

**The
Gold Shield
Ten Year
Warranty Scheme**

providing

Home Owner's warranty cover

and applicable to

**newly-built park homes
registered with Gold Shield
from 1st June 2005**

Summary of contents

1	DEFINITIONS.....	3
2	INTRODUCTION TO THE GOLD SHIELD SCHEME	5
3	HOW TO BECOME A MEMBER OF THE GOLD SHIELD SCHEME.....	7
4	WARRANTY COVER PROVIDED BY THE MANUFACTURER.....	8
5	WARRANTY COVER PROVIDED BY THE PARK OWNER	10
6	YOUR OBLIGATIONS AND HOW TO LOOK AFTER YOUR PARK HOME.....	12
7	HOW TO MAKE A CLAIM	14
8	COMPLAINT AND DISPUTE PROCEDURES	16
	APPENDIX 1 – CODE OF PRACTICE.....	18
1	MANUFACTURING REQUIREMENTS	18
2	TRANSPORTING REQUIREMENTS	18
3	SITING	20
4	COMMISSIONING.....	21
5	SKIRTING THE PARK HOME	23
6	MAINTENANCE.....	23
	APPENDIX 2 – HOME OWNER’S APPLICATION FORM.....	25
	APPENDIX 3 – HOME OWNER’S REGISTRATION CERTIFICATE	26
	APPENDIX 4: PART 1 – INCLUDED WITHIN PARK HOME STRUCTURE	27
1	EXTERIOR.....	27
2	ROOF.....	27
3	INTERIOR	27
4	WINDOWS AND DOORS.....	28
	APPENDIX 4: PART 2 – EXCLUDED FROM PARK HOME STRUCTURE.....	28
1	EXTERIOR.....	28
2	ROOF.....	28
3	INTERIOR	28
4	WINDOWS AND DOORS.....	29
	APPENDIX 5 – PART 1 WARRANTY CLAIM FORM.....	30
	APPENDIX 5 – PART 2 WARRANTY CLAIM REPORT FORM.....	32
	APPENDIX 6 – CHANGE OF PARK HOME OWNERSHIP FORM.....	33
	APPENDIX 7 – NOTIFICATION OF CHANGE OF PARK HOME LOCATION FORM	34
	APPENDIX 8 – NOTIFICATION OF CHANGE OF PARK HOME SITE FORM.....	35

1 Definitions

1.1 To help make the document easier to read, we have defined certain words. These are printed in bold type below:

- 1.1.1 “**Base**” means the base upon which your Park Home is sited;
- 1.1.2 “**Code of Practice**” means the Gold Shield Code of Practice for the Transportation, Siting, Commissioning, and Maintenance of Park Homes we publish from time to time setting out the mandatory requirements for the transporting, base building, siting, commissioning and maintenance of park homes, a copy of the current version of which is set out in Appendix 1;
- 1.1.3 “**Continuing Warranty Period**” means that period being the shorter of either 10 years commencing on the date you first purchase your Park Home or 12 years commencing on the date of manufacture of your Park Home. Your Continuing Warranty Period will be set out on your Home Owner’s Registration Certificate;
- 1.1.4 “**Owner**” means the first owner named on the Home Owner’s Registration Certificate and any later Owner including a mortgagee or heritable creditor in possession;
- 1.1.5 “**Gold Shield**” means Gold Shield Trustees Limited a company limited by guarantee under registered number 05425789 and which acts as agent for the Manufacturer and the Park Owner in administering the Gold Shield Scheme;
- 1.1.6 “**Gold Shield Scheme**” means this ten year warranty administration scheme which relates to your Park Home;
- 1.1.7 “**Home Owner’s Application Form**” means the form at Appendix 2 which you must complete and return to us so that we may register you as a member of the Gold Shield Scheme;
- 1.1.8 “**Home Owner’s Registration Certificate**” means the certificate we issue to you which brings the Gold Shield Scheme warranty cover into operation and which certificate you can file as Appendix 3;
- 1.1.9 “**Initial Warranty Period**” means either the period of 2 years from the date you purchase your Park Home or 4 years from the date of manufacture of your Park Home whichever period shall be the shorter. Your Initial Warranty Period will be set out on your Home Owner’s Registration Certificate;
- 1.1.10 “**Manufacturer**” means the company or person being a member of the Gold Shield Scheme and named on the Home Owner’s Registration Certificate as responsible for giving the Manufacturer’s Warranties;

- 1.1.11 “**Manufacturer’s Warranties**” means the warranties given by the Manufacturer details of which are set out in Section 4;
 - 1.1.12 “**Park Home**” means the Park Home registered in the Gold Shield Scheme and identified on your Home Owner’s Registration Certificate;
 - 1.1.13 “**Park Owner**” means a company or person being a member of the Gold Shield Scheme and named on the Home Owner’s Registration Certificate as responsible for giving the Park Owner’s Warranties;
 - 1.1.14 “**Park Owner’s Warranties**” means the warranties given by the Park Owner details of which are set out in Section 5;
 - 1.1.15 “**Park Home Structure**” comprises the elements as set out in Appendix 4 subject to the exclusions set out in Appendix 4;
 - 1.1.16 “**Warrantors**” means together the Manufacturer and the Park Owner; and
 - 1.1.17 “**Warranties**” means together the Manufacturer’s Warranties and the Park Owner’s Warranties.
- 1.2 In addition, ‘you’ and ‘your’ means the Owner. ‘We’, ‘our’ and ‘us’ means Gold Shield Trustees Limited.

