

Site Rules for the St Christopher Caravan Site

Brechin Road | Montrose



Action	What this means
Verbal Warning	We will tell you that you have broken the rules and ask you not to do so again. We will tell you what will happen if you do. This warning will be recorded in our files.
Written Warning	We will write to you to tell you that you have broken the rules and ask you not to do so again. We will tell you what will happen if you do. This warning will be recorded in our files.
Notice to Quit	We will write to you to give you a reasonable period of time to leave the site (usually 28 days).
Legal Actions: Interdicts, Anti-Social Behaviour Orders, etc.	We will take you to court to prevent you causing nuisance or alarm by using these legal tools.
Eviction	We will take you to court to make sure you leave the site. You may have to pay court costs if we have to evict you.

Contact our ACCESS line on 08452 777778 if you want this leaflet translated into Chinese, Urdu, Hindi or Punjabi, or in large print, audio or Braille.

You have the right to make a complaint about a council service to the Scottish Public Sector Ombudsman. Any such complaint must be submitted within 12 months of the day when you first had notice of the matter you wish to complain about.

Scottish Public Sector Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX. Tel: 0870 011 5378, Fax: 0870 011 5379, email: enquiries@scottishombudsman.org.uk website: www.scottishombudsman.org.uk

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- Complaints of other anti-social behaviour such as: excessive noise, family disputes, infrequent disturbances, complaints about pets, visitors and/or children - We will interview the complainer within ten working days.
- 14.3. You, together with any person living at or visiting the stance, including children, other family members, partners, lodgers, friends and sub-tenants must not:
- Threaten or cause nuisance or annoyance or generally act in an anti-social manner, or pursue a course of anti-social conduct against any person in the vicinity or neighbourhood of your stance
 - Threaten or cause nuisance or annoyance to employees of Angus Council or any other authorised persons in the performance of their duties for the Council or undertaking work on behalf of the Council
 - Harass or discriminate against any other person on the grounds of race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status in the vicinity or neighbourhood of your stance
 - Behave in a manner which is violent or amounts to violence or threaten violence against another person in the vicinity or neighbourhood of your stance.
- 14.4. If you do cause nuisance or annoyance in the ways outlined above, and fail to stop doing so when we ask you to, we will take steps to have your lease terminated and you could lose your stance (Please see Section 15.2).

15. TERMINATION OF LEASE

- 15.1. You should give seven days written notice of your intention to terminate your tenancy. You should make sure that you have paid any rent due before you leave the site.
- 15.2. If you break any of the rules outlined above, we may take any or all of the following actions: (see table opposite)
- 15.3. We do hope that these actions will not be necessary and that all tenants have a peaceful and enjoyable stay at St Christopher's.

1. WARDEN CONTACT

- 1.1. There is a Site Supervisor (or Warden) looking after this site. You can normally contact the Site Supervisor between 9 am and 5 pm, Monday to Friday, at the Site Office. You can contact the Site Supervisor if you have any questions or problems about your stay at St Christopher's.
- 1.2. If the Site Supervisor is not available, you can contact staff at the Montrose ACCESS Office, Town House, High Street, Montrose, DD10 8PH Tel: (01674) 673280, 9 to 5 Monday to Friday.

2. TEMPORARY ABSENCE FROM SITE

- 2.1. If you intend to be away from your stance for more than a week, you should notify the Site Supervisor beforehand.
- 2.2. If you are away from your stance for four weeks without giving prior notification to the Site Supervisor, it will be assumed that you have given up your stance. Further information about this is included in Section 7 of your lease agreement.

3. CHANGES IN HOUSEHOLD

- 3.1. Please notify the Site Supervisor if someone leaves or joins your household. For example, if a partner comes to live with you or you have a child, you should let the Site Supervisor know as soon as possible.

4. CLEANLINESS

- 4.1. You must keep your caravan stance and your toilet block clean and tidy at all times.
- 4.2. All dry household rubbish must be put in the wheelie-bins which are supplied and emptied by the Council. You must not place hot ashes in the wheelie bins.
- 4.3. Waste water from caravan sinks should be poured down the drain provided and not emptied on the ground.
- 4.4. You must not pour oil, melted fat, or paint down the drain. You can get advice on recycling these materials from Broomfield Recycling Centre (see map).
- 4.5. No rubbish, litter or dog excrement is to be left on the site or the surrounding area.

