



A Guide to Holiday Home Ownership

This guide has been written to help ensure that you have all of the information you might need while considering the purchase of a Holiday Home at the Park. We hope that you find the guide useful and we would be happy to answer, in person, any questions which this guide does not answer.

HOLIDAY HOME VIEWINGS

Waveney Valley Lakes generally has a number of lodges and caravans available for sale. At any given time details of these can be found on the Park's website at www.waveneyvalleylakes.co.uk or alternatively you can enquire at the Sales Office. If you wish to visit the Park it would be of assistance if you could ring in advance so that we can ensure someone is here to greet you. The main Reception office is open daily from 9.00am and can be contacted on **01986 788676**.

OCCUPANCY

At Waveney Valley both lodge and caravan owners are able to make full use of their Holiday Homes throughout year, however, **the Park remains a holiday Park and Holiday Homes may not be used as a main or permanent residence. The Park may not be used, on a regular basis as a base which to travel to and from work. We are an adult's only park with younger visiting family members welcome.**

PITCH LICENCE AGREEMENT

Waveney Valley Lakes is a member of the British Holiday and Home Parks Association (BH&HPA) and the Licence Agreements issued by the Park are the industry standard Agreement drawn up and supplied by that body.

Caravans

Each new caravan is sold with a 15 year Pitch Licence Agreement (to which terms apply). This ensures that the standard of the caravans on the Park is maintained. Used caravans are sold with the balance of the 15 year term, or the balance of a term which has been previously extended.

Single Lodges

Single unit Lodges, which are between 13 to 14ft wide, are sold with 20 year Pitch Licence Agreement (to which terms apply). Used Single Lodges are sold with the balance of the 20 year term, or the balance of a term which has been previously extended.

16ft Twin Lodges

New 16ft wide Lodges are sold with a 25 year Pitch Licence Agreement (to which terms apply). Used 16ft Lodges are sold with the balance of the 25 year term, or the balance of a term which has been previously extended.

20ft Twin Lodges

New 20ft wide Lodges are sold with a 35 year Pitch Licence Agreement (to which terms apply). Used 20ft Lodges are sold with the balance of the 35 year term, or the balance of a term which has been previously extended.

BS3632 Built Lodges and some caravans is a standard of build designed to mimic features of a bricks and mortar home. Although holiday homes and lodges can't be lived in all-year round BS3632 offers superior insulation, central heating, acoustic and safety features, and enhanced double glazing so you can feel comfortable throughout the seasons.

We do not operate a 'strict age' restriction on our caravans as we feel this would be unfair to ask people to buy another caravan when their caravan reaches a certain age. Here as long as you keep

WAVENEY VALLEY LAKES, WORTWELL,
HARLESTON, NORFOLK, IP20 0EJ

TEL: 01986 788333 / 01986 788676

OE-MAIL: INFO@WAVENEYVALLEYLAKES.CO.UK





your holiday home, garden and decking clean, tidy and presentable condition and in keeping with the park look we may offer a pitch licence extension (charges will apply).

PURCHASING

If you decide to join us as an owner at Waveney Valley Lakes, you will be provided with a Pitch Licence Agreement and a copy of the Park Rules for you to read prior to signature. Should you have any queries at any time with regard to the purchasing process, please do not hesitate to ask. A deposit, typically 10% of the purchase price will be required to secure the caravan and this can be paid by bank transfer or cheque. Proof of funds may be required before any offer or deposit is taken. The remaining balance must be received in cleared funds 7 days prior to the handover date as agreed with the Sales Manager.

Please note that while documents will be provided for you to read at your convenience at home, all of **the sales documentation must be signed on Park** and cannot be returned pre-signed.

LICENCE FEE, RATES and WATER CHARGES

The Annual charges for each category of Holiday Home are detailed in the table below. The term for the annual charge, except the non-domestic rates, runs annually from 1st April to 31st March with fees due one month in advance on 1st March.

The non-domestic rates are charged separately following notification to us from the local council, in May or June. When considering ownership here we recommend taking these payments into account for budgeting purposes.

2024 fees	Caravan with water meter	Single Lodge	16ft Twin Lodge	20ft Twin Lodge
Licence Fee Inc vat	£4,995.66	£5,641.66	£6,287.68	£6,969.98
Water Rates Inc vat	Water recharged at a rate of £1.694 per m ³ (Correct rate as of Dec 2023)			
Refuse Inc vat	£221.24			
Electricity Standing Charge Inc Vat				
Total Pitch Fee (2022/2023)	£5,229.08	£5,875.08	£6,521.10	£7,203.40
Non-domestic Rates Inc Vat *	£378.96	£378.96	£593.71	£593.71
Total Annual Fees	£5,608.04	£6,254.04	£7,114.81	£7,797.11

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**The rates figures shown are the latest available*

WATER

Water meters are fitted to all of the Lodges and Caravans on the Park. Consumption is invoiced periodically with the charges being calculated from the meter reading.

