

# WELCOME PACK



**EKOS**

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# WARRANTY INFORMATION

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## THE HOME:

The manufacturer's two-year warranty covers all structural elements of your park home. In addition, a one-year warranty is provided on all fixtures, fittings, electrical systems, central heating, and boilers.

Please note that warranties on white goods may vary depending on the supplier.

PLEASE NOTE; missing items and cosmetic damage must be reported to the representative of the development within 7 days of occupancy, after this period, no missing items or cosmetic damage will be rectified.

All guarantee paperwork provided with your new park home for each appliance must be completed and posted to the relevant Company.

The Manufacturers Eight Year Gold Shield Warranty covers against any major defect in the load bearing structure of the park home.

## EXTERNAL TO THE HOME:

The Park Owner provides a two-year warranty on the items that are supplied at the time of sale of the park home and will warrant that these items will be fit for their intended purpose and of satisfactory quality.

These items are: the paths to the park home, the skirting to the park home, the front and rear steps to the park home, and driveways.

## DEALING WITH AFTER SALES ISSUES:

During the first year after purchase, as part of the service we provide to you, our staff will deal with all after sales issues that may arise. To enable us to fulfil this service all after sales matters must first be reported to the Park Office.

## APPLIANCE REGISTRATION CHECK LIST

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Appliance	Make	Model	Serial Number
Washing Machine			
Tumble Dryer			
Dishwasher			
Boiler			
Oven			
Hob			
Extractor Fan			
Fridge Freezer			
Microwave			

# AFTER SALES REPORT

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**NAME**

---

**ADDRESS**

---

**TEL NUMBER**

---

**E-MAIL**

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**MAKE & MODEL OF HOME**

---

**SERIAL NUMBER**

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# AFTER SALES REPORT

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Lounge/Dining Room	
Hallway	
Bedroom 1	
Bedroom 2	
Kitchen/Utility	
Bathroom	
Exterior	
Other	
Date of occupancy	

PLEASE PROVIDE AS MUCH DETAILED INFORMATION AS POSSIBLE AND RETURN TO THE SITE OFFICE

# UTILITIES

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## WATER

Water provided to the Park and all park homes have their own meters.

The Park will bill you quarterly following your meter reading being taken.

## ELECTRICITY

Electricity provided to the Park and all park homes have their own meters. The Park will bill you quarterly following your meter reading being taken.

## GAS

Gas (LPG) is provided to the Park.

Calor – **In case of Emergency contact 0345 720 010**

Flogas – **In case of Emergency contact 03457 200 100**

# METER READING FORM

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**NAME**

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**ADDRESS**

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<b>GAS</b>	<b>DATE</b>	<b>READING</b>
<b>ELECTRICITY</b>	<b>DATE</b>	<b>READING</b>
<b>WATER</b>	<b>DATE</b>	<b>READING</b>

Meter Key Supplied...\*Yes / No (\*delete as appropriate)

**SIGNED HOME OWNER**

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**SIGNED SALES ADVISOR/SITE MANAGER**

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**NAME**

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**DEVELOPMENT**

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**POSITION**

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**DATE**

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## INFORMATION FOR MAIN FUSE BOX

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The fuse box is located in the wardrobe and has trip switches for the lighting circuit, plug circuit etc.

The fuse box is very sensitive and if a fuse blows in a plug, or if a bulb blows when you switch on your lights it will trip the electric. The boiler can also trip the electric if this isn't working properly.

You will know if it is a bulb that has blown, because when you switch the light on, the lights will go out and the trip switch will go down. You will then need to replace the bulb, or if you haven't got a replacement bulb just turn off the light switch then put the trip switch back up to turn the lights back on.

If something does trip the fuse box the main fuse switch will go down until you have the problem isolated.

For your own safety we advise you to call a private certified Electrician.

## HEALTH AND SAFETY

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It is everyone's duty to prevent accidents and injury by managing health and safety on the site.

The Park Owner will maintain a safe and healthy environment by maintaining plant & equipment, machinery, maintain all park fire safety equipment and ensure safe storage /use of substances hazardous to health.

Should you see a hazard or have a problem please report this immediately to the Park Office.

Please take extra care whilst further development is underway, do not wander onto the building site, or allow children or pets to play in the construction area.

# EXTERNAL PAINTING APPLICATION

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One of the terms of the agreement between you as occupier and the Park Owner is set out in the written statement under the Mobile Homes Act is that you must obtain the approval of the Park Owner prior to changing the External colour of your park home.

This form is to be used to make an application to the Park Owner to obtain this written consent. We request that you complete and return this form to the Park Office.

Although permission is not required if the park home is to be repainted in the same colour, management request that the form is completed and passed to them in order that management may be aware of contractors being on site and allow the work to progress without management needing to query the credentials of the contractor.

A decision on the proposals will be made as soon as possible in writing to you.

A completed copy of the application form will also be returned to you to retain by way of reference.

