



## First-tier Tribunal Property Chamber (Residential Property)

### Guidance on Park Homes Cases General information about the process

This guidance is intended to help parties understand what happens when taking part in an application to the First-tier Tribunal Property Chamber (Residential Property) in the circumstances provided for by the Mobile Homes Act 1983 (the Act). For advice on how to present your case, or if you need to understand more about the law, you may wish to consult a Citizen's Advice Bureau or a solicitor.

The tribunal receives a high volume of applications and has to manage them within a fixed budget. It must ensure that each application is dealt with fairly and as efficiently as possible. It also has to ensure that each case uses an appropriate share of its resources whilst taking into account the need to allocate resources to other cases.

We try to avoid using jargon but if there is anything about our procedures you do not understand please contact the regional tribunal office. Regional office details are at the end of this guidance. The tribunal's procedures are governed by statutory regulations called the **Tribunal Procedure (First-tier Tribunal) (Property Chamber) Rules 2013** which can be found on the internet.

Please note that tribunal decisions will be published on the Justice website at [www.justice.gov.uk/tribunals/residential-property](http://www.justice.gov.uk/tribunals/residential-property) unless a party makes a written request that this should not be done.

### Who does what?

**Tribunal members** are appointed by the Lord Chancellor. There are two types of member:

(a) the chairman, who will usually be a lawyer or surveyor, is responsible for the conduct of the case and writes the reasons for the tribunal's decision;

(b) other members who may be lawyers, surveyors, other professional people or lay people.

When a tribunal is set up to consider the case, there will usually be two or three members including the chairman.

**Case officers** are the administrative staff who manage the process end-to-end and deal with correspondence. When an application is received, it is the case officer who will register the case and deal with the paperwork and correspondence until the parties have received the final decision. The case officers are able to speak to parties about the procedures relating to the application, but they cannot give legal advice or interpret the tribunal's decision.

## Applications

An **application form** must be completed by the applicant in all cases. Forms can be obtained from the Justice website [www.justice.gov.uk/tribunals/residential-property](http://www.justice.gov.uk/tribunals/residential-property), or if you do not have access to a computer, you can ask a case officer to send you a form. The forms have been carefully designed to ensure that we have all the initial information we need. Some applications involve the payment of a fee. Fees information is contained in our application forms and on the above website.

Once an application is received, it will be checked by a case officer for completeness and the applicant will be sent an acknowledgement. A copy will be sent to the other party (the respondent) and any person whose name and address is known to the tribunal whom the tribunal considers is likely to be significantly affected by the application. A copy will also be sent to any person to whom the owner proposes to sell or gift the home under the Act. A copy may also be sent to any other person the tribunal considers appropriate. When many respondents are named by an applicant, the case officer might ask the applicant either to provide sufficient copies and stamped addressed envelopes for this purpose or to send the documents direct to those persons on behalf of the tribunal.

Upon receipt of an application, the tribunal assesses the urgency and complexity of the case. In urgent cases, such as where the health, safety and welfare of people may be of concern, a hearing can be listed within days.

In relatively simple cases, the parties may request, or the tribunal may suggest, that the case can be dealt with by considering the written evidence and the parties' written representations only (without the need for an **oral hearing**). This is referred to as a **paper determination**. However, any party, who wishes also has the right to request a hearing.

## Case preparation

In cases where the issues are not clear, there may be an oral **case management conference** (CMC) which provides an opportunity for the parties to make concessions and narrow the issues between them. If a CMC is arranged, parties are encouraged to attend. The CMC is a good opportunity for parties to have their say about what 'directions' (see below) should be given in the case and to ask questions about the procedure that should be followed by the parties.

In cases where the issues can be readily identified, a tribunal chairman will issue written **procedural directions** requesting particular actions from one or both parties before the hearing. The procedural directions document will sometimes set out what the issues are and say when the parties need to send each other copies of documents. It will say whether there is to be an inspection of the park home and site and may give an estimate of the length of the final hearing. If a party or another person is going to say something to the tribunal, he or she may be required to prepare a witness statement.

Following the directions is important because they ensure that all parties know exactly what documents are available and what the witnesses are going to say so that no one is taken by surprise. The tribunal may well disregard new evidence produced at or just before the hearing.