- 2 Introduction to the Gold Shield Scheme
 - 2.1 This booklet explains:
 - 2.1.1 how you can register your Park Home within the Gold Shield Scheme (Section 3);
 - 2.1.2 the Warranties that the Manufacturer of your Park Home is giving to you (Section 4);
 - 2.1.3 the Warranties that the Park Owner is giving to you (Section 5);
 - 2.1.4 those things you must do to ensure that the Warranties remain valid (Section 6);
 - 2.1.5 how you can make a claim for breach of Warranty (Section 7); and
 - 2.1.6 what procedures exist in the event that you have a complaint or are involved in a dispute (Section 8).
 - 2.2 Please note that:
 - 2.2.1 only the Manufacturer is responsible to you for a breach of the Manufacturer's Warranties; and
 - 2.2.2 only the Park Owner is responsible to you for a breach of the Park Owner's Warranties.
 - 2.3 Gold Shield:
 - 2.3.1 provides to you your Home Owner's Registration Certificate;
 - 2.3.2 maintains, for the Continuing Warranty Period, a record of your membership of the Gold Shield Scheme; and
 - 2.3.3 handles any claim or claims by you for breach of the Warranties;
on behalf of the Manufacturer and the Park Owner. However, as agent for those parties, Gold Shield has no liability to you for breach of any of the Warranties.
 - 2.4 We strongly recommend that you take a few minutes to read this booklet. If you are not clear about any information, please telephone our help desk on 01252 796082.
 - 2.5 There is also useful information on our website at www.theparkhome.net about Gold Shield and the Gold Shield Scheme.
 - 2.6 This is an important document. We suggest that you keep it and your Home Owner's Registration Certificate (which will be sent to you separately and which can be kept in Appendix 3 at the back of this booklet) in a safe place.
 - 2.7 If you sell your Park Home within the Continuing Warranty Period, you should give this booklet and the Home Owner's Registration Certificate to the new Owner.

- 2.8 Your rights under the Gold Shield Scheme are in addition to any other contractual, statutory or common law rights you may have against the Manufacturer or against the Park Owner.

- 3 How to become a member of the Gold Shield Scheme
 - 3.1 At Appendix 2 you will find the Home Owner's Application Form. On this form please ensure that the Manufacturer and the Park Owner have completed their relevant sections.
 - 3.2 In order to register with the Gold Shield Scheme you must complete the Home Owner's Application Form and send this to us so that we may then issue you with your Home Owner's Registration Certificate.
 - 3.3 **Please note:**
 - 3.3.1 **you will not be able to benefit under the Park Owner's Warranties if your Park Owner has not been registered under the Gold Shield Scheme or if your Park Owner does not sign its relevant section under the Home Owner's Application Form; and**
 - 3.3.2 **you will not be able to benefit under the Manufacturer's Warranties if your Manufacturer has not signed its relevant section under the Home Owner's Application Form; and**
 - 3.3.3 **you will not be able to benefit under the Gold Shield Scheme in relation to any of the Warranties if you do not return to us the completed Home Owner's Application Form signed by each of yourself, the Park Owner and the Manufacturer.**

- 4 Warranty cover provided by the Manufacturer
 - 4.1 The Manufacturer hereby provides to you the assurances set out in paragraph 4.2 below subject always to:
 - 4.1.1 the exceptions set out in paragraph 4.3 below;
 - 4.1.2 the exclusions set out in Part 2 of Appendix 4; and
 - 4.1.3 the other provisions of this Section 4.
 - 4.2 The Manufacturer warrants that:
 - 4.2.1 your Park Home has been built in compliance with British Standard 3632, in an efficient and workmanlike manner and of proper materials so as to be fit for permanent residential habitation;
 - 4.2.2 it has complied with its express obligations under the Code of Practice;
 - 4.2.3 it will complete and sign its part of the Home Owner's Application Form;
 - 4.2.4 during the Initial Warranty Period it will remedy, or cause to be remedied, any inherent manufacturing defect in your Park Home and its standard fixtures or fittings; and
 - 4.2.5 during the Continuing Warranty Period it will remedy or cause to be remedied any inherent manufacturing defect in the Park Home Structure.
 - 4.3 The Manufacturer is not responsible for:
 - 4.3.1 any defect or damage caused to central heating boilers and controls, any electrical or gas installation with moving parts (including waste disposal units, extractor fans and air conditioning units), soft furnishings, floor coverings and internal decorations, where such defect or damage first appears after the expiry of 12 months from the date of first purchase, or three years from the date of manufacture, whichever is the shorter;
 - 4.3.2 any defect or damage caused by anything built in or onto the Park Home not so built by the Manufacturer or which renders the Park Home no longer in compliance with BS3632 or the requirements of the Caravan Sites and Control of Development Act 1960 or the Caravan Sites Act 1968;
 - 4.3.3 any defect or damage arising from any alterations to the Park Home carried out by an Owner or on behalf of an Owner;
 - 4.3.4 any defect or damage caused by a defective design where you or the Owner provided the structural or installation design details which gave rise to such defect or damage;
 - 4.3.5 fair wear and tear;

- 4.3.6 dampness, condensation or shrinkage not caused by a breach of the Manufacturer's Warranties;
- 4.3.7 dry rot;
- 4.3.8 creaking floor boards;
- 4.3.9 any vermin damage or infestation;
- 4.3.10 any claim consequent upon negligence of any person other than the Manufacturer;
- 4.3.11 any costs you incur for removal, storage or alternative accommodation if it is necessary for you or anyone normally living in the Park Home to move out so that work can be done;
- 4.3.12 defect or damage caused by neglect or failure to carry out maintenance to the Park Home as set out in Section 6;
- 4.3.13 anything excluded by an endorsement by the Manufacturer on the Home Owners Registration Certificate;
- 4.3.14 any defect or damage resulting from the Manufacturer's compliance with written instructions given by or on behalf of the Owner in respect of design, materials or workmanship;
- 4.3.15 any defect or damage caused by the Park Owner failing to meet his obligations under the Gold Shield Scheme; and
- 4.3.16 any defect or damage which is found to have been caused by the Park Owner.

