

Owning a Holiday Van



Owning a Holiday Van comes with many responsibilities. The responsibilities of the Holiday Van Owners and the Park Owner are set out in the Occupation Agreement. This is a document that is signed at the beginning of the site occupancy by both the Van Owner and Park Owner. The document sets out such things as:

- Fees and Charges and terms of payment
- Park Rules and Guidelines
- Making alterations to your van or annexe
- What condition the van and annexe needs to be kept in
- Who can use the holiday van
- Ending the occupancy agreement
- Acceptable behaviour of occupants

Frequently Asked Questions

What do I need to do if I want to make alterations and obtain approvals for works to my holiday van?

1. Written approval must be received from the park manager, Clarence Coast Holiday Parks and Clarence Valley Council for alterations to a Holiday Van and where -
 - The site is on flood liable land, and the park has been informed of this restriction
 - The work will be more than one storey high, or the subfloor is 2.1 metres or more above ground level.

Please refer to Clarence Valley Council web site for further information and procedures to lodge an application and obtain approval..

2. If the alterations or approval is not on flood liable land or more than one storey written approval must be still received from the park manager, and Clarence Coast Holiday Parks. Works may include -
 - Wanting to create a carport by enclosing an area with roller doors, solid screens, sliding doors or walls.
 - An extension to an existing part of a relocatable home, deck or annexe.
 - Fences and rigid privacy screens.
 - Installing rigid adjustable louvres or sliding doors to enclose an existing roofed area.
 - Demolition and replacement of an existing structure.
 - Moving an existing structure from one location to another.
 - Any other site structures.

Your Park Manager will liaise with Council's Holiday Park staff. They will be able to advise you if what you want to do is likely to be approved. You will need to complete an Annexe/Structures Application Form and submit to park management. Applications made after work has been done will be refused.

How do I change my address?

If your residential or postal address has changed, you must notify your park manager within 14 of your address changing.

How do I pay my fees?

Fees are paid monthly via direct debit.

What happens if I am having difficulty paying my fees?

If at any stage you are having difficulty in paying your holiday van fees, you need to immediately contact the Park Manager. Failure to pay fees on time will result in a notice of termination being issued and fees sent to our Debt Collection Agency for recovery, this will lead to Legal Fees being added to your debt.

How long can I stay in my holiday van?

The maximum use/stay permitted by owners/approved users of an holiday van under the Occupation Agreement is 180 days in a 12 month period. NO holiday vans/Occupation Agreements will be converted to permanent residences.

Can people stay in my van when I am not there?

Only previously notified friends or relatives may use your van under the following conditions:

- You as the owner must notify the manager at least 24 hrs in advance that you have friends or relatives who wish to stay in your van.
- On arrival your friends or relatives must check in to the office to obtain access codes/keys and pay the holiday van extra person's fee.

What is a Compliance Check?

Each year Clarence Coast Holiday Parks will conduct a Compliance Check of every holiday van in our parks. These checks ensure that all holiday vans in parks meet the regulations and standards. If a compliance check has found that something on your van needs fixing, you will be notified in writing of the issue and given a deadline to fix any issues. Any major work e.g. replacing an awning or an annexe will require an Annexe Application to be lodged.

What are the standards I need to comply with to Maintain my Holiday Van at the Park?

Please refer to the ***Standards for the Maintenance and Installation of Holiday Vans and Associated Structures*** located on Council's web site. You must maintain and care for your holiday van to the acceptable standard.

Do I own the site on which my holiday van is located?

No, the site belongs to NSW Crown Lands. You have a right to occupy the site on signing an Occupation Agreement under the terms of the agreement, but you have no rights to the title of the land.

What do I do if I have a complaint or concern about something in the park?

For any complaints or concerns you may have, your first contact is to be with staff or park management at the Holiday Park as they are in the best position to resolve your issue.

Important Definitions

Manufactured home

A self-contained dwelling (that is, a dwelling that includes at least one kitchen, bathroom, bedroom and living area and that also includes toilet and laundry facilities), being a dwelling:

- (a) that comprises one or more major sections, and
- (b) that is not a motor vehicle, trailer or other registerable vehicle within the meaning of the Road Transport Act 2013, and includes any associated structures that form part of the dwelling.

Moveable dwelling

- (a) any tent, or any caravan or other van or other portable device (whether on wheels or not), used for human habitation, or
- (b) a manufactured home, or
- (c) any conveyance, structure or thing of a class or description prescribed by the regulations for the purposes of this definition.

Relocatable home

- (a) a manufactured home, or
- (b) any other moveable dwelling (whether or not self-contained) that comprises one or more major sections, including any associated structure that forms part of the dwelling, but does not include a tent, caravan or campervan or any moveable dwelling that is a vehicle of a kind that is capable of being registered within the meaning of the Road Transport Act 2013.

Annexe

- (a) is an attachment to a relocatable home or caravan, and
- (b) is used as an extension of the habitable area of the relocatable home or caravan, and
- (c) is capable of being erected or removed within 24 hours.

Associated structure

- (a) a carport, garage, shed, pergola, verandah or other structure designed to enhance the amenity of a moveable dwelling and attached to or integrated with, or located on the same site as, the dwelling concerned.

Variations

Clarence Coast Holiday Parks reserves the right to vary, replace or terminate this Procedure from time to time.