A **bundle** of the documents and photographs to be considered at the hearing or paper determination will have to be prepared in all but the simplest cases. The directions will say how many copies of the bundle must be sent to the tribunal, and the date by which they must be sent, so that the tribunal members can read the documents and see what the issues are before the inspection, hearing or determination.

The bundle must have a page index at the front and each subsequent page must be numbered in sequence so that, at the hearing, when a person refers to a document on a certain page, everyone will be able to turn to the document quickly.

The tribunal will expect the parties to agree the bundle. If not, each party will have to prepare its own bundle and submit it separately with the numbering A (for applicant) 1, 2, 3 etc. and R (for respondent) 1, 2, 3 etc. on each page.

The documents to include in the bundle will typically be copies of the application, any procedural directions, statements of case, any expert reports and witness statements, copies of the occupation agreement and any other relevant documents, for example invoices. Sections with dividers are helpful and most bundles should be in a lever arch file or ring binder. No single bundle of papers should be more than 350 pages so more complex cases will need more than one lever arch file or ring binder.

## The hearing and decision

In London, **oral hearings** are held at the London office. In other regions, the oral hearing can take place in a hearing room at the regional office but will often take place at a venue as near to the property as is practical.

A party can speak for themselves or through a representative (whether professionally qualified or not). It is usually the applicant's responsibility to present his or her case first, but the tribunal chairman will provide guidance about the appropriate order of proceedings at the beginning of the hearing. Each party will be able to put relevant questions to the other party. The members of the tribunal will try to put people at their ease and will also ask some questions. If anything is unclear during the hearing, parties are encouraged to ask the tribunal for clarification.

The tribunal's **decision** will be made after the hearing and sent to the parties in writing as soon as possible and usually within six weeks.

## Expert witnesses

In some cases, the evidence of an expert is needed either by a party or by the tribunal. If a party intends to instruct an expert to give evidence, the permission of the tribunal will have to be obtained.

Directions will then be given about the service of any expert's report on other parties. If more than one party instructs experts of the same type, the Chairman is likely to order them to discuss the case before the hearing to try to agree as much as they can and then produce a statement setting out what they agree and do not agree, with reasons.

## Inspections

The tribunal may inspect the park home and site if requested by either party or if the tribunal considers it necessary. A visit will only take place on a date and at an approximate time notified to the parties.

In some cases the tribunal might be assisted by inspecting the inside of the park home as well as the outside and the site. The tribunal will only inspect inside the home if the occupier's permission has been given. The parties may also inspect the inside of the home with the tribunal, but again, only if the occupier has given permission. An inspection will usually be on the day of the hearing.

At the inspection, either party can draw attention to any physical aspect of the park home or its surroundings, but may not say anything further. For example, a rusting base can be pointed out, but any suggestion as to why that occurred should not be given. 'Representations' (arguments and evidence) will either have been made in writing already or will be made at the oral hearing if one has been requested.

If the members of the tribunal are unable to gain access at the appointed time, they may decide to make another appointment or they may decide that they have sufficient information to go ahead and make a decision.

## **Variation and postponement applications**

Parties may ask the tribunal to vary the directions or to postpone a listed hearing. All such requests must be made in writing to the tribunal with full reasons and must be copied to the other parties. The tribunal is unlikely to postpone a hearing unless there are good reasons which have arisen since the hearing date was fixed. Even good reasons will require some kind of evidence in order to prove that an expensive postponement is justified.

## **Withdrawal**

Most withdrawals are made by parties after a negotiated agreement. An applicant who wishes to withdraw all or part of their case must notify the tribunal and the other party in writing. If the other party has consented in writing, this must be included with the applicant's notice to the tribunal. The applicant's notice of withdrawal will not take effect until the tribunal consents to the withdrawal, and the tribunal may make directions or impose conditions on the withdrawal as it considers appropriate.

## **Consent orders**

If the parties come to an agreement as to the order they require, they may ask the tribunal to make a **consent order**. This would dispose of the proceedings and contain the other provisions which the parties have agreed. The tribunal may make a consent order if it considers it appropriate. The tribunal does not need to hold a hearing before making the order or provide reasons for the order.

