such an extent that his combi Boiler will not work and he is reduced to boiling water on his gas stove and carrying it to his bathroom to keep clean. **What did the Council do to help? Nothing.** So can someone in authority please tell me how they can claim that park/mobile homes are covered by the Housing Act 2004? There is much talk about Human Rights and you know and I know, the minute you walk onto a park home site, all such rights totally disappear.

Now who is about to call me a racist when I talk about travellers and gypsies? Its very odd but I have written to every tabloid press in the country trying to get a little publicity for park homeowners and their plight. They all send the same reply. "Sorry, our postbag is full. Yet over the last few weeks all the press have been doing quite a lot about the rights and wrongs of these people. They now come under the same 1983/2006 acts of law as the rest of us, so how come permanent park home residents cannot be heard in the press, but Gypsies and Travellers can? It certainly does not seem fair to me. I would imagine that most people who retire to park homes have paid their dues and demands but know they are drawing a pension and feel they have become a liability to the state. At least that's what it looks like.

We at PHRAA have been called "militant and hot headed mostly by those who are too afraid to put their heads above the parapet. PHRAA tells the truth. PHRAA is unique amongst the National Park Home Residents Associations in that we actually live under the tyrannical regime of one of the worst examples of a UPO. You have to live it to really know it. This is why PHRAA cares. WE DO CARE as the 330,593 hits on the PHRAA

website proves someone is listening. Shame it wasn't the Government. End.
Malcolm Samways Chairman PHRAA November 2011.
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Well here we are at the end of the very first edition of PHRAA News the only park/mobile home publication produced by Park/Mobile homeowners for Park /Mobile Homeowners and also welcomes Holiday Caravan, Statics, Lodges and Chalet owners who are also suffering exploitation at the hands of Unscrupulous Park Operators. All are welcome as we all share a common bond. We are all extremely vulnerable due to the fact that we occupy a home on wheels, which by law, must remain capable of being moved from place to place at all times.

We sincerely hope that our readers have found the contents interesting and above all informative. No doubt many of you may have found certain of the articles shocking, even frightening, but PHRAA's motto is to "Tell it as it is" and for all too many, this is exactly how it is. The one thing we can assure you of is that everything PHRAA published is true.

I am sure our readers will notice straight away that PHRAA News, unlike other park/holiday home publications, does not contain any park/holiday home industry based advertising, glossy write ups, neither does it, or will it accept any form of sponsorship from any company or organisation on the commercial side of the industry.

PHRAA NEWS IS COMPILED EXCLUSIVELY FOR PARK/MOBILE HOMEOWNERS BY PARK HOMEOWNERS so please send us your stories, comments for inclusion if you wish. Any information you send to PHRAA will be treated in strict confidence. Any stories, comments etc., you wish included must be accurate, truthful and backed up with evidence. No hearsay will be published without proof. Names and addresses will be changed to avoid park owner recognition. IF YOU WANT YOUR VOICE HEARD, SEND YOUR EXPERIENCES TO PHRAA NEWS. The PHRAA website currently boasts over 333, 000 hits.

Although the PHRAA NEWS is available FREE to all to read and download from our website, it should be emphasised that the Officers of PHRAA are all volunteers and give their time and hard work for absolutely no payment whatsoever, very often for 7 days a week and about 7 hours a day fighting for the rights of all park /mobile home etc., owners to a fair deal. So if you find the information and advice helpful and wish to help PHRAA to continue its work, you can support our work on your behalf by sending either /or a small donation or if you want to offer more of a commitment to PHRAA's work, become a member for an annual subscription of £10 for individual households or £8 per households for more than six per park.

As I have already said, PHRAA's Officers work for free, but as with all other organisations we do need to raise a certain amount of funds to cover the costs of operating PHRAA, such as Phone and Broadband costs for emails etc. the cost of

updating and maintaining the website, postage charges, stationary, computer upkeep and maintenance, etc etc., so any contribution you may wish to make would be most welcome and thank you very much in advance. Cheques or Postal Orders please made out to PHRAA and sent to Malcolm Samways, Chairman/Membership Secretary PHRAA. 3. Silver Poplars, Kingswood, Albrighton, Wolverhampton. WV7 3AP. Tel. 01902 374987.

Please send your stories, comments or written requests for advice etc, to Ron Joyce, 5. Silver Poplars, Kingswood, Albrighton, Wolverhampton. WV7 3AP. Tel. 01902 373462. Email ronjoyce@phraa.co.uk or Malcolm as above.

Other contact numbers Mrs. Joan Williams, PHRAA Treasurer/ advisor. "HIGHVIEW", 2 Pool View Park, Buildwas, Telford, Shropshire. TF8 7BS.

|Colin Packman, President/consultant. 89. Towngate Wood Park, Tonbridge Kent. TN10 3RT. Tel. 01732 359 655.

PHRAA |WEBSITE. The only website open to all to view, freely available 24 hours a day. The only website available to enable current park homeowners etc., and more importantly Prospective park owners. **IF YOU ARE CONSIDERING BUYING A PARK HOME IN WHICH TO SPEND YOUR AUTUMN YEARS. DO YOUR HOMEWORK. VISIT THE PHRAA WEBSITE. REMEMBER, 'BUY IN HASTE, REPENT AT LEISURE'.**

PHRAA is proud to support an increasing number of other associations, campaign groups etc both park/mobile home owners groups and Holiday Caravan/ lodge/chalet owners groups. These include "I Live in a Park Home" (Facebook) The Park Homes Congress. www.parkhomecongress.com. JbS Residents Action Alliance.

www.jbsresidents.co.uk. Justice for Park Home owners.

Parkhomeownersjusticecampaign@talktalk.net. Hazelgrove Caravan Holiday Park Supporters club (Facebook) Redhouse Park Residents Association. (Facebook)

Woodlands Park Residents Association Biddenden. (Facebook)

westonhillchaletpark.co.uk. Swanage Bay View Action Group. (Facebook)

Consumer Focus /Wales. Consumer Focus / England. More are being added regularly.

Finally, I don't think we will be able to produce another PHRAA News before the new year so may all at PHRAA take this opportunity to wish all our Readers, Members and supporters, a very happy and above all, PEACEFUL Christmas, and may the new year bring the urgently needed enforceable law to protect us park homeowners and our colleagues on the Holiday Parks.

See you in the new year. All the best.

Ron Joyce. PHRAA.

A note to Mr. Shapps and PM Cameron. Whilst sitting down to Christmas dinner safe in the bosom of your families, please spare a few seconds thought for the elderly long suffering park homeowners, living in constant dread of the UPO's bang on the door threatening them yet again with eviction. Not much to celebrate for Christmas is it.

