



The purpose of the Newsletter is to try and assist in the smooth running of the park and to try and **maximise your enjoyment**. May I please ask you set some time aside to read through.

## **SITE RULES**

It is important to say at the outset that your holiday home is permitted to be sited upon Scotts' **private land** on the express and written condition that all customers and persons connected with them adhere to all the Site Rules at all times.

Each year, I turn away many hundreds of thousands of pounds worth of caravan sales, as I feel the prospective customers would be wrong for the park. Any hint of rudeness in their manner, or if I sense they are likely to breach the Site Rules, or if I feel they will upset any of our existing customers, they are not invited to come to view caravans at Scotts. We are very lucky to have very good people on the park, for which I am most grateful, and it is important this remains, as this is one of the most valuable features of Scotts which separates us from other parks.

Many customers buy holiday homes on Scotts **because of our Site Rules** and it is vital the Site Rules are respected by all those coming onto Scotts (and not just the owners).

A hard copy of the Site Rules has been sent to you and a digital version is included in this Newsletter (see pages 8-9). If you have any questions, please let me know.

I shall highlight some of the Site Rules:

**Site Rules 2, 12 and 21:** it is important that all drivers on Scotts adhere to the **10mph speed limit**. It is the responsibility of owners to ensure that all visitors are aware and comply with the 10mph rule.

Please remember: **the 10mph speed limit applies from the time a car comes off Cakeham Road and onto Scotts private land.**

**Site Rule 14(g):** customers should not "deposit rubbish in the skip from outside Scotts or any furniture, BBQ's, mattresses, chairs etc". The only rubbish that can be placed in the customer waste skip are normal household items and grass cuttings. All other items such as those outlined should be removed from the park by the customer.

**Site Rule 14(h):** "rubbish bags should **not be thrown over the fence** and into the skip (often these land on the ground next to skip)" – must go through the door and then up the steps

**Site Rule 14(o):** **customers should not: instruct any large/delivery/pick up vehicles onto internal roads of the park** (deliveries must be made to office only)

If a car has broken down, a customer or user of a holiday home has **no authority** to instruct a pick vehicle or break down service vehicles to come onto the park – this is **private land**. The authority can only be given by Scotts.

Most of the time a pick-up or service vehicle can carry out its duties in the car parking area by the office and not by one's plot. For example:

- ◆ If your car needs a new windscreen or windscreen repair, you must drive your vehicle to the office car park first
- ◆ If your car can be driven, drive it to the office car park for the necessary service/inspection work to be carried out
- ◆ If you are getting a replacement courtesy car, please drive your car to the office car park first and complete the exchange of cars there. Do ask the courtesy car driver to try and find your plot

If your car has broken down and cannot be moved by its own power, we can tow it to the car park area.

**Further notes - Ordering items via post:** please take care when ordering items online to arrive at our office (for your collection), as the PO20 8ED post code sometimes defaults to "Scotts Camping Site" and this could delay matters. Check that the address you select is for "Scotts Holiday Village" and not the Campsite. Please take care not to suggest the delivery should be to your plot (**so do not give your plot number**), as delivery vehicles are not permitted on the internal roads of Scotts (where the static caravans are sited). If possible, always have small items sent to your home address and not to Scotts. Deliveries to Scotts must be on a weekday and between 8:00am – 4:00pm

**Site Rule 17:** **Dogs deemed by the Company to be dangerous or aggressive are not permitted on the park.** If you have a dog, please do not allow it to **constantly bark** inside or outside of the caravan – it is **unfair on others** that have come for a restful stay.

**Site Rule 7:** **No traders or contractors are permitted onto Scotts** without a written licence from the Company to undertake their work on the park; there may be a charge for such a licence. We have all the trades here at Scotts, so there is no need for external contractors to be here (please see page 15 for additional services we provide).

**Site Rules - residency - Rule 1:** this is a long-standing rule, which makes very clear the basis upon which a holiday home has been sold to you. For the sake of clarity, I attach further explanatory notes to avoid any misunderstanding (see page 10). Please be aware, if for any reason you have nowhere else to live, your holiday home cannot be used as a place to live (it is for holiday purposes only); Rule 1(f) will apply.

In summary: Holiday homes are for occasional holiday use, they cannot be used as a quasi-main residence, where they are used mainly for a largely uninterrupted period of six months; to address this issue Site Rule 1(a) includes the term: *"The 183 days should be accumulated over multiple visits and not just one or a small number of visits."*

**Please do not rely on hearsay** as to what this rule means. If in doubt, please contact me.

**Site Rule 2 - friends and family use:** again, this is a long-standing rule and I attach additional notes (see page 11) to again avoid any misunderstanding. The occupation of Holiday Homes is restricted to the owner and their immediate family. The case where the owner never or very rarely uses the Holiday Home, but it is used by a **large pool** of friends/extended family, is not permitted.

**Site Rule 8:** It is not advisable to store easily perishable or valuable items within the sheds; **sheds are not fully water or damp/condensation proof**

**Site Rule 9:** **Rusty boilers can be a fire hazard and shall need to be replaced.** Customers also accept that their personalising (eg: painting) ones Holiday Home or plot may have a detrimental effect upon its value.

**Site Rule 10:** **Bushes** must not be grown against a neighbour's Holiday Home

**Site Rule 13:** If customers have a CCTV camera inside their holiday home, a **clear notice** to this effect should be placed at the entrance door; if the CCTV camera is facing the garden, the notice must be at the entrance gate(s). Care must be exercised so the camera does not point into gardens or windows of other holiday homes.

**Site Rule 14(L):** customers should not: notify the emergency (ambulance, fire or police) or break down services **without also**, as early as is practical, notifying the office (customer should, as far as possible, ensure that such vehicles do not block the internal roads of the park);

**Site Rule 14(p):** **customers should not: put up canopies, awnings or large umbrellas** that could 'take off' in the strong coastal winds we have at Scotts. These are banned from Scotts. There have been examples where umbrellas have taken off and damaged neighbour's or their own caravan; even when they were not in the open position (but folded and in their sleeves). I had to ask one customer to take down a fabric awning, as it was flapping in the wind at all times 24/7 and making a noise, stopping others from getting to sleep.

**Site Rule 14(n):** customers should not ask for groceries or any item to be delivered to individual holiday homes (it is agreed that: Tesco, Sainsbury etc delivery vehicles are not permitted onto the internal roads of the park)

**Site Rule 20:** It is agreed that Holiday Homes are depreciating assets and customers carrying out any DIY work or modifications to a Holiday Home or its plot can have a material adverse effect upon its value.

**Site Rule 21:** A Site Licence can be terminated if the site rental has not been paid in full within three months of the due date. Invoices not paid by the due date (normally 30 days after issue), interest of 15% will be charged (see Licence Agreement).

**Site Rule 13:** We have reduced the threshold for the scale of inconsiderate behaviour towards Scotts staff which would result in Rule 21 being applied (termination of a licence). I am trying to protect my staff and myself from unwarranted stressful encounters and/or communications with a very small handful of customers who may not act with due consideration. There is an extra clause regarding respecting the right of neighbours. Please remind guests of the need to adhere to this rule.

**Site Rule 25: our bank account** – to avoid any payment requests from scam/fake emails. We only have one bank account and the details are listed on your invoice and in the last Site Rule

**Please do not pay rental in advance**, it just complicates the accounting side. Please pay the rent requested on the invoice

## **OTHER ISSUES**

**When paying any invoice or a gas bottle:** no need to send me an email to say you have paid. I shall go through the bank statements and this is the only way the payment can be verified.

**Washing machine in our laundry room.** The length of the cycle depends upon a number of factors including (a) the weight/volume of clothes placed inside; (b) the amount of detergent placed in the washing machine, the more detergent, the greater number of cycles to remove the soap suds; (c) the temperature setting.

**Washing machine in our laundry room.** The prices for washing and drying has been updated to reflect current costs. The washing machine prices were last set 7 years ago; and the dryer pricing was set 23 years ago. See pages 29-31

**Integrated fridge freezers:** during the hot weather, where the temperature inside of a holiday home can reach 40°C or more, the motor of these appliances can be placed under great strain. During summer of this year, some integrated fridge freezers broke down, because of motor failure. Before fitting the new fridge freezers, we increased ventilation to the new appliance (ie: increasing the size of the vent in the floor under the appliance (so outside fresh air can enter), increasing the ventilation on top of the cabinet and also installing a new vent to the side of the cabinet). In summary, the lifespan of such an appliance is dependent upon the quality of the ventilation during hot weather. If you would like us to increase the ventilation to your integrated appliance, please let me know.