- 5 Warranty cover provided by the Park Owner
- 5.1 The Park Owner hereby provides to you the assurances set out in paragraph 5.2 below subject always to the exceptions set out in paragraph 5.3 below and subject to the other provisions of this Section 5.
- 5.2 The Park Owner warrants that:
- 5.2.1 it has complied with its express obligations under the Code of Practice;
- 5.2.2 it will complete and sign its part of the Home Owner's Application Form;
- 5.2.3 during the Continuing Warranty Period it shall remedy or cause to be remedied:
- 5.2.3.1 any defect or damage to your Base; or
- 5.2.3.2 any defect or damage caused to your Park Home as a result of a defect or damage to the Base.
- 5.2.4 in the event your Park Home is resited, the Park Owner shall resite your Park Home in accordance with its express obligations under the Code of Practice.
- 5.3 The Park Owner is not responsible for:
- 5.3.1 any defect or damage caused to central heating boilers and controls, any electrical or gas installation with moving parts (including waste disposal units, extractor fans and air conditioning units), soft furnishings, floor coverings and internal decorations, where such defect or damage first appears after the expiry of 12 months from the date of first purchase, or three years from the date of manufacture, whichever is the shorter;
- 5.3.2 any defect or damage caused by anything built in or onto your Park Home not so built by the Park Owner or which renders the Park Home no longer in compliance with BS3632 or the requirements of the Caravan Sites and Control of Development Act 1960 or the Caravan Sites Act 1968;
- 5.3.3 any defect or damage arising from any alterations to the Park Home carried out by an Owner or on behalf of an Owner;
- 5.3.4 any defect or damage caused by a defective design where you or the Owner provided the structural or installation design details which gave rise to such defect or damage;
- 5.3.5 fair wear and tear;
- 5.3.6 dampness, condensation or shrinkage not caused by a breach of the Park Owner's Warranties;
- 5.3.7 dry rot;

- 5.3.8 any vermin damage or infestation;
- 5.3.9 any claim consequent upon negligence of any person other than the Park Owner;
- 5.3.10 any costs you incur for removal, storage or alternative accommodation if it is necessary for you or anyone normally living in the Park Home to move out so work can be done;
- 5.3.11 defect or damage caused by neglect or failure to carry out maintenance to the Park Home as set out in Section 6;
- 5.3.12 anything excluded by an endorsement by the Park Owner on the Home Owner's Registration Certificate;
- 5.3.13 any defect or damage resulting from the Park Owner's compliance with written instructions given by or on behalf of the Owner in respect of design, materials or workmanship;
- 5.3.14 any defect or damage caused by the Manufacturer failing to meet his obligations under the Gold Shield Scheme; and
- 5.3.15 any defect or damage which is found to have been caused by the Manufacturer.

6 Your obligations and how to look after your Park Home

6.1 Maintenance

6.1.1 In order to protect the structure of your Park Home it is essential that you follow the maintenance conditions set out below. These requirements are in addition to any other specifications, requirements or conditions set out in the relevant Manufacturer's handbook.

6.1.2 Failure to comply with these obligations in all respects may invalidate your warranty cover under the Goldshield Scheme.

6.2 Your obligations are as follows:

6.2.1 Exterior Walls

6.2.1.1 Exterior walls should be re-coated within the first two years of purchase with a suitable good quality exterior finish, as specified in the Manufacturer's handbook. If in doubt you should consult the Park Owner or the Manufacturer.

6.2.1.2 Thereafter, the Park Home should be re-coated every three years.

6.2.1.3 You should examine the exterior walls regularly for hair-line cracks due to the natural shrinkage of exterior cladding. Any such cracks should be filled with a suitable exterior filler before re-coating.

6.2.2 Timber Doors and Windows

6.2.2.1 Re-painting or re-staining should take place within the first two years of purchase with appropriate quality paint or stain and thereafter a re-coat should be applied every three years, taking note of mastic joints and making good any defects.

6.2.3 Boilers, air conditioning units etc

6.2.3.1 Where appropriate, you are responsible for making sure that the boiler, air conditioning units, fridges, freezers, cookers and all electrical wiring in your Park Home are regularly inspected and maintained in accordance with any manufacturer's or other instructions relating to such instalment.

6.2.4 Roof

6.2.4.1 An annual inspection must be undertaken to check that the roof/ridge tiles or the roof covering have not been displaced or damaged. The chimney flashings must also be inspected annually and renewed if necessary.

Similarly any joint on the roofing material should also be inspected and, if necessary, re-sealed with a roofing adhesive.

6.2.5 Gutters and Down Pipes

6.2.5.1 Gutters and down pipes must be kept clear of dead leaves and debris.

6.2.6 Air Vents

6.2.6.1 The air vents around the home have been fitted in accordance with BS3632 and must be kept open and free at all times for the essential safety of the occupants and the good condition of the home.

6.2.7 Chassis

6.2.7.1 Should any rusting appear on the steel chassis it is essential that the surface is cleaned and treated with an anti-corrosive paint. At no time should any adjustment be made to the jack or corner steadies without advice from the Manufacturer or Park Owner.

6.2.8 Skirting

6.2.8.1 In accordance with the Code of Practice, an air gap must be maintained between the underside of the home and the top of the skirting wall. Air vents in the skirting wall must be kept clear at all times to ensure the free flow of air.