# EXTERNAL PAINTING APPLICATION

(PLEASE COMPLETE WHERE APPLICABLE)

<b>A) I intend to paint my park home in the same colour</b>	
<b>B) I intend to paint my park home in a different colour [please provide details]</b>	
<b>C) I will be using contractors to carry out the work and will inform the Park owner of the contractor's details.</b>	
<b>D) I will be /not be using contractors to carry out the work.</b>	

## DECLARATION BY THE OCCUPIER

I will ensure that any contractors I instruct will have public liability insurance in place.

I agree to indemnify the Park owner against all liability, actions and expenses arising as a result of any failure to comply with the conditions the conditions of this consent or execution of any works or the use of any equipment on or around the park home.

If in the opinion of the owner the works outlined in the application is not executed in accordance with the stated details, then I will ensure that they are rectified to the satisfaction of the Park owner at the no expense to the owner.

**DATE** \_\_\_\_\_

**SIGNED** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

\_\_\_\_\_

# APPLICATION FOR WORKS – EXTERNAL PAINTING

TO BE COMPLETED BY THE PARK OWNER

We hereby;

A) Approve the proposed work to be carried out in compliance with this application.

B) Approve the proposed work subject to the amendment(s) noted below.

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C) Refuse the application for the reason(s) stated below

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**SIGNED**

**DATE**

(for and on behalf of the Park Owner)

# STRUCTURAL WORKS APPLICATION FORM

PLEASE READ THE FOLLOWING NOTES:

This form is for the application for approval to make any addition, alteration or replacement to the park home or to carry out any works to the plot.

Approval for the works detailed herein must be obtained from the Park Owner prior to their commencement.

Please complete sections A to D and return the application form to the address below, a decision on the proposals will be made as soon as possible, and the completed form returned to you.

A copy of the application will be held by the Park Office for reference.

**RETURN TO: Park Office**

## SECTION A (TO BE COMPLETED BY THE PARK HOME OWNER)

**NAME**

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**DATE**

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**ADDRESS**

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**TEL NUMBER**

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**E-MAIL**

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**MAKE & MODEL OF HOME**

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**SIZE & YEAR OF MANUFACTURE**

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**SERIAL NUMBER**

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**Description of the proposed works to be carried out** – please include sizes, specifications, colors, materials and proposed start and completion dates.

**Note:** If required, it may be necessary to provide samples of materials for approval.

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**SECTION B (TO BE COMPLETED BY THE PARK HOME OWNER)**

Provide a detailed scale drawing of the proposed works – include distances from adjacent park homes, location of footpaths, drives, sheds, porches, gas cylinders, trees, fences etc.



**SECTION C (TO BE COMPLETED BY THE PARK HOME OWNERS'  
BUILDER/CONTRACTOR)**

**WORKS AT (PARK HOME OWNERS ADDRESS):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**BUILDER/CONTRACTOR NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**CONTACT NAME:** \_\_\_\_\_

**TELEPHONE NO:** \_\_\_\_\_

Please confirm you have experience in the manufacture  
and repair of park homes:

\_\_\_\_\_

Please confirm that you are in possession of a copy of British  
Standard 3632, and that the proposed works will be carried out to  
meet the requirements of the standard.

\_\_\_\_\_

Please confirm that you are familiar with the definition of a “caravan” as  
defined in the two documents “Caravan Parks Act 1968” and “Caravan Parks  
and Control of Park Act 1960”, and that upon completion of the works, the  
park home will continue to comply with that definition.

\_\_\_\_\_

Please confirm any skirt surround to the park home will be constructed to the “Gold Shield” specification.

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What length of guarantee are you offering?

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What is the anticipated length of contract?

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Do you agree to work between **the hours of 8am and 6pm Monday to Friday** only?

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Do you have contractor’s third-party insurance cover?

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**PLEASE ATTACH A COPY WITH THIS APPLICATION**

I/We confirm acceptance of the above conditions and that I/we agree to abide by them.

I/we also confirm that this application only covers works detailed in sections A and B and should any additional works be required then they shall be the subject of a further structural works application.

**SIGNED**

**(PRINT NAME)**

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## SECTION D (TO BE COMPLETED BY THE PARK HOME OWNER)

The Park Owner requires your builder/contractor to complete a warranty in the form of Section C of this application. The park home owner must satisfy his/herself that the information provided is accurate to the best of his/her knowledge and belief.

### DECLARATION

I agree to indemnify the Park Owner against all liability, actions and expenses, however arising as a result of any failure to comply with the conditions of this consent, or the execution of any works or the use of any machinery on the pitch.

If in the opinion of a surveyor/valuer, or the Park Owner the works outlined in the application are not executed, in accordance with the stated details that I/we will ensure that they are returned to their original state or rectified upon agreement with the company, at no expense to the Park Owner. If in the opinion of the Park Owner the works outlined in this application require planning permission, I/we agree to pay all associated costs.

**SIGNED**

\_\_\_\_\_

**(PRINT NAME)**

\_\_\_\_\_

**DATED**

# COMPLAINTS PROCEDURE

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We want all residents at EKOS to enjoy living in a safe, welcoming, and well-maintained community.

If you are unhappy with any aspect of your park home or the management of the park, we encourage you to let us know as soon as possible so we can work with you to resolve the issue fairly and promptly, please find details of our complaints procedure here:

[Click Here for the Complaints Procedure Form](#)