**Faults:** if anything goes wrong with your holiday home, please do not assume we have done something that has caused this.

Holiday homes need to be properly maintained not to suffer problems. We offer several checking services and it is up to the customer to select them. For example: if they do not have the boiler serviced, there is a risk of failure at some point; if checks for water ingress are not undertaken, then this may lead to all sorts of problems with the structure of the holiday home; trip switches inside the holiday home need to be flicked up and down on a regular basis, so they function as they should (as they will seize up); fridges must not be over filled, as they could also cause trips to the electricians; if water heaters are not drained down, this increases the likelihood of frost damage in the winter.

When customers decide to give up their holiday homes, we inspect them and find all sorts of problems that require a great deal of work to place them in a safe and saleable condition. Sometimes they are beyond economic repair; for example, water ingress can damage/rot the wooden structure of the holiday home and leads to spongy floors and wobbly walls. Leaking boiler flues can cause expensive damage/rust to boilers.

**Arriving late at night to your holiday home:** it does not happen often, but there may be problems. For example, you have no gas or the electricity has tripped (usually due to the fridge). Given this, it is always advisable to arrive before 4:00pm or to ask us to check your holiday home before hand.

Earlier this year, on a cold Friday evening, I received a telephone call late at night from the son of a holiday home owner. I answered the call and the very first thing I was told "I have no power", in a tone/manner, as if it was my responsibility to ensure the caravan is working as it should. Please explain to others using your holiday home that Scotts is **not a hotel and the responsibility of keeping the caravan in working order lies with the licence holder/owner of the holiday home and not with Scotts.**

Sometimes, I have to ask questions as to what preceded the loss of electricity and again, I am questioned by non owners, why are you asking me that in a dismissive manner. Please ensure that users of your caravan answer my questions, as I am only trying to help them and safeguard the problem does not recur (if that is possible).

As I say above, I vet potential owners, but I do not get a chance to vet all users/visitors. Most of the difficulties I face are not directly from owners, but those connected with them (who, if I may say, sometimes give the impression they **do not value the park or the people running it** and come with an **air of entitlement**) – ignoring 10mph and no entry signs, driving the wrong way around the park, park by other customer plots, block driveways, flush down the toilets items they should not, play golf with large driver club on the play area, allow dogs on the play area, instruct large vehicles onto the park, questioning the validity of the Site Rules etc.

**Map of fire extinguisher cabinets:** there are 36 red twin fire extinguisher cabinets around the park, please see map on page 14 within this Newsletter. The fire extinguishers have water inside them and comply with the regulations.

In the case of a fire, please call the fire brigade and then immediately the office number to let me know.

Prevention of fires is very important, so in consultation with our local fire officer, we have been carrying out fire safety checks on all holiday homes, as stated in Site Rule 9.

If you need to use a water extinguisher, there are many videos online showing how they may be operated. This is one of them:

<https://www.youtube.com/watch?v=vWLCtKr-Tb0>

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**Sand pit in play area:** the sand pit is inspected regularly to level it, remove any weeds and check for any materials other than sand. This year a child was digging fairly deeply and found a thick piece of blunt glass. This may have been in the ground for decades – we have checked for glass in the play area, but I ask parents to keep a close on children in the play area.

Please do not bring any glass bottles or cups to the play area; or anything that would be dangerous for children.

**Gas bottles - phone/email orders:** you can order gas bottles over the phone or **email**, but they do not need to be for at the time of order. NB: **invoices are not normally issued for gas bottle orders.**

With regard to ordering gas bottles via **email**, I would recommend

- ◆ A **separate** email requesting a gas bottle, which specifies the number and size of bottles required
- ◆ In the subject box place the **plot number and the word gas**; that way, I am less likely to miss your request. If the request for a gas bottle is buried in an email which discusses other issues, there is a likelihood it can be missed.
- ◆ Whenever I see an order for a gas bottle, I always send an email to the customer to confirm receipt of the order. **If an email is not sent by me to confirm receipt of the order, then it means that I have not seen the order.**

**Gas bottles - weekday deliveries:** unless there is an urgent request, we aim to deliver gas bottles once a week. If we only have a few gas bottle orders, the delivery is normally on a Friday. **If you would like gas delivered on a day other than our normal delivery day, there will be a charge**

**Gas bottles - weekend deliveries:** we may be able to delivery at weekends, but there is a minimum charge of £10 per bottle, so if you are coming at the weekend, please call us or email during the week to check if you need gas and we can deliver during our normal delivery day

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**Sewer Waste:** sometimes, some drain manholes on the park are becoming blocked. We have found a number of items (that should have been placed in our waste skip) have been flushed down toilets or poured down the sink. Please take care the following items (which were found in the blocked drains) are placed in the skip: cooking fat, noodles, balls of string, wet wipes, nappies, sanitary towels, tea towels, sponges. NB: very cheap toilet paper does not decompose easily.

Please make sure that all those using your holiday home are aware of the above

**Heavy rain:** If we have say several weeks' worth of rain pour down in a day or two, it is possible for the sewer water from the park to move slowly into the main sewer drains serving West and East Wittering. The sewers in West/East Wittering do suffer from slow movement in such scenarios.

**Outstanding invoices:** as mentioned in my covering letter, unfortunately I have been unable to produce the **electrical work invoices** for work we may have undertaken in recent years. I normally add these to the rental invoices, but will aim to get them to customers by the next rental invoice.

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**Electric trip switches inside your caravan:** these should be flicked up and down on a regular basis (at least once a month). If they are not, they are likely to seize and not operate correctly and shall need to be replaced at the time of the electrical test. The electrician has had to change many of these during his testing work, so that a pass electrical certificate may be issued.

**Fridges:** in extreme hot weather, the fridges can request more amperage of electricity, in trying to keep cool and as a result may trip the electric supply to your holiday home. In order to avoid this, try and have as much ventilation to the holiday home whilst you are away and shut the curtains to stop excess sunlight coming in and 'overheating' your holiday home. Inside the fridge, ensure it is not 'over stocked' with items needing to be cooled. Items should not be touching the back of the fridge.

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**Gas tests:** we are up to date with the gas tests. I shall send the certificates to customers this week

**Gas test - essential work:** as mentioned in the Site Rules (no. 9), faulty gas hoses and gas regulators will, in the interests of safety, be changed if found to be faulty during the test. The cost to supply and fit each hose is circa £38+VAT; a regulator, to supply and fit is from £250+VAT (approx).

**Rusty boilers/water heaters:** this could lead to a gas test fail and shall need replacing.

**Power flushing of central heating system:** if your radiators are failing to get as hot as they should, the system may need power flushing with strong cleaning solvents. We can now offer this service, so please let me know if you would like this undertaken on your system.

**Bushes/plants inside your plot:** please note if you have planted bushes in your plot, or if there are bushes in your plot, and they are located right next to another caravan, the bushes are most likely touching the outer wall of your neighbour's caravan. In windy conditions, which are common in The Witterings, disturbing noise can be heard inside the caravan as the bushes rub against the outer wall of the caravan and this prevents some occupants from sleeping. So, please make sure that bushes are cut back and are not touching your neighbour's caravan.

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**Rabbits:** since the first lockdown in 2020, when the park was very quiet, we saw rabbits begin to come onto the park. Hopefully, we shall be able to get specialists in to try and deal with this issue. Some customers have been confusing rabbit droppings with those of vermin

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**Reporting a problem or requesting a job to be undertaken:** unless in an extreme emergency, this should be done with the office staff and not the outside works Staff.

**Reporting issues:** it always best to report issues via phone, **email** or in the office (to the office staff). If reporting via email please take time to explain the issue **clearly and fully**, to reduce any ambiguity in your message. If possible, **please take photos** of issues you wish to report via email; as this will help us greatly in resolving the problem for you. The more information you can give, the better.