6.2.9 Change of Ownership

6.2.9.1 If you sell your Park Home within the Continuing Warranty Period you must notify Gold Shield by completing and returning the Change of Ownership Form contained at Appendix 6.

6.2.10 Change of Park Home location

6.2.10.1 If, during the Continuing Warranty Period, your Park Home is relocated within your existing Park Home site, you must inform Gold Shield by completing and returning the Notification of Change of Park Home Location Form contained at Appendix 7.

6.2.10.2 If, during the Continuing Warranty Period, your Park Home is relocated to a different Park Home site, you must inform Gold Shield by completing and returning the Notification of Change of Park Home Site Form contained at Appendix 8.

- 7 How to make a claim
- 7.1 If you wish to make a claim for breach of the Manufacturer's Warranty set out at clause 4.2.4 of Section 4 of this agreement (certain defects which occur during the Initial Warranty Period), you **must** make your claim:
- 7.1.1 within three months after the date on which the claim arose; and
- 7.1.2 in any event within three months of the expiry of the Initial Warranty Period.
- 7.2 Subject to clause 7.1.1 above, if you wish to make a claim for breach of any of the other Manufacturer's Warranties under clause 4.2 of Section 4 of this agreement or for breach of any of the Park Owner's Warranties under clause 5.2 of Section 5 of this agreement, you **must** make your claim:
- 7.2.1 within three months after the date on which the claim arose; and
- 7.2.2 in any event within three months of the expiry of the Continuing Warranty Period.
- 7.3 What to do if you think you have a claim
- 7.3.1 If you believe you have a valid claim under the Gold Shield Scheme against either of the Warrantors you need to complete the Warranty Claim Form contained at the back of this booklet at Appendix 5 identifying the Warrantor against which you wish to claim and detailing as much information about your claim and where appropriate enclosing photographs, diagrams and an explanation of the problem to enable the relevant Warrantor to properly assess your claim. If you do not have a Warranty Claim Form you will need to obtain one by telephoning Gold Shield on 01252 796082 (during normal office hours).
- 7.4 What Gold Shield will do if you think you have a claim
- 7.4.1 Gold Shield will endeavour to acknowledge receipt of your Warranty Claim on behalf of the relevant Warrantor within 7 working days of receipt.
- 7.4.2 In assessing your claim it may be necessary to carry out a physical inspection of your Park Home. This will be carried out by the relevant Warrantor or by a third party on its behalf. The timing of any such inspection will be agreed with you. Your claim may cease to be valid if we cannot carry out an inspection within a reasonable time.
- 7.4.3 We will tell you whether or not the relevant Warrantor accepts liability for any or all of your claim (giving reasons to the extent that your claim is not admitted).
- 7.4.4 If your claim is valid, we will inform you as to how, when and by whom any necessary work will be carried out.

- 7.4.5 Whilst we are still assessing your claim the relevant Warrantor may, where in its sole discretion it believes that the circumstances so require, arrange for emergency repairs to be carried out to your Park Home.
- 7.4.6 You may telephone Gold Shield during normal office hours to enquire about the status of your claim.
- 7.5 The role of Gold Shield
- 7.5.1 The role of Gold Shield is simply to process and administer any claims that you may make against either of the Warrantors for breach of any of the Warranties. Gold Shield shall not be liable to make any payment that may be due to you in respect of a claim other than on behalf of the Manufacturer or Park Owner nor shall it have any other liabilities under the Scheme.
- 7.6 How to contact us to make a claim
- 7.6.1 All claims must be made in writing on the Warranty Claim Form.
- 7.6.2 If you need a Warranty Claim Form or require assistance in filling this out, please call us on 01252 796082.
- 7.6.3 You can write to us at: Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS
- 7.6.4 We will endeavour to you informed of any other contact details (such as e-mail, fax etc.).
- 7.6.5 If you contact us to make a claim we will ask for your name and address and for details of the claim.
- 7.6.6 If you have a claim please complete the Warranty Claim Form contained at the back of this booklet and send it to:
- Gold Shield**
Catherine House,
Victoria Road,
Aldershot,
Hampshire GU11 1SS
- 7.7 Please note when making a claim that:
- 7.7.1 you must take all reasonable steps to limit any loss which would otherwise be suffered by the relevant Warrantor. You may not be paid for any work or other costs which result solely from your failure to do this.
- 7.7.2 it is unlawful to make a fraudulent claim.

8 Complaint and dispute procedures

8.1 Complaints against Gold Shield

8.1.1 At Gold Shield we pride ourselves on the service that we, as agent for the Warrantors, seek to provide on their behalf.

8.1.2 If you are not satisfied with the way we handle your request for assistance or the administration of your claim, please write to the Gold Shield Claims Administrator at Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS. He or she will contact you after reviewing your file.

8.1.3 If you are still not satisfied with the review, please write to the Gold Shield Claims Manager at the above address. The Gold Shield Claims Manager will investigate or review your file and will give you a written response.

8.2 Disputes with the Manufacturer or Park Owner

8.2.1 The Gold Shield Scheme does not require that a dispute be resolved in a particular way. You may have more than one course of action open to you and we set out below a brief précis of some of these, we are not, however, able to advise you and you should therefore consider taking your own independent legal advice before deciding whether and how to proceed.

8.3 Arbitration

8.3.1 Arbitration means that an independent Arbitrator considers the facts of the dispute and decides how it will be settled. In Scotland, Arbitrators are called Arbiters.

