

## Appendix 2

### Mobile Home Act 2013 – Questionnaire consultation

Approximately 550 questionnaires posted to residents on caravan sites which have 5 or more residential caravans on the site licence.

275 returned: 50% return rate

#### **Q1) Overall, how satisfied are you with your mobile home site?**

##### **Out of the 275 replies:**

31% are Very Satisfied

37% are Quite Satisfied

5% are Not Sure

13% are Dissatisfied

14% are Very Dissatisfied

1% did not answer the question

#### **Q2) How satisfied are you with the layout of your mobile home site?**

##### **Out of the 275 replies:**

39% are Very Satisfied

36 % are Quite Satisfied

8% are Not Sure

8% are Quite Dissatisfied

7% are Very Dissatisfied

2% did not answer the question

#### **Q3) How satisfied are you with the general conditions on your mobile home site? (e.g. cleanliness, tidiness, upkeep of grounds and common areas)**

##### **Out of the 275 replies:**

27% are Very Satisfied

30% are Quite Satisfied

6% are Not Sure

15% are Quite Dissatisfied

20% are Very Dissatisfied

**2% did not answer the question**

**Q4) If you have been dissatisfied with general conditions, what have been the causes of this?**

Respondents could tick multiple answers for this question !

**108 respondents (39%) did not answer this question**

**Of the 167 respondents who did answer:**

**21% were dissatisfied with drainage**

**28% were dissatisfied with roads**

**15% were dissatisfied with boundaries**

**46% were dissatisfied with maintenance**

**Q5) How would you rate your relationship with the owner of your Mobile Home Site?**

**Out of the 275 replies:**

**25% said Very Good**

**20% said Good**

**22% said Satisfactory**

**13% Poor**

**15% Very Poor**

**5% did not answer the question**

**Q6) What are your views on whether the council should have better powers to regulate mobile home sites in the area?**

**Out of the 275 replies:**

**69% said they would support this**

**20% said they were not sure**

**10% said they were against this**

**1% did not answer the question**

**Q7) The new legislation allows the council to charge site owners a fee for inspection of sites. Site owners are able to pass this fee on to residents during the first year. Would you be willing to pay a small fee if the cost of inspection was passed on to residents? Out of the 275 replies:**

**24% said Yes**

**5% said Not Sure**

**30% said No**

**39% said it would depend on the amount**

**2% did not answer the question**

**Q8) How long have you lived on your current mobile home site?**

**Out of the 275 replies:**

**26% Less than 5 years**

**62% 5-20 years**

**12% over 20 years**

**Where people were dissatisfied with general conditions on their site common comments / concerns that respondents had were:**

**Poor maintenance of roads**

**Poor maintenance of grass / weeds/ overgrown shrubs / trees on sites**

**Poor drainage / site roads flooding / not enough land drains**

**Insufficient or poorly maintain lighting on site**

**Not having a site warden / manager**

**Electricity supply issues**

**Site owner not being easily accessible / infrequently visits site**