**Handover digital PDF file:** those that have purchased a holiday home from us in the last 5-6 years would have been sent a digital file with various information regarding: gas bottles, boiler and electricity – please refer to this, as it may assist you in the first instance

**Visiting the office:** please use the reception door which is on the east side of our offices (not the Sales Office), as the till, gas order book etc are in the Reception Office

**Invoice/estimate query:** if you have a query regarding an estimate or an invoice, please let Nick know in the office via email or telephone

**Insurance:** your holiday home must be insured throughout the time it is on Scotts – this is a condition of the Site Rules. Please send us a copy of your valid insurance certificate with your documents. If you do not have insurance, please arrange this ASAP and send us a copy of your certificate; if you would like insurance from Cass Stephens (Parksure), please call 0800 731 9583 (ref: Scotts Holiday Village). We have their leaflet in the office, should you require further details. NB: if you have purchased a holiday home from us recently, we shall be arranging a quote to be sent to you by Cass Stephens (Parksure) in the near future.

**Old mattresses:** these should not be placed in the skip. The waste company is refusing to take these away. We can dispose of them for you, so please let us know in the office (there shall be a charge). Only domestic household waste can be placed in the skip and grass cuttings (so, no old tables, chairs, BBQ's, sun loungers etc).

**Placing items in skip:** as already mentioned, please do not throw bags over the fencing, my staff are always having to pick up waste bags that have missed the skip! Also, please try and evenly distribute rubbish in the skip, this means, if possible, climbing the steps and placing your rubbish where there are gaps (it will help us enormously). Please make sure that all those using your holiday home are aware of the above

Please note there are two CCTV cameras by the skip (with recording capability) and I will know who is not following the Site Rules.

**First visit for a while:** as mentioned above, if you are visiting your holiday home for the first time in a while, feel free to call/email us first and we can check that everything is working OK and you have enough gas; if you need gas we can put on before you arrive. Last thing one needs is to arrive on a cold evening to find no gas or the electricity has tripped (which does not happen often, but it does occur).

**X Row parking:** when parking on the X Row road, please consider your neighbours, as you may be blocking their car in and they cannot get out

**Parking:** if you have a large vehicle which cannot be brought onto the park, please note that these can be parked just north of the sales office or to the east of it. Commercial vehicles should be parked near our sales office

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**Dogs in grass play area:** please make sure that all those using your holiday home are aware that dogs are not permitted in all of the central grass play area. I have put signs up, but some people are ignoring them. I have even had visitors telling me what constitutes the play area and asking me why they are not allowed dogs in the play area! Again, I am being asked to justify the Site Rules; they are trying to re-negotiate the Site Rules, even though they are not licence holders.

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**Older caravans:** as mentioned in **Site Rule 22**, caravans that fail the fit and proper tests (imposed upon us by the Council) will need to come off the park. Please be aware that if we cannot get a trader to buy such a caravan, it will need to be sent to landfill. The cost of such a task currently amounts to from around £6,000 and is payable by the customer; so, if you believe that your caravan is coming to the **end of its useful life**, it may be worth bearing the above in mind, so you are not faced with such an additional charge.

If a caravan can be sold to a trader off site, there will be desite charges and the amount shall depend on each plot and whether the caravan has decking that will need to be removed. Again, please bear this in mind, these costs can run to many thousands of pounds.

**Referrals:** Thank you to all those customers that introduced friends to Scotts who have gone on to purchase a holiday home from us. Please remember that all such introductions qualify for a £100 reduction in one's rental invoice for each purchaser introduced. If you have a friend that may be interested in a holiday home at Scotts, please call us or refer your friends to our web site [onwww.scottsholidayvillage.co.uk](http://www.scottsholidayvillage.co.uk) To qualify for the above, you must contact us and make the introduction.

**Upgrades:** For those customers wishing to upgrade, we can supply new holiday homes with central heating and double glazing. Please call us for details, we presently have a wide selection of un-used and pre-owned holiday homes for sale. If requested, we shall try to place a new holiday home on your existing plot.

At the rear of this newsletter (pages 16-28), I also attach useful information regarding gas bottles and electricity matters; please take some time to review these pages also.

Regards

Nick Andrews



Subject to any Government restrictions (and any related restrictions/guidelines issued by the Company) the Holiday Home will be available for an overnight stay from 1<sup>st</sup> November 2025 to 31<sup>st</sup> October 2026.

1. Second home rule:
  - a) The Holiday Home is STRICTLY your second home and must not become your main or permanent residence. A main residence is defined as the place you stay at for more than 183 days in a year and/or where you are basing your life. The 183 days should be accumulated over multiple visits and not just one or a small number of visits.
  - b) Owners cannot use Scotts Holiday Village as their Electoral address or as an address for their post.
  - c) Children will only be here on a holiday basis – that is, they will not be going to any school or play group from Scotts
  - d) The Company may at any time ask you to provide proof of your main residence.
  - e) You should not at any time apply for any form of benefits from any government agency against the rental or any other running costs you need to pay on your Holiday Home; or use the Scotts Holiday Village address on any benefit forms
  - f) If it is found that you (or anyone connected with you) are in breach of this rule, you agree to vacate your caravan within 30 days from a written notice being given to you by the Company. A penalty of £1,000 may also be charged to you.
2. The occupation of Holiday Homes is restricted to the owner and their immediate family. The case where the owner never or rarely uses the Holiday Home, but it is used by friends/family, is not permitted. Friends may stay on an infrequent basis and on the condition that the Company is notified first and the owner confirms that all those using the Holiday Home are fully aware of these Site Rules, the one-way system and the 10mph speed limit. The Company reserves the right to refuse anyone from using a Holiday Home. Letting, whether on a cash or non-cash basis, is STRICTLY not permitted and is deemed a serious breach of these conditions and Rule 21 will apply. Persons/owners not readily known to Company staff may be asked for their identity. Keys held by us will only be handed out to owners or those approved by owners.
3. All Holiday Homes, cars and other items are allowed on the site only at owner's risk and no responsibility for any damage, loss, or any other claim can be accepted by the Company; for example: damage from stones thrown up from the road
4. The Holiday Home shall be kept fully and comprehensively insured against all normal risks, including damage, accident and loss. A copy of a valid and up to date insurance certificate must be lodged as soon as possible with the Company. If you do not have insurance please call Cass Stephens on 0800 731 9583 (ref: Scotts West Witt.) to arrange insurance immediately.
5. The Holiday Home must be sited on its allocated pitch. The Company shall have the right to move the Holiday Home from its allocated pitch to any other pitch provided that the owner is informed in writing ten days before the move. The Company also has the right, upon 10 days notice being given, to move a shed, deck or other obstruction in order to allow windows of new caravans placed on an adjacent plot to open fully.
6. The plot/pitch number must be displayed on the Holiday Home.
7. No work on the plot (ie: erection of any structure, tent, fencing, decking, Metposts or similar; or the landscaping of gardens and the laying of slabs) can be undertaken without prior written permission of the Company. There may be a charge for the Company granting such consent. No traders or contractors are permitted onto Scotts without a written licence from the Company to undertake their work on the park; there may be a charge for such a licence.
8. A single, non-combustible shed per plot is allowed. The size, specification and location of the shed to be agreed with the Company. Wooden sheds are not permitted. Where there is a circa 5 metre gap between Holiday Homes, no combustible items (eg: wooden decking, plastic containers/sheds, trees) must be placed within such a gap. It is not advisable to store easily perishable or valuable items within the sheds; sheds are not fully water or damp/condensation proof
9. The Holiday Homes shall be kept by the owners in good repair and condition and fences properly stained; and must be gas tested every year and hold a valid Gas Test Certificate issued by a Gas Safe Registered person approved by the Company. Holiday Homes will also subject to an electricity check to further enhance safety on the park. Where new gas hoses or a gas regulator are required, these will be changed at the time of the test and the notified charge made to the customer. Rusty boilers can be a fire hazard and shall need to be replaced. During electrical tests, if trips switches fail, they will be replaced as necessary at the time of the test, so that a pass electrical certificate can be issued. It is agreed the items that are above ground relating to for example: supports, water, electricity and sewers are the responsibility of the customer. This shall include the meter boxes and the electrical wire from the white meter box to the Holiday Home. Annual Fire safe tests will be carried out by the Company at a reasonable cost to the customer (all holiday homes must be equipped with a fire blanket, fire extinguisher and working smoke and CO alarms). The warranty of parts fitted by the Company will be as per the suppliers warranty terms and the Company will not be held liable for delays in the suppliers in dealing with any issues. It is agreed in full that the holiday home, related items and its plot are the owner's responsibility and not the Company's. A fair charge for all work undertaken by the Company in assisting the customer in discharging the Customer's responsibility will be paid for by the Customer. If the holiday home suffers a water leak, or similar event, the Company has authority to resolve the problem, without notice, and charge the customer a fair price for the work and any other related costs. Customers accept that their personalising (eg: painting) ones Holiday Home or plot may have a detrimental effect upon its value
10. The plot of each Holiday Home and its adjoining area shall be kept tidy and free from litter and refuse. The area of ½ metre outside it must be also be mowed, strimmed and kept tidy. In the case of the Holiday Homes in the north side of the X Row, all the grass in the path at the rear of the Holiday Homes must be mowed. If any part of the grass inside or 0.5m outside the plot is allowed to grow to more than 4 inches, it is agreed the Company will cut the grass without any notice being given and an invoice issued to the customer; the customer agrees to pay the invoice. Bushes must not be grown against a neighbour's Holiday Home. Also, if the Holiday Home is not cleaned and becomes very dirty it will be cleaned by the Company without any notice being given and a reasonable cost invoice issued to (and to be paid by) the Customer.