8.3.2 Arbitration has the advantage of being generally quicker than court actions and can deal with any matters, provided both parties agree. An Arbitrator's award is legally binding and can be enforced in the same way as a court judgment. However, as in court proceedings, one party may have to pay the costs and Arbitrator's fees. Further details are available free of charge from the Chartered Institute of Arbitrators. If, after receiving details, you wish to proceed, the Institute will appoint an Arbitrator upon your application. Their address is:

The Chartered Institute of Arbitrators

12 Bloomsbury Square

London

WC1A 2LP

Tel: 020 7421 7444

8.4 Small Claims Court

8.4.1 The Small Claims Court may be suitable for resolving relatively small disputes where the amount falls below a specified level. It is quicker than other forms of court action and the proceedings are less formal. Details are available from any County Court office or, in Scotland, the Sheriff Clerk's office, and many Citizens' Advice Bureau.

8.5 Other courts

8.5.1 The courts may be suitable for resolving different types of claims involving contractual or financial, as well as disputes about standards of workmanship, where there is significant cost and complexity. You should seek advice from a solicitor or Citizens' Advice Bureau.

8.6 Other forms of alternative dispute resolution

8.6.1 There is a wide range of other methods of resolving various types of disputes. Many are informal and are intended to be used without legal representation.

8.6.2 A Citizens' Advice Bureau or your legal adviser should be able to give you further advice on these methods.

Appendix 1 – Code of Practice

Requirements for Manufacturing, Transporting, Siting, Commissioning and preparation of Park Home Bases

- 1 Manufacturing requirements
 - 1.1 Manufacturers are responsible for providing high quality Park Homes which are free of major defects and which have been designed and built using techniques and materials which are fit for purpose.
 - 1.2 All Park Homes must be built to and comply with the requirements of BS 3632.
- 2 Transporting requirements
 - 2.1 Storage
 - 2.1.1 Manufacturer's must ensure that all Park Homes are stored at all times on firm ground and properly supported whilst awaiting collection.
 - 2.1.2 Park Homes must not be stored on wheels alone.
 - 2.1.3 The tyres on the Park Homes must be inflated at all times to the correct pressure.
 - 2.1.4 The Manufacturer or Park Owner must ensure that the Park Home is adequately supported at all times during transportation until the Park Home is permanently sited.
 - 2.2 Notification to haulier
 - 2.2.1 The Manufacturer or Park Owner is responsible for supplying the following information to the person undertaking the transporting of the Park Home:
 - 2.2.1.1 maximum length, width and height, including projections such as eaves, gutters, bay windows, flues and roof hips;
 - 2.2.1.2 approximate gross weight of the Park Home;
 - 2.2.1.3 whether the Park Home is a single or twin unit and the number of axles per chassis;
 - 2.2.1.4 any other information regarding access to the Park Home site (including a telephone contact number); and
 - 2.2.1.5 a copy of the Code of Practice to ensure compliance is met.
 - 2.2.2 The Manufacturer is responsible for supplying a list of major contents and clearly marked boxes to enable inspection from wherever practicable, outside the Park Home.
 - 2.3 Inspection, loading, supporting, anchoring, and dispatch inspection

- 2.3.1 Inspection
 - 2.3.1.1 Prior to loading, the Manufacturer and the haulier must satisfy themselves that the Park Home is in satisfactory condition, undamaged and complete according to the list of contents.
- 2.3.2 Loading and unloading
 - 2.3.2.1 All loading or unloading of the Park Home should be mechanically controlled at all times. Industry recognised safe loading and unloading techniques must be used at all times.
 - 2.3.2.2 The haulier should unload the Park Home in a position with safe access and with firm, level ground wherever possible.
- 2.3.3 Supporting and securing
 - 2.3.3.1 When loaded, the Park Home should be jacked up, blocked and supported on the appropriate jacking points through its length (where braced chassis is used this should be under the vertical braced points). In such cases where a specific jacking point cannot be used, the Park Home should be supported to the Manufacturer's satisfaction.
 - 2.3.3.2 The axles or chassis should be blocked to ensure no weight is taken by the wheels.
 - 2.3.3.3 Supports should extend as far to the front and rear of the Park Home as possible.
 - 2.3.3.4 The overhang of any Park Home unit should not exceed 6ft (1830mm) beyond the last point of support on the trailer.
- 2.3.4 Anchorage of chassis
 - 2.3.4.1 The Park Home should be anchored to the trailer by chains or straps at positions pre-blocked by the Manufacturer over the chassis or axle areas.
- 2.3.5 Haulage
 - 2.3.5.1 Once the Park Home has been loaded, the haulier will be responsible for contacting the Park Owner to advise the likely time of arrival and make every effort to notify the Park Owner of any significant delays.
- 2.3.6 Delivery Inspection
 - 2.3.6.1 The Park Owner is responsible for carrying out a full external inspection of the Park Home when it arrives at

its permanent site, in the presence of the haulier, to ensure no external damage has been incurred during transport.

2.3.6.2 Any damage should be noted by the Park Owner on the delivery note and a copy given to the haulier personally and a copy sent to the transport company for insurance claims purposes.

2.3.6.3 A full internal inspection must be made by the Park Owner within three working days of delivery of the Park Home and all interested parties notified of problems without delay.

2.3.6.4 The Manufacturer must be satisfied that the haulier has adequate insurance cover for the transportation of the Park Home.

3 Siting

3.1 Movement on the Park Home site

3.1.1 Tyres must be correctly inflated and the Park Home must be moved with a suitable vehicle.

3.1.2 Suitable tracking should always be used when moving the Park Home on soft or unsurfaced areas. Care should be taken to avoid damaging underside pipes and cables.

3.2 Display/storage

3.2.1 Park Homes should always be adequately supported when stored on display areas, in storage or elsewhere until finally sited and raised off the wheels in accordance with the Code of Practice.

3.3 Siting the Home

3.3.1 Preparation of the Base

3.3.1.1 The Park Home site mains services should be properly laid to the Base in a workmanlike manner using suitable materials and labour.