5. MAINTENANCE

- 5.1. You will be held responsible for any damage to the structure, fittings and drains in your own toilet block which is not due to fair wear and tear. No alterations may be made to the toilet blocks.
- 5.2. You must immediately report any damage to the toilet blocks or fittings to the Site Supervisor. The Council will carry out any repairs and you will have to pay for any repairs which are not due to fair wear and tear. If an urgent repair is required out of office hours, please telephone the ACCESS Line: 08452 777 778
- 5.3. The Council will try to respond to repairs within the following target times:

emergency repairs	within two hours
urgent repairs	up to two working days
routine repairs	up to ten working days
non-routine repairs	up to twenty working days
complex repairs	up to three months

Further information about these categories and other information about repairs are available on the Housefacts leaflet RT2 How to Report a Repair.

- 5.4. You must not damage any trees, shrubs, plants or fences on the site, or on surrounding land. (You must report any damage immediately to the Site Supervisor.)
- 5.5. You must allow Council employees or any other persons authorised by the Council, access to your stance or toilet block to carry out required repairs. Access will normally be between the hours of 8 am and 6 pm or by agreement with you.
- 5.6. We have the right to come to your stance or enter your toilet block to inspect them and their fixtures and fittings or carry out repairs to them or adjoining property during reasonable times of the day. We must give you at least 24 hours notice in writing. We have the right of access to your stance or toilet block to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. If you refuse us entry, we will have the right to make forcible entry providing we

have given you every reasonable opportunity to allow us access voluntarily. If we have to make forcible entry to your toilet block, in this situation, you are liable for the costs of any damage reasonably caused. We have the right of access to the common parts at any reasonable time.

6. ANIMALS

- 6.1. Animals may be kept only with written permission from the Council. (Applications may be made to the Area Manager, Montrose ACCESS Office, Town House, High Street, Montrose).
- 6.2. Permission may be withdrawn for any individual animal if it is not kept under control at all times.
- 6.3. Steps will be taken to bring your lease agreement to an end (See Section 15.2) if you continue to allow your animal to be a nuisance after permission has been withdrawn.

7. VEHICLES

- 7.1. You are allowed to park one vehicle on your stance. Other vehicles must be parked in the parking bays provided. A maximum of two vehicles may be parked at the Council's discretion. A vehicle is defined as being: a car, a motorcycle or a light van.
- 7.2. You may only park a maximum of 1 caravan on a single stance or 2 caravans on a double stance.
- 7.3. No motor vehicles may be parked or driven on the grassed areas.
- 7.4. No heavy plant, e.g. road rollers, lorries, horseboxes, JCBs, tractors, earthmovers and generators, will be permitted on the site. You may wish to rent an industrial unit for this purpose - you can contact the Development Assistant of Angus Council's Economic Development Unit on 01307 473766. If you rent a unit, you will have to enter into a formal lease agreement for which you may incur legal costs. Rental is paid quarterly in advance, with the first quarter's rental due on date of entry. No businesses associated with motor vehicle trades are allowed in these industrial units. Priority is always given to firms employing staff in the units, rather than those just using the units for storage.

Montrose



- 7.5. For the safety of the occupants of the site, the speed limit on all roads within the site is 10 mph.
- 7.6. You may only carry out minor repairs to vehicles registered by you or any other member of your household and which you or another member of your household normally and regularly use, so long as this does not cause nuisance, annoyance or danger to other people.
- 7.7. All caravans and vehicles are to be kept in a roadworthy condition at all times. Wheels must not be removed from the caravans or vehicles except briefly for repairs.

8. VISITORS

- 8.1. You may allow visitors to stay, for a maximum of three weeks. Please ask the Site Supervisor for permission, which will not be unreasonably withheld.
- 8.2. Visiting caravans will not be permitted on the site, as there is not enough space to safely allow this.

9. FIRE REGULATIONS

- 9.1. The Council provides fire-fighting equipment which must be kept in working order at all times. The Council will maintain these items on a regular basis. The Site Supervisor will give instructions as to what to do in the event of a fire and you must make sure that your family are familiar with these instructions. You must not use fire hoses for cleaning vehicles or caravans. Any resident found to be tampering or interfering with fire safety equipment will be asked to leave the site immediately.
- 9.2. For the safety of occupants, you are strongly advised to fit a smoke detector in your caravan. These devices can give you and your family valuable time to escape in the case of a fire.
- 9.3. You must keep gas containers outside in the open air, or in a compartment within the caravan specially designed for the storage of gas. Only two Calor Gas cylinders per single stance are allowed at any one time. However, if there are two caravans on the stance, three cylinders will be allowable (i.e. one for each caravan and one spare.) Cylinders must be in use or stored upright at all times.
- 9.4. No petrol or other inflammable liquid may be stored on the site other than in the fuel tanks of vehicles or a maximum of 5 litres of petrol/diesel in an approved container.
- 9.5. The site roads must be kept clear at all times.