11. No waste water of any kind shall be discharged over the ground. The washing of cars using hoses is not permitted
12. Cars may not be parked so as to obstruct the road. Vehicles may not be driven in excess of 10 miles per hour on the site by owners or their visitors. NO LEARNER DRIVERS PERMITTED ON THE PARK AT ANY TIME. It is the responsibility of owners to ensure that visitors are aware and comply with the 10mph rule. Parents are asked to ensure that children take care when cycling/walking in the roads around the site. The one-way system must be observed by all occupiers and visitors (it is agreed the Company may drive their vehicles in any direction) and those on electric scooters (including children's)
13. Occupiers and Owners must at all times act with due consideration to:(a) the Company and its staff;(b) other site users; and (c) their neighbours. The Company will not tolerate abusive behaviour or those with anger management issues or those who seek arguments; please ensure that you are aware of all rules and agreements before you liaise with Company staff. The Company reserves the right to operate CCTV around the park and in its offices. If customers have a CCTV camera inside their holiday home, a clear notice to this effect should be placed at the entrance door or gate(s)
14. In addition, Occupiers and Owners shall not:
  - a) cause or permit a nuisance and shall not do anything on the site which may in any way detract from its amenities; or
  - b) allow the large concrete car parking area at the entrance into the park to be used as a children's' play area; or
  - c) use or permit to be used a radio or TV set or any instrument, machine (including lawn mower) or apparatus creating nuisance noise between the hours of 10.00pm - 9.00am. Electronic guitars or any other musical instrument played at a volume that could be heard in an adjacent Holiday Home cannot be played at any time at such a volume; or
  - d) allow a dog to continually bark either inside or outside of the Holiday Home at any time; or
  - e) commit any type criminal offence at Scotts Holiday Village; or
  - f) carry on any trade/business, which includes cutting grass or doing odd jobs (on plots other than their own), at Scotts; or
  - g) deposit rubbish in the skip from outside Scotts or any furniture, BBQ's, mattresses, cardboard boxes, chairs etc; or
  - h) rubbish bags should not be thrown over the fence and into the skip (often these land on the ground next to skip); or
  - i) park large vans, commercial vehicles, motor homes or boats close to any Holiday Home. So long as there is room, no more than 2 vehicles relating to a particular Holiday Home should be parked close to the Holiday Home; or
  - j) bring or leave on site any vehicle without a valid road tax, MOT or insurance or is not in a road worthy condition; or
  - k) bring any gas bottles onto Scotts Holiday Village; gas bottles must be purchased from the Company; or
  - l) allow the number of persons sleeping in a Holiday Home to exceed the standard number of berths; or
  - m) notify the emergency (ambulance, fire or police) or break down services without also, as early as is practical, notifying the office (customer should, as far as possible, ensure that such vehicles do not block the internal roads of the park); or
  - n) drive a vehicle around the park without a full driving licence or driving under the influence of alcohol or drugs; or
  - o) ask for any item or groceries or any item to be delivered to individual holiday homes (it is agreed that: Tesco, Sainsbury etc delivery vehicles are not permitted onto the internal roads of the park); or
  - p) instruct any large/delivery/pick up vehicles onto internal roads of the park (deliveries must be made to office only)
  - q) put up canopies, awnings or large umbrellas that could 'take off' in the strong coastal winds we have at Scotts
16. Occupiers must co-operate to ensure that all communal facilities are kept in a clean, tidy and sanitary condition.
17. Dogs must be kept under control and ON A SHORT LEAD at all times. Any fouling by a dog shall be cleaned away by the owner immediately. Dogs deemed by the Company to be dangerous or aggressive are not permitted on the park. Dogs are not allowed in the play area (ie: whole grass area where sand pit is in middle). Cats are not permitted.
18. All occupants of the site are to observe the terms of these Site Rules and the Licence issued to the Company by the Local Authority and all applicable by-laws and regulations made or issued by any competent Authority.
19. The holiday home may remain sited on its allocated plot if the rental due has been paid.
20. Owners wishing to sell their Holiday Home must offer it to the Company, which will make a fair written offer for the Holiday Home once it has been vacated. The offer will take into account the condition of the Holiday Home and prevailing economic conditions in the holiday homes market. If agreement cannot be reached, the Holiday Home must be sold off site. It is agreed that: Holiday Homes are depreciating assets; and customers carrying out any DIY work or modifications to a Holiday Home or its plot or do not maintain the holiday home or plot or fencing can cause a material adverse effect upon its value.
21. The Company may terminate the licence and refund the site rent in the event of a serious breach of the conditions or if the rental due has not been paid in full within 3 months of the due date. A serious breach of rule 13(a) or a breach of rule 1 or 2 or breach of 10 mph rule is deemed a serious breach of these conditions.
22. There is no time limit relating to how long static caravans can remain on the park. However, caravans suffering from serious chassis rust, or are allowing water/dampness inside, or have spongy floors, or have any other serious defect, or are not in "good repair and condition" as required by Rule 9, or are suspected of not being in a fit state to be inhabited will be inspected by the Company and an assessment made as to whether they can remain on the park. Inspections are normally undertaken during the winter months. Owners giving up their old Holiday Homes (or if their Holiday Home is assessed by the company as not being in an acceptable condition to remain on the park) will be asked by the Company to pay a disposal fee of at least £6,000 (inclusive of VAT) if an external buyer cannot be found for their Holiday Home. If payment is required and not paid, rent is chargeable to the customer at £100 per week until the amount is paid whilst the caravan is on Scotts.
23. The Company reserves the right to: (a) review these Site Rules without notice; and (b) to charge customers a fee from at least £50 for each breach of the Site Rules that has taken place by the customers or persons connected with the customer. It is therefore important that all persons coming onto Scotts are made fully aware of these Site Rules by all customers.
24. The Company will not be held responsible for the cutting of water, sewer, electricity or similar services outside of its control
25. Payments should ONLY be made to us via this bank account: Scotts Holiday Village Ltd; Sort 20 20 65 Acc No: 93155285 and no other. This rule is to prevent any form of online scam/fraud to divert your funds to elsewhere.

## **SITE RULE 1 - RESIDENCY ISSUE**

Over 75% of the enquiries we receive from prospective purchasers of static caravans are from those seeking to live on Scotts. We are very strict and avoid offering for sale static caravans to such persons. In financial terms, we turn away the opportunity to sell the whole of our sales stock of static caravans, many times over each year.

Our steadfast commitment is to ensure that Scotts remains purely a holiday park and is probably the most important (and unseen) single act we perform to maintain the quality and atmosphere of the park. Our aim is for this park not to become a cheap form of social housing.

