

HCS81

National Assembly for Wales

Communities, Equality and Local Government Committee

Holiday Caravan Sites (Wales) Bill

Response from: Bestparks (G&H) Ltd Country Holiday Parks



Bestparks (G&H) Ltd

– Country Holiday Parks –

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Response to: Holiday Caravan Sites (Wales) 2014 Consultation.

We operate one mixed Residential and Holiday Park in Wales and two Holiday Parks just over the border in England. My Parents operate a Holiday Park in Wales and have done so for 46 years. We are members of BHHPA and strongly support their engagement and views.

In addition; we broadly support the objectives of the Bill particularly the parts addressing Residential occupancy of Caravan Holiday Homes. Indeed we wish stronger legislation had been in place years ago. It would have been much easier to have dealt with the matter when the problems began, around 12 years ago, when double glazing and central heating options were introduced to CHH's.

As we are trying to put the "cork back in the bottle" now, then very careful consideration needs to be given to the transition. In some instances it would be sensible to convert Holiday permission to Residential permission. Going forward thought should be given to the time per year allowed to operate as a Holiday Park. A lot of the problems have come about where there are long seasons (particularly 12 months).

We also wish to comment on the aspect of consultation with customers. It may at first seem fair and reasonable to do so but we do not support legislation in this area. Having had many years' experience running parks, almost every new improvement has encountered initial and sometimes quite strong opposition from customers, which has subsequently faded, become grudging acceptance, then welcomed and supported.

People don't like change. Parks wouldn't have been able to implement many of the technological improvements that have come along over the years if they had listened to every view. A sensible business will take customers thoughts into consideration but not necessarily be ruled by them.

In the wider world as stronger examples, Steve Jobs didn't consult or run focus groups with anyone about the iPad as he said they (the public) don't know what they want till you give it. A recent documentary showed that the M25 was viciously opposed in much of Kent when proposed but now most Residents couldn't imagine life without it.

We appreciate the approach that Mr Millar has taken and the way he has amended his proposals to this point. We hope he continues to reflect the concerns raised, especially by the BH&HPA, and that the Legislation benefits Customers, Parks and Local Authorities for years to come.

We are happy to discuss our thoughts in more detail if it would be helpful.

Glenn Jones