3.3.1.2 Special attention should be taken on parks where trees could be a problem. Roots may damage concrete bases, roads, drains and other services. Consideration must be given to other subsoil conditions.

3.3.1.3 A hard core base to a minimum depth of 150 mm, well consolidated and topped with 100 mm of concrete (mix as BS 5328, Part 1 & 2 1991) shall be used.

3.3.1.4 The finished raft must be generally level with due allowance for surface drainage.

- 3.3.1.5 Where the ground conditions so require, thickening or the introduction of reinforcement of the raft, should be taken into account.
 - 3.3.1.6 The dimensions of the base raft shall not be less than the external dimensions of the Park Home.
 - 3.3.2 Previously Occupied Base
 - 3.3.2.1 Where a Park Home is to be sited on a previously occupied base, the base should comply with the specifications in 3.3.1 above.
 - 3.3.2.2 The Park Owner must be willing to state that in his opinion the base will remain in a satisfactory condition for the period of the warranty granted to the Park Home under the Gold Shield Scheme and is free from any visible signs of deterioration.
 - 3.3.2.3 Any extension to the Base must comply with paragraph 3.3.1 above.
 - 3.4 Siting the Park Home
 - 3.4.1 The Manufacturer's printed instructions must be studied and taken in to account when siting the Park Home.
 - 3.4.2 When sited, the Park Home should be raised and axles blocked with a suitable load bearing block (preferably high load bearing concrete blocks) adjacent to each wheel allowing wheels to be clear of the concrete Base.
 - 3.4.3 The Park Home must be level in both directions.
 - 3.4.4 All doors (internal and external) should be checked for clearance and aligned or adjusted if necessary by using the metal chassis supports.
 - 3.4.5 Jacking must be done only from the specified jacking points or below the axle, never from the timber structure.
 - 3.4.6 An alignment check should be carried out after approximately four weeks and levels adjusted if required.
 - 3.4.7 On Park Home sites subject to strong prevailing winds, it may be prudent to anchor the chassis to the concrete base via the holding down points.
- 4 Commissioning
 - 4.1 Commissioning Schedule
 - 4.1.1 The Manufacturer will supply a commissioning schedule for each Park Home. This will include details of all tasks to be undertaken during final commissioning. This schedule should be used and retained by the Park Owner.

- 4.2 Plumbing and Water Bylaws
 - 4.2.1 The soil drain pipes and waste water pipes on the Park Home site should be connected to the park drainage system in a proper and workmanlike manner, by a competent person, supported at regular intervals as necessary.
 - 4.2.2 When connecting the Park Home, ensure that all relevant Water Bylaws are complied with. Particular attention should be paid to the insulation of the rising main. Your water provider will be able to give guidance on Bylaw compliance.
 - 4.2.3 The cold water system should be connected ensuring that there is a suitable stop valve to the mains connection to the Park Home. When the connections are complete, the Park Home should be water tested and visually inspected for leaks.
 - 4.2.4 Central heating systems should be flushed and commissioned in accordance with the Manufacturer's appliance instructions.
- 4.3 Gas Supply
 - 4.3.1 The Park Owner is responsible for ensuring that a CORGI registered heating engineer checks and commissions all gas appliances (both those supplied with the Park Home and any additional appliances) as required by the current gas safety regulations.
- 4.4 Oil fired/solid fuel fired heating systems.
 - 4.4.1 Oil fired/solid fuel fired heating systems should be commissioned by a qualified engineer.
- 4.5 Electricity Supply
 - 4.5.1 The Manufacturer is responsible for ensuring that the wiring installation in the Park Home complies with the current British Standard and that a certificate to this effect is supplied with the Park Home.
 - 4.5.2 The approved contractor (as a member of NICEIC or a member of the Electrical Contractors Association) shall ensure that the supply to the Park Home is safe and satisfactory before connecting.
- 4.6 Smoke Alarms
 - 4.6.1 The Park Owner is responsible for ensuring that the smoke alarms are fitted properly and in working order.
- 4.7 Flues/Cowls
 - 4.7.1 Visual inspection of flues and terminals should be carried out on delivery by the Park Owner. All open flued appliances should pass the smoke spillage test. Flue extensions must be fitted to comply with Manufacturers instructions.

- 4.8 Ventilation
 - 4.8.1 Park Owners should check to ensure that all the fixed ventilators are clear, clean and unobstructed.
- 4.9 Fire notices
 - 4.9.1 Permanent notices giving simple fire prevention advice and setting out the action to be taken in the event of a fire must be fixed inside the Park Home where readily seen.
- 4.10 Users Handbook
 - 4.10.1 The Manufacturer should provide a users handbook which should be kept in the Park Home.
- 5 Skirting The Park Home
 - 5.1 Settlement Period
 - 5.1.1 Before skirting is carried out the Park Owner should allow a period of time for any settlement to take place. This will not only permit easy readjustment of the Park Home but prevent doors and window frames from being fixed out of alignment. The level of the Park Home should be checked and all external plumbing joints be inspected for leaks.
 - 5.2 Skirting Details
 - 5.2.1 Regardless of material used, a consistent air gap should be provided and maintained all around the top of the skirting. Skirting must be properly ventilated and built in a manner to prevent damp penetrating the home and also be built clear of any chassis steel work to allow access to any water drain cocks.
 - 5.2.2 A minimum 25mm gap between the top of the skirt and the Park Home should be allowed. This space must remain open at all times.
 - 5.2.3 Skirting should be set back a minimum 25mm from the lowest part of the wall of the Park Home.
 - 5.2.4 Ventilator grilles (150s.cms. approx.) should be positioned in the skirting at points relative to each room. For Park Homes with LPG, grilles should be as low as possible, and for natural gas, grilles should be as high as possible.
 - 5.2.5 In cases where a brick/stone built wall is used it is recommended that it incorporates a damp membrane at 150mm from the ground.
 - 5.2.6 Sufficient access hatches should be provided for inspection and maintenance, providing adequate access to the underside of the Park Home and each side of the axle.
- 6 Maintenance

- 6.1 Maintenance information is included in the Manufacturers handbook, supplied with the home, and should be adhered to by the Owner.
- 6.2 The Park Owner should ensure that the handbook is passed to the Owner for which they should obtain a signed receipt.