In addition to our commitment regarding the sale of static caravans to newcomers, it is vital that existing customers do not in any way breach the rules regarding residency. The purpose of this sheet is to highlight the terms of Rule 1 via the following key bullet points:

- ◆ Static caravans on Scotts have always been sold on the clear understanding they are to be a holiday home only
- ◆ That is, customers will have a place elsewhere where they live, that is where their life is based, and the static caravan is merely used as a retreat away from their main residence
- ◆ The static caravan can never become your main residence. A main residence is agreed to be "the place you stay at for more than 183 days a year "and/or where you are basing your life
- ◆ **If you are at the park for 183 days in total (in the preceding 12 month period), these days should be accumulated over a number of visits and not just one or a small number of visits**

Examples of where there is a breach of the Site Rules include:

- ◆ where a customer is spending more time in their caravan at Scotts than at their bricks and mortar property
- ◆ a customer gives us an address of family member or a friend, as they have nowhere else to live, and use their static caravan at Scotts as much as possible
- ◆ a customer's life is based in their static caravan and the customer is only away from here when they are on holiday or visiting friends and family
- ◆ a customer takes a regular local part/full time job; this may be evidence that their life is based in their static caravan with us

In addition, we would not expect our customers to allow the following type of use of their static caravan (which would all be in breach of the Site Rules):

- ◆ a family member or friend has nowhere to live and are offered to use the static caravan to live in
- ◆ a family member or friend is waiting for a council house and in the meantime are using a static caravan on Scotts to live in
- ◆ a family member or friend has sold their house and are waiting to move into their new house and in the meantime are using a static caravan on Scotts to live in
- ◆ a family member or friend is having an extension or repairs undertaken at their house and in the meantime are using a static caravan on Scotts to live in

If you are considering renewing your licence with us, please ensure that you fully understand all the Site Rules and in particular the residence rule, as the rules form the contractual basis upon which you are granted a licence for your static caravan to remain on Scotts.

In summary, Site Rules are not optional, they must all be followed and at all times.

## **SITE RULE 2 - FRIENDS AND FAMILY**

As some of you have noticed, we have people using holiday homes, particularly in the summer months, who are not the owners and who may not have been on the park before.

Some are seen driving the wrong way round, ignoring no entry road signs and the 10 mph speed limit and appear to have no knowledge of our Site Rules. Some are purely focused on their desire to have a good time and are oblivious of their obligations under the Site Rules to respect the rights of other users on the park.

The effect of the above is to bring an element of anti-social behaviour to the park, which is wholly unfair to those that abide by the park's Site Rules.

There is nothing more pleasing than seeing folk enjoying themselves and having a restful stay at Scotts, however, during this summer we have received a very small number of complaints/observations from customers relating to non owners using holiday homes and being so focused on having a good time, they forget (or are totally unaware of) the need to:

- ◆ act with due consideration to other site users (Site Rule 13)
- ◆ not to play music at a high volume (Site Rule 14c)
- ◆ not to allow a dog to continually bark (Site Rules 14d)

The relevant conditions that deal with the use of one's static caravan by friends and family are within Rule 2 which states:

- ◆ The static caravan's use is "restricted to the owner and their immediate family"
- ◆ "Friends may stay on an infrequent basis and on the condition:
  - ◆ that the Company is notified first and
  - ◆ those using the Holiday Home are fully aware of the Site Rules."

The issue of what is meant by "infrequent basis" will be subject to a common-sense interpretation; however, examples of what is not acceptable and in direct breach of this Site Rules, includes the following:

- ◆ the owner of the static caravan hardly uses their caravan, but has 'friends' using it regularly
- ◆ the caravan is used like a hotel or a time share, with new occupants (other than the owner) are arriving within hours of the previous ones leaving
- ◆ the owner of the static caravan does not use it (or very rarely uses it) in the summer months, but we see 'friends' regularly occupying it

The appearance in such scenarios is that the static caravan is being let out by the owners and under Site Rule 2:

- ◆ Letting, whether on a cash or non-cash basis, is STRICTLY not permitted and
- ◆ is deemed a serious breach of the Site Rules and can lead to termination of the licence granted to the owner of the static caravan.

That is, the Company does not need to prove that cash has changed hands for the above terms to apply. There are therefore serious consequences if owners are deemed to be in breach of Rule 2 regarding the issue of letting

**SCOTTS HOLIDAY VILLAGE  
LICENCE APPLICATION FOR 2025/26**

Scotts Holiday Village Ltd and Sussex Leisure Ltd ("The Company")  
Cakeham Road, West Wittering, West Sussex PO20 8ED Tel: 01243 672 185

**Plot xx**

LICENCE APPLICATION

1. I/we hereby confirm that I/we have read carefully and agree in full to the Site Rules for 2025/26 and to the fees specified below.
2. I/we hereby apply for a licence permitting the stationing of my holiday home on an approved standing for the period from 1<sup>st</sup> November 2025 to 31<sup>st</sup> October 2026 and for the holiday use only occupation for the same period on the condition I/we and persons connected to us adhere to the Site Rules at all times
3. I/we understand and agree that:
  - a) The licence for my Holiday Home is personal and is not transferable to any other person and that no payment is refundable except by special arrangement with The Company.
  - b) The Company shall have a general lien upon my/our holiday home in respect of the site rent and other reasonable charges.
  - c) If I/we do not make the necessary Site Rent payments within three months of the due date, I/we permit The Company to:
    - i. remove my/our holiday home from its plot and to sell it together with its contents for such sum as it thinks fit and to deduct the sums due and account to me/us for the balance; and
    - ii. charge me/us an administration fee of £100 per reminder letter or production/undertaking of workings to calculate the rent outstanding and interest at 15% pa from due date
4. I/we agree that if any invoice (including the rental invoice) issued to me/us is not paid within 30 days, interest at 15% is chargeable and would need to be paid by me/us
5. I/we confirm to The Company that my/our Holiday Home is not and will not become my/our main or permanent residence. It is designated as my/our Holiday Home. If for any reason we have nowhere to live, we shall not rely on my/our holiday home as a place to live or to self-isolate if I/we contract a virus such as Covid-19. This term also applies to anyone connected to me/us using the holiday home.
6. I/we understand that my/our holiday home cannot be rented out and we can lose our licence if the holiday home is rented out for cash or non cash basis. I/we also understand that if my/our holiday home is used by 'friends' on a substantial basis and I/we rarely use the holiday home, this will result in a breach of Site Rules and I/we risk the termination of our Licence.

SITE FEES AND CHARGES FOR 2025/26

Total rent for season	X,XXX
Payable by 31st October 2025 (or if later, as stated on the 1st rental invoice for 2025/26)	X,XXX
Payable by 31st March 2026 (or if later, as stated on the 2nd rental invoice for 2025/26)	X,XXX

The above excludes insurance, gas and electricity. The estimated charge for electricity is around 38p per unit; the charge for electricity will have an additional standing charge of £87.50 per annum; final invoices for electricity are to be rendered in October 2026 in accordance with a meter reading.

An estimate of half of the electricity to be consumed in 2025/26 will be billed in March 2026 with the actual balance (based upon a meter reading) payable by 31<sup>st</sup> October 2025. NB: The estimate used in the March 2025 bill will be based upon half of the electricity consumed in the previous season (or an average use cost).

*Please continue over leaf*

SCOTTS HOLIDAY VILLAGE  
LICENCE APPLICATION FOR 2025/26

Scotts Holiday Village Ltd and Sussex Leisure Ltd ("The Company")

Plot xx

CONFIRMATION OF AGREEMENT

I/we hereby firstly confirm that I/we understand that my/our Holiday Home is permitted to be sited upon private land belonging to the Company on the basis that I/we adhere to the Site Rules. I/we have read carefully and understood the terms of this licence application form and also all the accompanying Site Rules for 2025/26; I/we hereby also confirm my/our agreement to all the terms and rules without any exceptions. Specifically I/we expressly agree:

- 1) I/we confirm my/our understanding and agreement that we shall not travel at more than 10mph on/in a vehicle whilst on the grounds of Scotts Holiday Village and we shall use our best endeavours to ensure that all our visitors are also aware of the need to comply with this rule. We unconditionally agree that speeding on Scotts by me/us or anyone connected with or visiting my/our holiday home may result in our Licence being revoked (per Site Rule 21).
- 2) I/we agree with the terms of Site Rule 22 in full.
- 3) I/we confirm to The Company that my/our Holiday Home is not and will not become my/our main or permanent residence (or the main residence of anyone connected with me/us). It is designated as my/our Holiday Home for occasional holiday use. I/we explicitly re-affirm my/our understanding and acceptance without reservation of the terms of Site Rule 1(a) to 1(f) of the 2025/26 Site Rules and agree to be bound by them in full.
- 4) I/we agree that we shall at no time rent out our holiday home; I/we understand that our licence may be revoked under Site Rule 21 if we rent out our holiday home
- 5) If I/we or any of our visitors are in breach of any of the Site Rules (such as speeding or driving the wrong way round the park or allowing/instructing large/delivery vehicles onto the park without first notifying the Company) and the Company needs to contact me/us, then the reasonable time spent by the Company in dealing with such an issue will be chargeable and payable by me/us. I/we understand the minimum charge will be £50 per breach.

