

When TEAM WORK really works

How working together can help you relax and put your feet up, literally!

Briar Bank Park is situated in Wilstead, Bedfordshire amongst a woodland setting and rolling countryside. The park houses 215 well established and attractive homes. It has a fantastic community spirit on site with a great club house and social camaraderie. The Residents' Association was set up about 15 years ago and with a 75% membership it is going from strength to strength.

Jenny Pruden has been secretary on the committee for the last nine years. Jenny – and her husband Rod – was familiar with the site as Rod's sister had lived there for six years previously. When redundancy forced Jenny and Rod to re-evaluate their plans, park home living soon became the obvious choice and they haven't looked back!

They purchased a 15-year-old home on Briar Bank Park, completely gutted it (while living in it!) and within four months had a beautifully refurbished home. Too young to retire, Jenny gained employment as a secretary in a local surgery for 12 years, however the constant change in NHS rules "finally did my head in" and she is now fully occupied with grandchildren, family, and the Residents' Association!

Paul Hooper, chairman of the committee moved to Briar Bank Park five years ago

and has since moved home again on site to a very enviable spot on the edge of the park overlooking a coppice. Previously an electrician, he is unable to retire fully as other site residents call on him for any electrical handy work!

Jenny and Paul enthuse about the team work among the 10 committee members, the great rapport and regular meetings with the site manager and director and how all news and suggestions are communicated and discussed with the park residents. Particularly poignant is the new legislative rules and regulations that the committee have spent time researching and understanding for the benefit of all. Another great success was the committee negotiating a great two-year contract with Calor Gas on behalf of all owners. In some cases pricing has been reduced from 52p to 38p a litre and credits issued retrospectively!

What lies beneath

Although their home has been modernised and uplifted, it is now 28 years old so Jenny had been researching maintenance as they had no idea of the condition of the underside of the home. She and Rod made the decision to ask

reputable Park Home Chassis Services (PHCS) to carry out a survey. It dawned on her that if she wanted an underfloor assessment of their home, it may well be of value to others also. Jenny and Paul decided to take the idea to the committee and soon a new team project was in the making.

Jenny approached Cathi Foale, director of PHCS, to visit site to give a talk about the chassis and supporting structure of a park home, reasons why it may become compromised and how best to look after it. Jenny and the



Community spirit in full swing at the Briar Bank Christmas party

team had distributed invites of the meeting to all residents beforehand and on the day it was a really enjoyable get together in the social club with tea and coffee laid on. Paul says the feedback was really positive: "We all felt at ease, it was useful and informative and everyone was pleased at how open and knowledgeable Cathi was."

PHCS were asked to inspect under the homes of 22 residents. Dave and Michael of PHCS carried out the surveys together overall several days. They thoroughly inspected under each home, took photographs and each resident later received a written detailed report with photographs and recommendations of work required. In several cases, the chassis was given a clean bill of health much to the joy and confidence of the owner!

"They were brilliant reports. It was helpful that we could talk to the surveyors on the day also so they could explain their findings and advise us. They were very well organised in their approach."

A firm footing

As the condition varied from home to home, the recommendations were not all the same. Some customers needed

'The committee of Briar Bank Park aim to research and source the best information and opportunities to share with everyone'

re-supporting, some a full chassis refurbishment and some opted for the PHCS under floor insulation system at the same time.

As it turned out, Jenny and Rod's chassis did need some TLC. The home only had eight supports and the chassis had become rusty. PHCS carried out a full chassis refurbishment, re-supported the home with 16 new PHCS HD supports, and installed the PHCS under floor insulation system. Jenny said: "I want to congratulate the team who carried out the work. They worked hard, were very polite and teamwork was very noticeable in the way they worked together, attention to health and safety and tidiness. Nothing was too

much for them and any questions we had they answered with confidence.

"We have already noticed how much firmer the home feels, even visitors have commented. The 'clonk' noise in our kitchen area has disappeared and I am already feeling warmer feet to the extent that I sometimes take off my slippers and walk around bare footed!"

In whatever circumstance, looking out for each other and working as a team always pays dividends. It certainly was a great team effort with Park Home Chassis Services!

IN THE RESIDENTS' WORDS...

WE DIDN'T NEED ANY WORK DOING!

"I was really happy. The surveyors were pleasant and efficient. And it was a lovely surprise that the chassis did not require any work!"

June Frost

THE PHCS UNDER FLOOR INSULATION SYSTEM

"I am extremely happy! The home is so much warmer and the difference was immediate."

Chris Driver

STABLE AND WARMER

"The workers were extremely polite, tidy and cleared up after themselves. The home feels firmer following the chassis refurbishment and is warmer with the PHCS under floor insulation."

Faye and Bill Jack

PEACE OF MIND

"If you want the best, get Park Home Chassis! We were really pleased with the report, the team were well mannered and efficient and now my 30-year-old home has been re-supported by PHCS it's a worry taken away."

Marian Oke

DISCOUNT FOR ALL

"The fact that all residents had the opportunity to have the under floor inspection survey by PHCS at a group discounted fee was a benefit for all."

Paul Hooper



Briar Bank Residents' Association Committee



No need for Jenny's slippers any more!

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GET IN TOUCH If you would like to arrange a survey for the underside of your home, or discuss a group survey on your site, please call PHCS on 0333 456 3056 or 0118 984 3107. Email: info@parkhomechassis.co.uk www.parkhomechassis.co.uk