Appendix 2 – Home Owner’s Application Form
THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Home Owner’s Application Form

To activate your cover and registration under the Gold Shield Scheme please complete this form in block capitals and return to: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

1 The Park Home	
Manufacturer	
Model	
Serial no.	
Date of manufacture	

2 The Park Owner		
Company Name		Tel No:
Company Address		
Gold Shield Park Registration Number		

3 The Home Owner		
Name		Tel No:
Address (Location of Park Home)		

4 Date of Completion of first Purchase	

THIS FORM SHOULD BE COMPLETED AND RETURNED TO GOLD SHIELD WITHIN THREE MONTHS OF PURCHASING YOUR PARK HOME

Appendix 3 – Home Owner’s Registration Certificate

You will receive your Home Owner’s Registration Certificate once you have completed your Home Owner’s Application Form at Appendix 2 and sent to Gold Shield. This will confirm the date of cover under the terms of the Gold Shield Scheme and can then be filed here for your reference.

Appendix 4: Part 1 – Included within Park Home Structure

1 Exterior

1.1 The following items form part of the park home structure (subject to the exceptions set out in paragraph 1 of Part 2 of this Appendix 4 and the general exclusions set out in clause 4.2 of Section 4 of this agreement):

- 1.1.1 Wall frame;
- 1.1.2 Delamination of exterior;
- 1.1.3 Stucco bubbles;
- 1.1.4 Drip rail;
- 1.1.5 Fascia and soffits;
- 1.1.6 Underfloor insulation; and
- 1.1.7 Chassis.

2 Roof

2.1 The following items form part of the park home structure (subject to the exceptions set out in paragraph 2 of Part 2 of this Appendix 4 and the general exclusions set out in clause 4.2 of Section 4 of this agreement):

- 2.1.1 Installation of the tiled roof;
- 2.1.2 Roof trusses;
- 2.1.3 Felt or other vapour barrier and battens;
- 2.1.4 Gulleys;
- 2.1.5 Flashings, valleys and hips; and
- 2.1.6 Roof insulation (not vermin damage), where part of another claim.

3 Interior

3.1 The following items form part of the park home structure (subject to the exceptions set out in paragraph 3 of Part 2 of this Appendix 4 and the general exclusions set out in clause 4.2 of Section 4 of this agreement):

- 3.1.1 Timber joists;
- 3.1.2 Softwood wall frames;
- 3.1.3 Insulation (except damage from vermin, appliance/water system leaks);
- 3.1.4 Flooring;
- 3.1.5 Skirting boards and architraves;
- 3.1.6 Ceilings; and
- 3.1.7 Walls.

- 4 Windows and doors
 - 4.1 The following items form part of the park home structure (subject to the exceptions set out in paragraph 4 of Part 2 of this Appendix 4 and the general exclusions set out in clause 4.2 of Section 4 of this agreement):
 - 4.1.1 PVCu frames (for 10 years);
 - 4.1.2 PVCu external doors (for 10 years);
 - 4.1.3 Double glazing sealed units (for 5 years only); and
 - 4.1.4 Installation of window and door frames, including external sealing.

Appendix 4: Part 2 – Excluded from Park Home Structure

- 1 Exterior
 - 1.1 The following items comprise exclusions from that part of the definition of the Park Home Structure set out in paragraph 1 of Part 1 of this Appendix 4 (and are in addition to the general exclusions set out in clause 4.2 of Section 4 of this agreement):
 - 1.1.1 Post production alterations and additions;
 - 1.1.2 Damage caused from later addition of porches & conservatories;
 - 1.1.3 Non Manufacturer agreed coatings;
 - 1.1.4 Cosmetic damage – e.g. nail marks on the stucco coating;
 - 1.1.5 Leaks from guttering/water systems/appliances;
 - 1.1.6 Wheels, tyres and axles & associated parts;
 - 1.1.7 Purely decorative timber – e.g. shutters and mouldings;
 - 1.1.8 Steps, skirts & pathways;
 - 1.1.9 Drainage – below ground and connections from home to base; and
 - 1.1.10 Decorative chimneys.
- 2 Roof
 - 2.1 The following items comprise exclusions from that part of the definition of the Park Home Structure set out in paragraph 2 of Part 1 of this Appendix 4 (and are in addition to the general exclusions set out in clause 4.2 of Section 4 of this agreement):
 - 2.1.1 Chimneys and vents installed post manufacture;
 - 2.1.2 Gutters, downpipes and associated furniture; and
 - 2.1.3 Aerials, telephone points etc.
- 3 Interior

3.1 The following items comprise exclusions from that part of the definition of the Park Home Structure set out in paragraph 3 of Part 1 of this Appendix 4 (and are in addition to the general exclusions set out in clause 4.2 of Section 4 of this agreement):

- 3.1.1 Creaking floors;
- 3.1.2 Damage caused by shrinkage or thermal movement;
- 3.1.3 Damage caused by condensation/incorrect ventilation;
- 3.1.4 Damage caused by leaks (baths, showers, basins, appliances);
- 3.1.5 Cosmetic damage/minor cracks/shrink cracks;
- 3.1.6 Kitchen and Bedroom fitted units;
- 3.1.7 Appliances;
- 3.1.8 All furnishings;
- 3.1.9 Smoke, Carbon Monoxide and other alarms; and
- 3.1.10 Interior doors - furniture and warping.