Signed .....

*Note: all applicants must sign above*

Data as per our database

Please enter any changes/additions below

- Email address (1):
- Email address (2):
- Tel. Home:
- Tel. Work:
- Tel. Mobile:
- Car Reg:
- Car Reg:
- Car Reg:

**EXAMPLE  
ONLY**

If any of the details above on the left are incorrect or are out of date, please strike through and enter correct details on the right above.

NOTES:

I/we confirm my/our holiday home is insured; and enclose a copy of our insurance schedule (if not with Cass Stephens).

If your holiday home is not insured, please tick here (we shall arrange a quote for you) .....

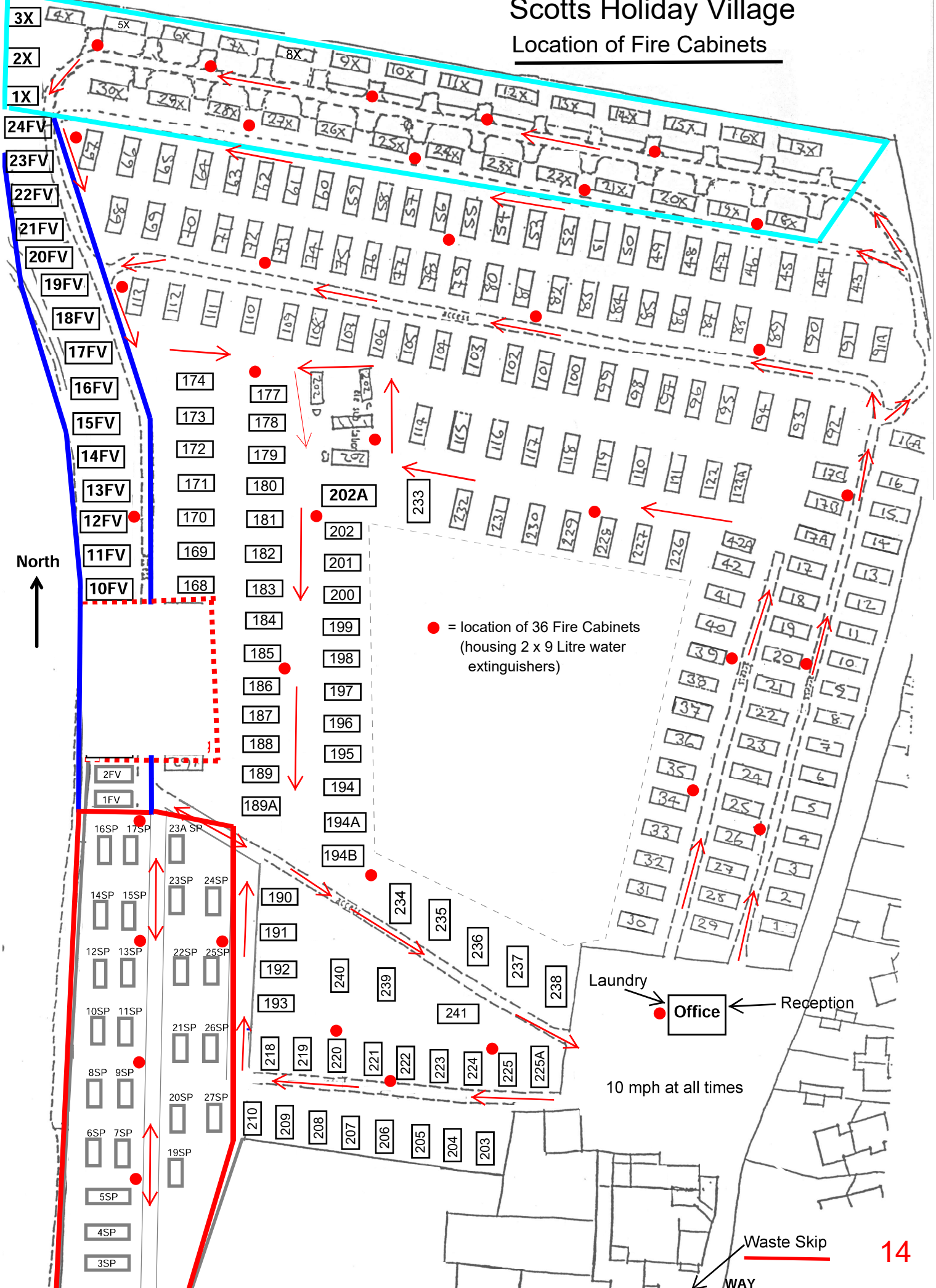
No licence agreement is valid without the correct completion of this form. Payments received without the correct completion and return of this form will not constitute a licence application.

Plot xx

PLEASE COMPLETE GREEN COPY AND SEND BACK VIA POST (NOT EMAIL) - *thank you*

# Scotts Holiday Village

## Location of Fire Cabinets



● = location of 36 Fire Cabinets  
(housing 2 x 9 Litre water  
extinguishers)

North  
↑

Laundry  
Office  
Reception

10 mph at all times

Waste Skip  
WAY  
14

## OPTIONAL SERVICES

Grass Cutting: the charge is for fortnightly cuts to 31 October 2026.

Waxoyl: We shall apply clear waxoyl using a high-pressure spray gun on the chassis of your holiday home - this is important for holiday homes without a galvanised chassis

Caravan (and deck) wash: please only pay this amount if you want a caravan (and deck) wash carried out from now. *NB: The cost of washing a holiday home and deck would be higher than that indicated on the invoice. You will be billed any additional costs in due course. The cost of holiday home and deck clean will depend upon the time it shall take to clean and this in turn shall depend upon how dirty the holiday home and deck are.*

Gas boiler service: if you have a combi boiler this is especially important to have an annual service

Gas cooker service: we also can do such a service, please consider this if you are having issues with your cooker hobs, grill or oven

Gas fire service: again, it is always important to have this service if you have a gas fire in the lounge

Check for dampness: quite often the sealant between the external panels of holiday homes become brittle and crack; when this happens, this allows water to penetrate into the wooden sub frame of the holiday home and also onto the wooden floor. I would highly recommend such a check is carried out for peace of mind. Each year we see many homes that have suffered from water ingress (which can be expensive and time consuming to repair).

