

Date	22 nd March 2022 @10am	Interviewee	(NAME)	Interviewer	NT / JW / WR
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Interview questions

	Questions; NT (Strategic Surveyor) – green JW (Senior Public Protection Officer) blue WR (Selling Agent) - red	Score (1 – 5) 1 = poor response 5 = exceeds expectation	Comments
1	How many Mobile Home Parks do you own and operate ? Are there any linked companies which have the same company officers running Parks? If so, what are these called and where are these located?		
2	Who is named as Fit & Proper Person (F&PP) on these parks and which Local Authority are they in? Are there any protected sites where you have not appointed a F&PP and if so what is the reason why this hasn't been done?		
3	Where 1 & 2 differ , seek explanation/clarification of why and what arrangements are in place/proposed		
4	Of the parks you already operate, which would you say was closest in characteristics to Parklands. Why do you say that - where is it located? Can you describe the park to us. How many units, all privately owned or renters, twins or single, age mix, infrastructure, pitch fees etc. Have you had to deal with matters on the park that required rectification to satisfy the LA Site Licensing Officer ? If yes, explain situation and how you dealt with it. Have you acquired any parks from a LA in the past ? Have you had any formal action by the Site Licensing officer at any of your other sites?		
5	Do you feel there are issues that may require to be dealt with at Parklands ? If so, what are the issues you perceive and how would you propose they may be resolved ? How would you approach this with the Residents and the Site Licensing Officer ? Where do you see the challenges and what sort of timescale do you envisage this may take ? <i>(for example; spacing, porches, sheds, fences etc) – Laundry Room</i>		

6	<p>How often do you visit your parks and how do you interact with residents ?</p> <p>Do you have any Residents Associations on your existing parks - do you find them helpful or administratively more difficult to deal with ? ? <i>[Advise we understand one has recently been formed at Parklands]</i></p> <p>How do you manage the site? Do you have a manager on site? How often would the site manager visit? How would residents report issues if the manager wasn't around?</p> <p>Do you have a 24/7 system for raising urgent issues? How do you respond to problems concerns?</p> <p>Do you have a set response time for resolution of issues brought to your attention</p>		
7	<p>What is your current process for dealing with complaints?</p>		
8	<p>Have you been involved in any issues on your parks that either have been dealt with, or that are in the process of being dealt with or that have been referred to, the Residential Property Tribunal? If so, which park was involved, what were the issues and what was the outcome?</p>		
9	<p>Where do you see the opportunities with Parklands? What is your aim/rationale for wanting to acquire the park and what makes it an attractive proposition to you ?</p> <p>How long would you envisage owning Parklands for ?</p> <p><i>Would you consider purchasing it with a restriction on disposal without the LA's consent for a period of time? If so, what period might you consider?</i></p> <p><i>[NB - this is intended to gauge reaction rather than being something to necessarily achieve as I would expect most buyers to say they would want to re-visit their offer - it is the reaction to the principal that may be telling].</i></p> <p>How would you intend to manage the transition of ownership ?</p>		
10	<p>Is there anything more you would like to tell us about yourselves or how you would operate Parklands and do you have any comments or assurances that you might like to make to the Residents representatives here?</p>		
		Total	

