

Responsibilities of caravan park operators

The responsibilities of caravan park operators are set out in the *Caravan Parks Act 2012* (the Act).

The operator must:

- ensure that the premises and ancillary property are habitable and meet all relevant health and safety requirements
- ensure the premises are reasonably clean and in a reasonable state of repair when occupancy commences
- maintain the premises and ancillary property in a reasonable state of repair
- ensure the common areas and other areas in the caravan park are clean and in a safe condition
- repair, maintain and renovate, as required the common areas in the caravan park, including bathrooms, toilets and laundries
- ensure that the caravan park rules are reasonable and are enforced and interpreted consistently
- take all reasonable steps to ensure the caravan park rules are observed by all residents
- ensure that there is 24 hour vehicle access to the caravan site for residents
- ensure that there is 24 hour access to the agreement property, toilet and bathroom facilities, and access during all reasonable hours to the facilities in the common areas
- have the caravan park rules on display
- ensure there are sufficient locks or security devices
- take reasonable steps to provide and maintain locks and other security devices that are necessary to ensure the premises and ancillary property are reasonably secure.

The operator must not:

- cause interference with the reasonable peace and privacy of the resident's use of the premises (except in accordance with the Act)
- fail to keep accurate rent records
- terminate an occupancy agreement unless in accordance with the Act
- force or attempt to force a resident to vacate their premises except in accordance with the Act
- fail to give the resident a key for a lock which has been altered, replaced or added to the property.

For further information contact NT Consumer Affairs:

DARWIN

PO Box 40946

Casuarina NT 0811

Ph: 08 8999 1999

Fax: 08 8935 7738

ALICE SPRINGS

PO Box 1745

Alice Springs NT 0871

Ph: 08 8999 1999

Fax: 08 8951 5442

Freecall: 1800 019 319

SMS: 0401 116 801

Email: consumer@nt.gov.au

Web: www.consumeraffairs.nt.gov.au