Glazing lock service: again, a recommended service to keep locks in good condition

Glazing lock service and upvc windows cleaned: for those wishing to keep their upvc looking good

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If you would like us to:

- ◆ Check your gas bottles each week (£5.95 per check); or
- ◆ Check the inside your holiday home (£24.25 per check)

please tick then relevant boxes under the TOTAL AMOUNT DUE wording

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We can also carry many other services such as:

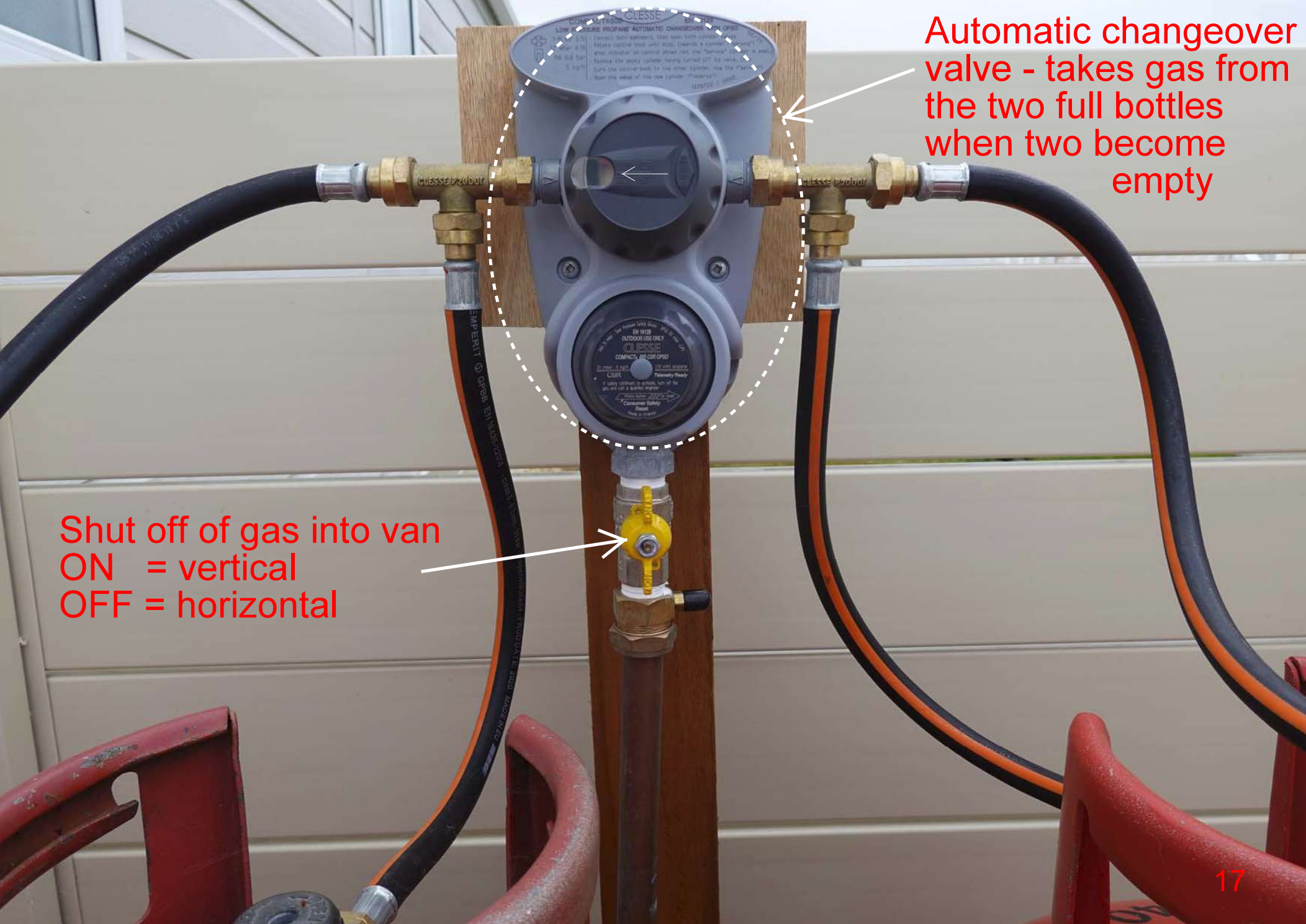
- ◆ Cleaning upholstery and carpets
- ◆ Staining/renewing fencing and gates
- ◆ Supplying and fitting new gates hinges and latches
- ◆ UPVC skirting
- ◆ Building a new veranda



LEFT PAIR

RIGHT PAIR

Gas bottles empty in pairs  
(so you would never order just one  
bottle if you have a set of 4)



Automatic changeover valve - takes gas from the two full bottles when two become empty

Shut off of gas into van  
ON = vertical  
OFF = horizontal



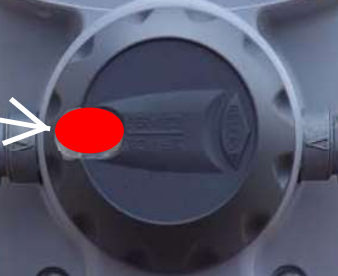
gas

gas

No gas is being drawn from bottles on the right (at the moment)

Indicator is RED  
so both bottles  
on left are empty

COMPACTASIS CLESSE EN 5822  
LOW PRESSURE PROPANE AUTOMATIC CHANGEOVER WITH CSK



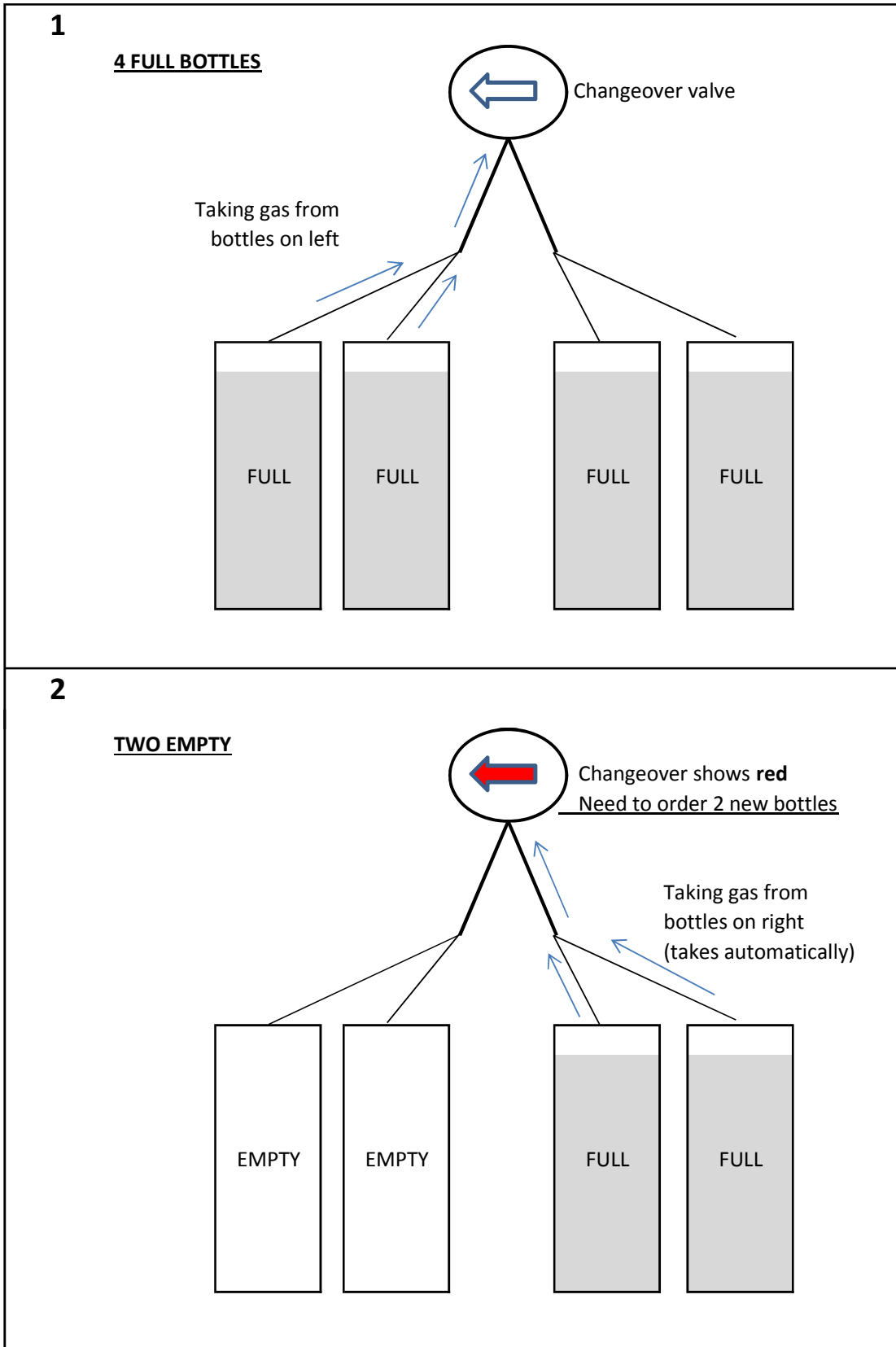
gas

No gas now coming  
from bottles on left  
(as indicator has gone  
red to say they are  
empty)

gas

IMPORTANT

**NOTE: ROCKING OF BOTTLES (TO AND FRO) IS NOT THE WAY TO ESTABLISH THEY ARE EMPTY. The ground may be uneven and it can be easy to rock a full bottle**