## **Payment of fees**

Where a fee is payable the tribunal will not proceed any further with the case until the fee is paid.

Where the fee remains unpaid for a period of 14 days from the date on which it is payable, the case shall be considered withdrawn.

If an applicant or his or her partner is in receipt of certain benefits, it may be possible to apply for a **waiver of fees**. For details please download a waiver form from the Justice website [www.justice.gov.uk/tribunals/residential-property](http://www.justice.gov.uk/tribunals/residential-property), or ask your regional office to send you a form.

An applicant who has paid a fee can ask the tribunal to order another party or parties to reimburse the applicant in whole or in part. The tribunal will make an order to that effect at the end of the case if it is fair to do so.

## Costs

The tribunal does not usually award costs against the losing side. However, if a party does not comply with the procedural directions or otherwise behaves unreasonably in connection with the proceedings, there could be serious consequences. Firstly, the tribunal may decide to stop the application going ahead and secondly, if one party has incurred costs as a result of (a) another party's failure to comply with directions or (b) another party's unreasonable actions or behaviour, the tribunal may order the defaulting or unreasonable party to pay costs.

## Special requirements

The tribunal seeks to make itself as accessible as possible to all parties. If you have a particular requirement, for example because of a disability or special need, please discuss this with the case officer when you make your application.

## Use of emails

The following rules are designed to minimise the impact that emails can have on the efficient running of the tribunal office. Parties who wish to use emails are requested to:

- prepare a letter to the tribunal in Word format and attach it to the email (maximum of five pages - longer documents should be sent by post);
- as case officers are sometimes absent, always send or copy the email to the regional office e-mail address;
- always copy any email to the other parties, either by email or by post, and confirm in the email/ letter that this has been done;
- always quote the reference number or case officer's name in the email.

Email chains, email 'conversations' about the case and bundles attached to emails will not be accepted.

## Appeals and re-hearings

In most cases where a party does not agree with the decision of the tribunal and wants it to be changed, an appeal will have to be made to the Upper Tribunal. In that case, the first thing for that party to do is make an application to the tribunal for **permission to appeal**. The application for permission, which must be made within 28 days from the date when the written reasons for the decision were sent to the

parties, must be in writing giving the reasons why the applicant believes the decision was wrong. The tribunal will then decide whether permission should be granted for the appeal to proceed. The parties will be notified of that decision in writing. A dissatisfied party will then be able to re-apply for permission direct to the Upper Tribunal.

If the tribunal realises that a clerical mistake has been made it can issue a **correction certificate**.

Finally, if for a reason beyond the tribunal's control, there has been a serious procedural error (for example, if the documents provided by one party were not seen by the tribunal), and the tribunal considers it to be in the interests of justice to do so, it can **set aside** its decision and re-determine the case. Any application to set aside on this basis should be made within 28 days of the decision being sent to the parties.

## Case closure

Following either a withdrawal or determination of all applications (including any appeal), the tribunal will close its case file, which will be retained for a period of 12 months before being destroyed.

## What types of Park Homes cases can the tribunal deal with?

The law in this area is quite technical and in some cases time limits apply. Details of these limits are set out in the relevant application forms. A park home is referred to in the legislation as a mobile home.

This tribunal has the power to make certain decisions in respect of park homes on **protected sites** (which, as from 30 April 2011, includes permanent pitches on local authority provided gypsy and traveller sites).

The terms of a park home owner's occupation of a protected site are governed by an agreement between the occupier and the site owner.

The tribunal has power to deal with applications relating to:

- provision by the site owner to an occupier of a written statement as to the terms of their agreement;
- the inclusion, exclusion or variation of certain terms as specified in section 2 of the Act;
- a site owner's notice of a proposed new **pitch fee**;
- a proposed **sale or gift** of the home (along with the benefit of the occupation agreement) to a particular purchaser or family member respectively in those cases where the site owner is able to apply for a **refusal order**;
- whether either an occupier or a site owner is in breach of the **occupation agreement**;

- the **temporary relocation** from or **return of the home** to its pitch on the site;
- a question as to whether, having regard to its condition, the home is having a **detrimental effect** on the amenity of the site;
- whether a **qualifying residents association** of park home owners should be recognised officially;
- **any disputed question** arising under the Act or the agreement such as breach of the agreement (in which case, if there has been a breach, the tribunal has the power to order the payment of compensation).

