

## Hawthorn Farm, Quex Park & Little Satmar Questions & Answers

### Q. When can I use my Holiday Home?

A. The Park is open from mid February until the end of October, there may be an extension period available at the end of the season. You can use your holiday home during this period. During the closed period maintenance visits are allowed by prior arrangement with the park manager.

### Q. How long can I keep my Holiday Home at the Park?

A. The agreement is for 20 years from the date when first purchased as a new home, after this period you will be able to continue to use your home but ownership will not be transferable on the park. (Some older homes may still be on the previous 15 year agreement)

### Q. Who can use my Home?

A. The home is exclusively for use by yourselves and close family and friends for holiday purposes only, no subletting is allowed. The park manager should be advised in advance of family and friends using the home.

### Q. Are dogs allowed on the park?

A. Yes, dogs are allowed subject to the manager's approval, and must be exercised off the park grounds and kept on a lead at all times when on the park.

### Q. What are the car parking arrangements on the park?

A. One car can be parked beside the holiday home when the ground is in ideal condition, otherwise the tarmac parking areas must be used. Other than authorised trade vehicles, Commercial vehicles are not permitted on the park.

### Q. How much is the Annual Ground Rent and when is this payable?

A. The cost of 2021 site fee is £3,792.00 payable in four instalments, £942.00 by 1st February followed by three payments of £950 on 1st April, 1st May and 1st July.

### Q. What is included in the Annual Ground Rent?

A. All site management costs, rates, waste and water charges, but not electricity, which is metered and billed separately every 6 months, nor gas bottles, which are available from the park office. The current cost of a 19kg bottle is £43.10.

### Q. Can we have decking?

A. Yes, as long as it is within the park guidelines, the park manager will be able to provide details of this and our approved decking companies. No construction of any sort can take place without park and office approval.

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**Q. How do I sell my Home?**

A. You are free to re-sell your home at any time during your agreement period. Once you have decided to sell, our parks must be made aware of your intention in writing. You are free to advertise it yourself but we also promote all sales from our head office. Obviously all prospective purchasers must be approved by the park manager before completing the sale. All on park re-sales are subject to a 15% commission plus VAT.

**Q. Can I have a shed and/or patio?**

A. Yes, all sheds must be approved by the park manager. No wooden sheds are permitted, they must be either plastic or metal and comply with current fire regulations. All ground work must be approved by the park manager and head office too, prior to commencing.

**Q. Can I have Satellite Television?**

A. Yes, subject to approval of siting of the dish.

**Q. Do we need a separate T.V. license for our holiday home?**

A. In most cases you shouldn't, check your license at home and it should cover one television outside your residential address.

**Q. What rating is the electric supply?**

A. The electric is 10amp which is ample to cover your everyday needs, although heavy duty fires, fan heaters, etc are not permitted.

**Q. Do we need to drain down the home at the end of the season?**

A. Yes, this should prevent leaks and bursts in the colder months, however we cannot guarantee this. We offer the service of a drain down at the end of the season and we reconnect and test before the park re-opens in spring. Ask a member of staff for this service.

**Q. What is the process for buying a holiday home?**

A. Once you have decided to purchase a holiday home, a minimum deposit of £1,000 will be required as a sign of commitment and to reserve the home and pitch. At this time we require proof of address in the form of a Council tax bill and a utility bill to accompany our purchase form. Upon committing to the purchase we will send out the required paperwork for signing. We will then carry out any necessary checks or if a new home, site and connect the services. You can then pay the balance by the most convenient means for yourself. Please be aware that cheques will have to be cleared before handover. Once all monies have been paid and cleared our accounts, please allow 7 days for completion. If you are not insured through our block insurance a copy of your insurance certificate will be required for our files. Finally, we will arrange a handover date suitable to all parties, where the park will issue your agreement, answer any questions and handover the keys to your new holiday home.

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