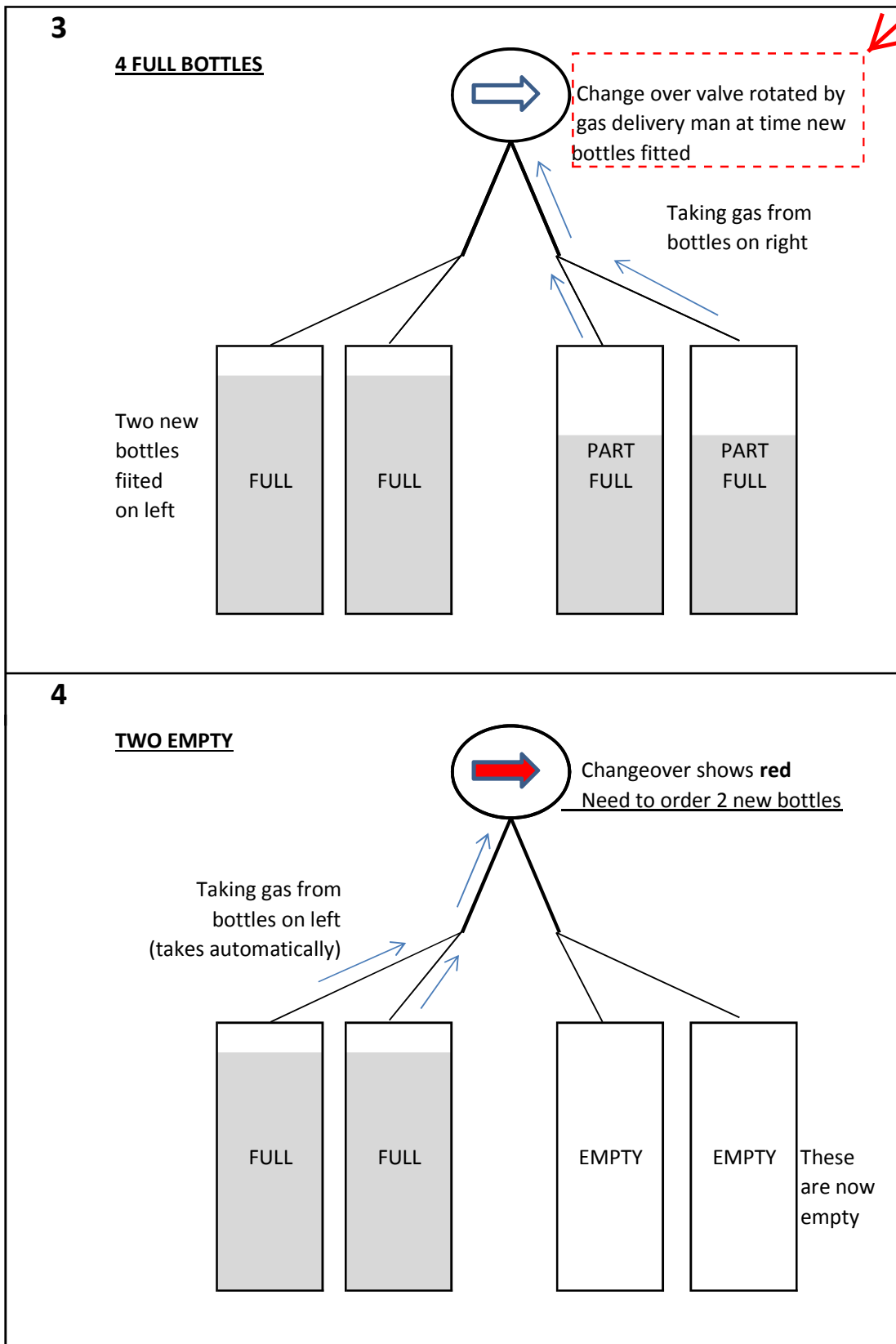


The changeover valve must not be rotated by the customer. Always leave gas bottles on.

If you run out of gas TOTALLY and new gas bottles have been put on:

- turn on gas cooker first and run for a few minutes (to remove any air in gas pipes)
- then turn on boiler (do not turn on boiler first)

You may smell gas by the boiler when gas bottles are very low and drawing the last gas



The changeover valve must not be rotated by the customer. Always leave gas bottles on.

If you run out of gas TOTALLY and new gas bottles have been put on:

- turn on gas cooker first and run for a few minutes (to remove any air in gas pipes)
- then turn on boiler (do not turn on boiler first)

You may smell gas by the boiler when gas bottles are very low and drawing the last gas



THIS IS A HIGH PRESSURE GAS  
PLEASE READ THE INSTRUCTIONS  
BEFORE USE

11.7KG

CYLINDER PRECAUTIONS  
DO NOT USE WITH THE CORRECT REGULATOR

UNIQUE  
EXTREMELY FLAMMABLE  
Keep out of reach of children

The bottle needs to be shut off if the hoses split and gas is leaking from them

Check bottle is open

open

Usually found in main bedroom cupboard

Internal trip switches



This installation, or part of it, is protected by a device which automatically switches off the supply if an earth fault develops. Test quarterly by pressing the button marked 'T' or 'Test'. The device should switch off the supply and should then be switched on to restore the supply. If the device does not switch off the supply when the button is pressed, seek expert advice.

# Trip switches



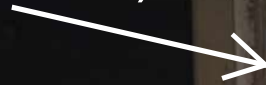
Flick these up and down at least once a months, so they do not seize

Make sure these  
are in the UP position.

If down, flick up and  
down several times



electric trips  
here (just lift  
the plastic window)



If you have a modern electric meter white box, as above, you can safely access the trips via the plastic window shown above.

If there is no electricity try the trip switches inside the holiday home and then these trips (if you have a modern meter box, as above)



Stop cock (water)

**WASHING MACHINE  
PROGRAMMES, APPROXIMATE DURATION AND PRICES**

WASH CYCLE		At default temperature	
		<u>APPROXIMATE</u>	
		Hrs:Mins	Minimum Price
1	Anti Stain	3:00	£9.00
2	Whites	3:00	£9.00
3	Cotton	1:55	£5.80
4	Eco Cotton	3:25	£10.40
5	Synthetics	2:00	£6.00
6	Anti Allergy 60c	3:05	£9.40
7	Anti Allergy 40c	3:15	£9.80
8	Lingerie	1:20	£4.00
9	Baby	2:25	£7.40
10	Bed and bath	1:45	£5.40
11	Cotton 20c	3:00	£9.00
12	Shirts	1:20	£4.00
13	Wools	1:20	£4.00
14	Delicates	1:15	£3.80
	Rinse	0:49	£2.60
	Spin+Pump Out (drain only)	0:10	£0.60

**COINS TO USE FOR ELECTRONIC TIMER**

£1 gives 20 mins  
20p gives 4 mins

**Does not accept:** £2 coins, 50p, 10p, 5p or 1p

# **PROCEDURE - PLEASE READ FIRST**

- 1st Put your washing in the washing machine
- 2nd Have money ready and place in the coin mechanism timer (located above the washing machine on the wall). Only accepts new £1 coins and 20p
- 3rd Once the coin machine has money in it, electricity will be given to the washing machine and its digital display will light up
- 4th Rotate the dial on washing machine to the preferred programme
- 5th Place as many coins as needed and ensure the time left on the green display of the coin mechanism is at least the time required by the programme selected (as also shown on the display on the red washing machine). *NOTE: the timer starts to run down from the moment you place the first coin, so make sure you have your coins ready before placing the first one in*
- 6th Press START on the washing machine

## **NOTES:**

You can add more money to the coin mechanism during the cleaning process, so as to ensure the wash will be completed

If you do not put enough money, the electricity will be cut off and the door cannot be opened (the wash will also not be completed)

## **REASONS WHY YOUR WASH MAY TAKE LONGER THAN:**

- ORIGINAL TIME SHOWN ON THE MACHINE  
WHEN YOU START**
- SHOWN DURING THE WASH**
- SHOWN ON THE PRICE LIST**

If you put too many clothes in the washing machine

If you put too much detergent in the washing machine

If you increase the temperature of the wash