10. ELECTRICAL EQUIPMENT

- 10.1. You are responsible for replacing light bulbs or fuses in your toilet block.
- 10.2. You must not modify or interfere in any way with any of the electrical fittings provided.
- 10.3. Before any electrical connection is made between the electrical outlet and the caravan, the caravan must be fitted with an approved weatherproof plug. Any such connection and any equipment connected to any socket outlet must conform to Electricity Board standards
- 10.4. The interconnecting cable between the 16 amps. stance socket and the caravan is to be in one complete length.
- 10.5. The cable is to be of a size capable of carrying 16 amps., i.e. 2.5 mm 3 core flexible cable.
- 10.6. The cable is to be connected directly into the caravan consumer unit (circuit breaker where fitted), or through a plug and socket of approved manufacture for caravan installation, fixed to the underside of the caravan.
- 10.7. The cable should be no more than 8 metres long.
- 10.8. The maximum loading at each stance is 3.8 kw (see 7.12 Electric Load Guide*)
- 10.9. No electric cookers are allowed
- 10.10. The internal wiring of the caravan will be subject to a safety inspection by the Council's Electrical Clerk of Works or another person appointed by the Council. Should the tenant be able to produce a certificate from an approved N.I.C., E.I.C. electrical contractor indicating for safety and that it has passed the test, then an inspection by the Council will not be carried out.

- 10.11. You are responsible for ensuring that proper safety standards are maintained where electrical equipment which does not belong to the Council is being used. The Council will not be held responsible for any injury to persons, damage or destruction or loss sustained through the use of such equipment which fails to meet current safety standards (if you are in any doubt, please contact the Site Supervisor).
- 10.12. *Guide Relating to Maximum Electric Load

Appliance	Load
Lights	0.1 kw each
2 Bar Electric Fire	2.0 kw each
Electric Kettle	2.0 kw
Television	0.5 kw
Radio	1.0 kw
Fridge	0.5 kw
Small Fan Convector Heater	2.0 - 3.0 kw

11. GAS EQUIPMENT

- 11.1. For your safety and the safety of other caravan occupants, you should make sure that you have your gas appliances checked at least every 12 months by a CORGI-registered installer.

12. WORK OR TRADE

- 12.1. You may not run a business or trade from the site without prior permission from the Council, which will not be unreasonably withheld.
- 12.2. You may not collect or store scrap metal or other industrial items on the site.
- 12.3. Burning of tyres, insulation from cables, waste or any other materials is forbidden.

13. AERIALS ETC.

- 13.1. Television aerials may be erected at your stance. However, you must apply for permission for any other type of aerial, e.g. Sky dish, CB aerial.
- 13.2. You may not erect any other structures on the site except with prior consent of the Council. Application forms may be obtained from the Area Manager, Montrose ACCESS Office, Town House, High Street, Montrose.

14. ANNOYANCE TO OTHER TENANTS

- 14.1. If you have a complaint about nuisance, annoyance or harassment being caused by a neighbour (or anyone living with him/her or his/her visitors), you should report it to the Site Supervisor/Warden. We will try to respond to your complaint quickly. If, after investigation, there are good grounds in our opinion for your complaint, we will take reasonable steps to try to prevent the behaviour happening again. These steps may include mediation or legal action. For further information please consult the Housefacts leaflets, M2 entitled 'Being a Good Neighbour', M6 entitled 'Anti-Social Behaviour Orders' and M7 entitled 'Help with Neighbour Problems'.
- 14.2. We will deal with complaints of anti-social behaviour as follows:
 - Complaints of extreme behaviour such as: drug-dealing, unprovoked assault, violence, racial harassment - We will interview the complainer within two working days;
 - Complaints of serious anti-social behaviour such as: threatening or abusive behaviour, frequent serious disturbance, vandalism, damage to property - We will interview the complainer within three working days;

KEY

- St Christopher Caravan Park
- Montrose ACCESS Office
- Broomfield Recycling Centre