ELECTRICITY

Electricity is invoiced quarterly, with the charges being calculated from the caravan meter reading. A pence per unit charge is available on request, all electricity charges attract VAT at 5%.

GAS

Where a Holiday Home has piped gas the consumption is invoiced quarterly, with the charges being calculated from the caravan meter reading. A pence per unit charge is available on request, all gas charges attract VAT at 5%. Where piped gas is unavailable gas is supplied from 47kg bottles. These can be purchased from the Park Office at a price (£94.99 inc vat, at Dec 23) which includes delivery and connection.

Holiday Home owners are required to have their Lodge or Caravan checked annually by a Gas Safe engineer. The Park can arrange this at a cost of approximately £100 plus vat.

INSURANCE

While we do not have a preferred or recommended insurance provider, we are obliged to ensure that all Holiday Homes are properly insured, that premiums have been paid and that we hold a current copy of your Insurance Certificate on file. We will therefore ask you to arrange insurance from the agreed handover date and to provide us with a copy of the certificate to confirm this. Be wary of price comparison sites that offer cheap Park Home insurance as we are a holiday park these in the event of a claim would be invalid policies.

When you arrange your insurance please ensure the insurance is for the cover of a 'Holiday Home' and not for a 'Park Home', and that the insurance is on a 'new for old' basis, and not based on 'market value'.

DECKING, SWIMS and FENCING

If you wish to have a deck or swim constructed, or would like a fence around your caravan (providing your Holiday Home is not within the 'open plan' area of the Park), then this should be discussed and agreed with the Sales Manager or General Manager at the time of purchase.

LETTING

Sub-letting of Caravans or Lodges is not permitted. Immediate family members are welcome to stay, however, we do ask that the Park Office be notified whenever family members will be staying while the Lodge or Caravan owner is absent.

PETS

Holiday Home owners are permitted to bring a maximum of two dogs onto the Park. Dogs must be kept on a lead at all times and any fouling must be cleared away immediately. As we wish to preserve the Park's bird life we regret that we do not allow Holiday Home owners to bring cats to the Park.

PARK RULES

A copy of the Park rules is available from the Sales Office or the Park Office. These exist to ensure that everyone using the Park has a safe and enjoyable time.

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CANCELLATION PROCEDURE

It is important that you fully understand the commitment that comes with holiday home ownership so if there is anything which you are unsure of or which you would like to have explained in more detail please do not hesitate to ask before agreeing your purchase. Should you decide to withdraw from the purchase of a new or Park owned Holiday Home within five days of agreeing to purchase; we will happily refund your deposit and cancel the sale.

HOLIDAY HOME WARRANTY

All new Holiday Homes come with the manufacturer's warranties. The manufacturer's website will provide details of the warranty terms of their current model range. If you do experience any problems please report warranty claims to the Sales Manager who will submit them to the manufacturer or the dealership, as applicable.

Pre-owned Park owned Holiday Homes are sold with a guarantee to repair or replace any electrical appliance supplied in the caravan for three months from the date of purchase.

SITE LICENCE

The Site Licence referred to in the Licence Agreement is on display outside the Park's Sales Office.

SELLING YOUR HOLIDAY HOME

Any holiday home owner wishing to sell their caravan or lodge must inform the Sales Manager of their intention at which point we will make an offer for the Holiday Home, which will be valid for 14 days. If you do not wish to accept our offer you can agree with the Sales Manager a price at which the Holiday Home is to be advertised. If you find a purchaser for the caravan we will need to meet them prior to the sale proceeding.

If you choose, you are at liberty to remove your caravan from the Park, providing that your account has been paid in full. There will be charges associated with de-siting the caravan.

In certain circumstances we may authorise the transfer of ownership of your holiday home to a son or daughter, and a transfer fee would be payable. We would of course expect to meet your son or daughter prior to any transfer being completed.

MAINTENANCE

As a Holiday Home owner you are responsible for the maintenance of the Holiday Home and decking. It is recommended that you clean the exterior of your Holiday Home and decking at least once a year. Details of local contractors who can offer this service for a charge can be obtained from the Sales Office. If you have a fenced area around your caravan then you are responsible for the grass cutting and maintenance of the gardens within that fenced area. Our hourly charge for works requested start from £40 per hr plus vat.

CLOSING YOUR HOLIDAY HOME FOR THE WINTER

We strongly recommend that if you are not going to use your Holiday Home for prolonged periods during the winter, that you have your caravan drained down. Frost damage can be extremely costly and is generally not covered by insurance. Our drain down service is carried out by an trusted external contractor and costs £52.50 plus vat (December 23).

ANYTHING ELSE?

Please feel free to ask any questions you may have or call on one of the numbers above to book an appointment to view.

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