**Tribunal website:** [www.justice.gov.uk/tribunals/residential-property](http://www.justice.gov.uk/tribunals/residential-property)

### **Tribunal booklets/leaflets**

<b>Code</b>	<b>Description</b>
T540	Guidance on Rent Cases
T541	Guidance on Service Charges, Administration Charges and other Management Issues
T542	Guidance on Enfranchisement
T543	Guidance on Housing Act Cases
T544	Guidance on Park Homes Cases
T545	Guidance on Tenants Associations
T546	Guidance on Right to Buy Cases



## Tribunal Regional Office details

### Northern Region

**Regional Judge:** Martin Davey  
**Regional Manager:** Alison Lomax

1st Floor  
5 New York Street  
Manchester  
M1 4JB

Tel: 0845 10026140161 237 9491  
Fax: 0161 237 3656

**This office covers the following Metropolitan districts:** Barnsley, Bolton, Bradford, Bury, Calderdale, Doncaster, Gateshead, Kirklees, Knowsley, Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, Oldham, Rochdale, Rotherham, St. Helens, Salford, Sefton, Sheffield, Stockport, Sunderland, Tameside, Trafford, Tyneside (North & South), Wakefield, Wigan and Wirral.

**It also covers the following unitary authorities:** Hartlepool, Middlesbrough, Redcar and Cleveland, Darlington, Halton, Blackburn with Darwen, Blackpool, Kingston-upon-Hull, East Riding of Yorkshire, Northeast Lincolnshire, North Lincolnshire, Stockton-on-Tees, Warrington and York.

**It also covers the following counties:** Cumbria, Durham, East Cheshire, Lancashire, Lincolnshire, Northumberland, North Yorkshire and West Cheshire.

### Midland Region

**Regional Judge:** Simon Duffy  
**Regional Manager:** Maureen McCabe

3rd Floor  
Temple Court  
35 Bull Street  
Birmingham  
B4 6AF

Tel: 0845 100 2615 or 0121 681 3084  
Fax: 0121 681 3056

**This office covers the following Metropolitan districts:** Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

**It also covers the following unitary authorities:** Derby, Leicester, Rutland, Nottingham, Herefordshire, Telford and Wrekin and Stoke-on-Trent.

**It also covers the following counties:** Derbyshire, Leicestershire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire and Worcestershire.

## Eastern Region

**Regional Judge:** Bruce Edgington  
**Regional Manager:** Mark Allbut

Unit 4C  
Quern House  
Mill Court  
Great Shelford  
Cambridge  
CB22 5LD

Tel: 0845 1002616 or 01223 841 524  
Fax: 01223 843 224

**This office covers the following unitary authorities:** Bracknell Forest, West Berkshire, Reading, Slough, Windsor and Maidenhead, Wokingham, Luton, Peterborough, Milton Keynes, Southend-on-Sea and Thurrock.

**It also covers the following counties:** Bedfordshire, Berkshire, Buckinghamshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Northamptonshire, Oxfordshire and Suffolk.

## London Region

**Regional Judge:**  
**Regional Manager:** Peter Frost

1st Floor  
10 Alfred Place  
London  
WC1E 7LR

Tel: 020 7446 7700  
Fax: 020 7637 1250

**This office covers all the London boroughs.**

## Southern Region

**Regional Judge:**  
**Regional Manager:** Jim May

1st Floor  
1 Market Avenue  
Chichester  
PO19 1JU

Tel: 0845 1002617 or 01243 779394  
Fax: 01243 779389

**This office covers the following unitary authorities:** Bath and Northeast Somerset, Bristol, North Somerset, South Gloucestershire, Bournemouth, Plymouth, Torbay, Poole, Swindon, Medway, Brighton and Hove, Portsmouth, Southampton and the Isle of Wight.

**It also covers the following counties:** Cornwall and the Isles of Scilly, Devon, Dorset, East Sussex, Gloucestershire, Hampshire, Kent, Somerset, Surrey, West Sussex, Wiltshire.