4 Windows and doors

4.1 The following items comprise exclusions from that part of the definition of the Park Home Structure set out in paragraph 4 of Part 1 of this Appendix 4 (and are in addition to the general exclusions set out in clause 4.2 of Section 4 of this agreement):

- 4.1.1 Wooden window frames (after 2 years);
- 4.1.2 Double glazing sealed units (after 5 years);
- 4.1.3 Windows and doors - furniture/ironmongery, window sash mechanisms;
- 4.1.4 Wooden doors;
- 4.1.5 External door furniture; and
- 4.1.6 Wear and tear.

Appendix 5 – Part 1 Warranty Claim Form
THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Warranty Claim Form

All sections of this Form must be completed by the Park Owner or his agent and returned to: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

Claim Form No.

DETAILS OF PARK HOME	
Manufacturer	
Model & size	
Serial no.	
Date of manufacture	
Warranty Certificate no.	

DETAILS OF PARK OWNER	
Park Owner	
Company Name	
Company Address	
	Post code:
Telephone No:	
Gold Shield Park Registration Number	

DETAILS OF HOME OWNER	
The Home Owner	
Name	Tel No:
Address (Location of Park Home)	

Description of defect or damage (please continue on a separate sheet if necessary)	
Date of Claim	

Arrangements for Manufacturer to gain access to Park Home

Send one copy to Park Home Owner, one copy to Manufacturer and one copy to Gold Shield.

Appendix 5 – Part 2 Warranty Claim Report Form
THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Warranty Claim Report Form

You are requested to sign this report form and return it to Gold Shield only when you are satisfied that all notified warranty work has been examined and attended to. The address to send this form to is: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

Report Form No.

HOME OWNER'S SATISFACTION NOTE			
I/We have examined the work as a result of the claim made to remedy a defect or damage and confirm that it has been completed to my/our satisfaction.			
Comments:			
Signature of Home Owner(s):		Date:	

Appendix 6 – Change of Park Home Ownership Form
THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Notification of Change of Park Home Ownership Form

If you sell your Park Home to another person, you must complete this form and return it to: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

DETAILS OF PARK HOME	
Manufacturer	
Model & size	
Serial no.	
Date of manufacture	
Warranty Certificate no.	

DETAILS OF CURRENT HOME OWNER(S)	
Home Owner(s)	
Name(s)	
Address of Park Home	
	Post Code:
Telephone No:	
Gold Shield Park Registration Number	

DETAILS OF NEW HOME OWNER(S)	
New Home Owner(s)	
Name(s)	
Telephone No:	

Appendix 7 – Notification of Change of Park Home Location Form

THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Notification of Change of Park Home Location Form

All sections of this Form must be completed and returned to: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

If your Park Home is resited within the same Park Owner's Registered Park you must obtain the Park Owner's signature below. Gold Shield will register the change of location and issue a replacement Home Owner's Registration Certificate.

DETAILS OF PARK HOME

Manufacturer	
Model & size	
Serial no.	
Date of manufacture	
Warranty Certificate no.	

TO BE COMPLETED BY THE PARK OWNER

We confirm that we have resited the Park Home in accordance with the conditions as specified by the Mobile Homes Act 1983, on (please tick appropriate box):

- a new base
- on a previously occupied base

The Park Owner		
Company Name		Tel No:
Company Address		
Gold Shield Park Registration Number		
New Park Home address		
Signature of Park Owner:		Date:

TO BE COMPLETED BY THE OWNER

I/We confirm that our Park Home has been resited at the above address and hereby make application for a replacement certificate to be issued.

The Owner		
Name		Tel No:
Address		
Signature of Owner:		Date:

Appendix 8 – Notification of Change of Location to Another Park
 THE GOLD SHIELD TEN YEAR WARRANTY SCHEME

Notification of Change of Location to Another Park

All sections of this Form must be completed and returned to: Gold Shield, Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS.

If your Park Home is resited to a **new park** you must obtain your *new* Park Owner's signature below. Gold Shield will register the change of location and issue a replacement Home Owner's Registration Certificate.

NB: Your cover under the Gold Shield Scheme will not be valid if you resite your Park Home to a Park Owner who is not registered under the Gold Shield Scheme.

DETAILS OF PARK HOME

Manufacturer	
Model & size	
Serial no.	
Date of manufacture	
Warranty Certificate no.	

TO BE COMPLETED BY THE PARK OWNER

We confirm that the Park Home has been transported in accordance with the conditions set out in the Gold Shield Code of Practice.

We also confirm that we have resited the Park Home in accordance with the conditions as specified by the Mobile Homes Act 1983 on (please tick appropriate box):

- a new base
- a previously occupied base

The Park Owner		
Company Name		Tel No:
Company Address		
Gold Shield Park Registration Number		
New Park Home address		
Signature of Park Owner:		Date:

TO BE COMPLETED BY THE MANUFACTURER

We hereby acknowledge the relocation of the above Park Home and confirm approval for continuation of the Manufacturer Warranty pursuant to the Gold Shield Scheme.

Manufacturer

Name		Tel No:
Address		
Authorised signatory of Manufacturer:		Date:

TO BE COMPLETED BY THE OWNER

I/We confirm that our Park Home has been resited at the above address and hereby make application for a replacement certificate to be issued.

The Owner

Name		Tel No:
Address		
Signature of Owner:		Date: