



GUIDE TO

BUYING AND SELLING

Motorhomes are significant purchases. Here's how to track down the right vehicle for you, and avoid potential pitfalls when you decide to sell it on

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How to buy a motorhome

Ten essential tips from our experts on stress-free ways to find and finance your ideal vehicle

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Used 'van exterior checks

Before you buy a pre-owned model, it's important to carry out a careful inspection of the outside...

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Used 'van interior checks

... then step inside the motorhome and carry out some essential checks on the interior, fixtures and fittings

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How to sell a motorhome

When it's time to sell or part-exchange your 'van, do your homework and you can be sure of getting the best price

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How to find the right dealer

There are dozens of great dealerships in the UK, and our Owner Satisfaction Survey can help you to choose



CUT OUT
AND KEEP
GUIDE!



Also available as a **FREE ebook**

see www.practicalmotorhome.com/know-how to download yours!

advice

HOW TO BUY A MOTORHOME

We look at what you need to know when you're planning to buy a motorhome, either new or used, and what to do if things go wrong

There's a great deal to think about when you decide to purchase a motorhome, whether you're buying new or pre-owned.

For starters, should you buy your vehicle from a dealership or privately?

If you're buying new, that question will be answered for you – a dealer is usually the way to go – but a private purchase is also an option if you are planning to buy a secondhand 'van.

Here, we take a look at 10 key points to consider before you part with your hard-earned cash, to help you source the motorhome of your dreams.

1 Check your licence

First things first – check which weight motorhome you're allowed to drive.

Any driver who passed the road driving test before

1 January 1997 can drive a motorhome of up to 7500kg MTPLM on their B+C1 licence. At age 70, a licence holder may still drive a 'van of up to 3500kg MTPLM on the same basis as for a car.

To continue driving a motorhome that weighs more, the owner will have to submit a medical form D4 with renewal applications.

Drivers who passed their test on or after 1 January 1997 can drive a motorhome of up to 3500kg on their B licence. To operate any 'van with an MTPLM of 3501-7500kg, they must pass a C1 licence test.

A full C driving licence is required to operate a motorhome with an MTPLM of more than 7500kg – in order to do so, you must first pass an additional test. Note that some US RVs are heavier than 7500kg.

9. Cat.	10. From	11. To	12. Codes
B	17-04-89	11-12-41	01
BE	17-04-89	11-12-41	01
C1	17-04-89	11-12-41	01
C1E	17-04-89	11-12-41	01,107
D1	17-04-89	11-12-41	01,101
D1E	17-04-89	11-12-41	01,101,119
fklnp	17-04-89	11-12-41	01

1. Surname
2. Other Names
3. Date and place of birth
4a. Licence valid from
4b. Licence valid to
4c. Issuing Authority
5. Licence number
9. Category
12. Information codes

To find out more about driving licence categories, see www.gov.uk/driving-licence-categories.

Next, you need to consider the layout very carefully. Is it going to be right for you and your family?

You don't want to buy a new motorhome, which starts to depreciate once you drive it away from the dealership, only to find that the kitchen is too small.

2 Buying at a dealer

Typically, you can buy from a major dealership with full facilities, a smaller dealer, a private individual via small ads, or a portal such as eBay or Gumtree.

Large dealerships have reputations to protect, so are seen as a pretty safe bet. See our Owner Satisfaction Awards results (p96) to find dealers that have impressed other readers. ➔



1 First check what you can legally drive
2 Buying from a dealer, you'll have more protection if things go wrong

CUT ALONG DOTTED LINE

WHERE TO BUY YOUR MOTORHOME

Not sure about where to buy your next vehicle? Here are the pros and cons of the different ways of purchasing...

From a dealership

Pros

- The motorhome will have been inspected and (hopefully) any issues fixed. If not, they should be pointed out to you, so that you can make a properly informed decision before buying
- You could be offered a warranty
- You legally have more comeback if something goes wrong

Cons

- You will generally pay a higher price than you would when buying via private sale
- You might find you are less able to haggle than in a private sale

From a private seller (online or classifieds)

Pros

- You're likely to get a better deal than you would with a dealership
- You might find that additional accessories (such as an awning or levelling ramps) are included in the sale

Cons

- You have much less legal comeback if something goes wrong
- You won't get any warranty over and above that originally offered by the manufacturer, assuming it's still in date



'We would recommend getting an external company to check over the 'van for you'

3 Buying privately

Private purchases are covered by the principle of *caveat emptor* (buyer beware): the responsibility for checking any purchase's suitability or condition lies with the buyer. You'll have little comeback if something turns out to be wrong.

Private sellers will often throw in lots of extras with the sale, but with dealers, you will usually have to negotiate fairly hard.

If you're planning to buy privately, you should always meet the vendor at their home to view the vehicle, rather than in a random car park or at a service station on the motorway. You should also double

check whether the vehicle has any outstanding finance remaining on it.

4 Do your research

Research similar models that are currently for sale, to establish a rough idea of what you should pay.

It's also a good idea to print out a screen grab, so you can check that the motorhome you're viewing is the same as that actually featured in the advert.

Online forums – such as ours at www.practicalmotorhome.com/forum – can offer buyers a great deal of useful advice and detail about problems to look out for with specific ranges and models.



3 Buying from a dealership offers more legal comeback...

4 ... although you might get a better price in a private sale

5 Part-exchange could be a more convenient option

6 Inspect a potential purchase or get a professional to do so

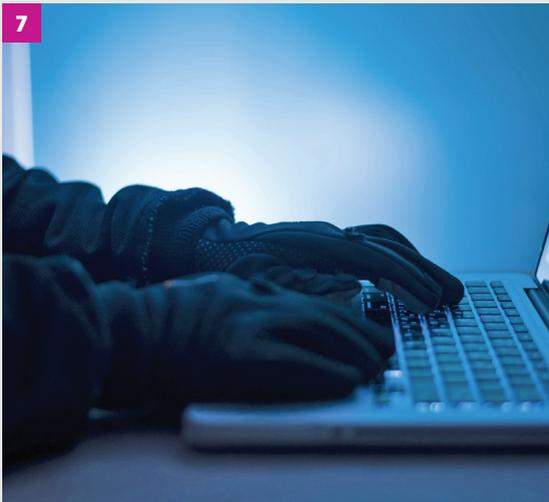
5 Buying by part-exchange

If you already own a 'van, you might want to consider selling yours via a dealer in part-exchange for a different model. We look at this more closely on p92, but bear in mind that you are likely to receive less than you would in a private sale, because the dealer has to be able to make a profit on your vehicle.

6 Inspect thoroughly before you buy

We always recommend getting an external firm to check over the 'van for you before you make your final decision.

The National Caravan Council publishes a list



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of providers via its Approved Workshop Scheme; you can find more details at www.approvedworkshops.co.uk/preownedprepurchase.

If you don't want to incur the extra cost of having an independent expert check out your prospective buy, do make sure you give the 'van a thorough inspection yourself. See our hints and tips on p88 and p90.

7 Keep an eye out for the scammers

Take extra care when buying online, to avoid the danger of potential scams. Look out for prices that seem exceptionally good value, and always check for full address and contact details on dealership websites.

Remember the golden rule: if the deal looks too

good to be true, it almost certainly is! And never get involved in any sales with motorhomes that are "abroad at the moment" – this is very likely to be a scam. When you're buying privately, never part with any cash before inspecting the 'van in person.

8 Haggle for the best bargain

Whether you're buying from a dealer or privately, use any problems you find, along with the associated repair costs, to negotiate on price. Take a pen and paper with you to make notes, and factor in time and travel that repairs will incur.

9 Check all paperwork

Using a pre-purchase vehicle checking service



10

is a must, in our opinion – this will take an in-depth look at the vehicle history to check that there is nothing significant you should know about, such as whether it has been reported as stolen, has outstanding finance on it or has been previously written off. Companies such as the AA and hpicheck.com are among a number of organisations offering this service.

10 Think carefully about finance

If you're buying through a dealer, various finance options may be available, offering you the chance to pay for the motorhome over a longer timescale.

Always enter agreements with your eyes open – make

7 If you are buying online, be aware of the scammers
10 Read the T&Cs carefully if you are going for a finance arrangement



'Take a pen and paper with you to make notes, and factor in the time and travel that the repairs will incur'

WHAT TO DO IF THINGS GO WRONG

Buying from a dealership, rather than a private seller, offers you more comeback if something goes wrong. If you are buying through a dealer, goods should be **fit for purpose** and as described. However, this does not necessarily apply if defects would have been noticeable on a buyer's inspection. You should aim to pay for at least part of your purchase with a credit card, to give you some protection.

If you are buying privately, you will need to take extra care that you're happy with what you're buying before you decide to part with your cash.

But what happens if you've bought your motorhome and something has subsequently gone wrong? If you bought from a dealership, approach them – it's generally their responsibility to fix the issue. Before handing over



your cash to buy the vehicle, you should also check how long any **warranty** offered by the dealership is going to last.

You could look at approaching the **National Caravan Council**, but bear in mind that it will only deal with complaints about NCC members. If you're still having problems after purchasing from a dealer, you could think about using a dispute resolution service, such as **Resolver** (resolver.co.uk).

If you bought your 'van from a private seller, we would recommend seeking legal advice. In the first instance, try contacting **Citizens Advice** (citizensadvice.org.uk).

To find out more about your rights when you decide to buy a motorhome, see www.practicalmotorhome.com/advice/know-your-rights.



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advice

USED 'VAN EXTERIOR CHECKS

So you've decided to buy a pre-owned motorhome – here's what to check before you step inside, whether you're buying from a dealer or a private seller

WHAT TO LOOK FOR OUTSIDE

■ Check that the **motorhome's condition** matches its declared age and usage.

■ View the **motorhome in clear daylight** when it's not raining, to give you the best chance of spotting evidence of any cracking or other damage.

■ Ask the vendor to **chill the fridge** before you arrive. Likewise, request that the **space- and water-heating system** is on when you get there (especially for Alde heating, which takes longer to warm up), to check everything is working as it should.

■ Ask about the **leisure battery** age, and how it has been charged and cared for. Someone who has used an intelligent trickle charger clearly cares about their battery. Ask the owner to charge

it before you arrive. The battery meter should read 12.7–12.85V when fully charged, and is completely depleted at 11.8V.

■ Are all of the **keys** present, and do all of the locks still work properly?

■ Check all of the **ownership, base vehicle and service documents** carefully. Has the motorhome been regularly and properly serviced, and is there anything of concern on the most recent MoTs? Was the servicing carried out by a reputable technician? Ask who has done the servicing when you call the seller, then check them out online.

■ Is the **gas bottle** included in the sale?

■ Ask if the motorhome has had any **major repairs or accidents**.

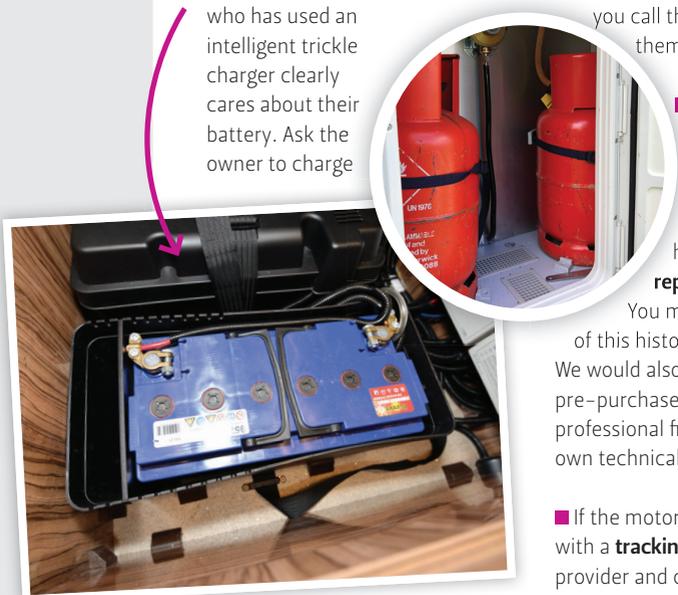
You might find evidence of this history on the receipts. We would also recommend a pre-purchase inspection by a professional firm, as well as your own technical checks (see p86).

■ If the motorhome has been fitted with a **tracking device**, contact the provider and check that it works.



You will need to re-register with the provider and perhaps reactivate the system. A year's monitoring can cost between £50 and £200.

■ Remember that any motorhome which has been used for just the one two-week holiday once a year, rather than doing five UK tours and a major trip to Spain, will have experienced much less in the way of **wear and tear**, but might have suffered from spending long periods immobile in storage.



Take a **test drive** and plan a driving route that will allow you to take in a variety of conditions to assess the vehicle to its fullest.

Do all of the 'van's **accessories** work? This could include kit such as an air conditioning unit, solar panels and a satellite dish.

Inspect the **front overcab area** for signs of damage, because this receives the bulk of any dirt and debris that can be thrown up on the road.

Check the exterior for any evidence of problems such as **dents, damage, scratches**, filler and mismatched paintwork.

Check the **roof** for any signs of damage and likewise, make sure you look underneath the vehicle for any potential problems with the **chassis** (particularly any evidence of corrosion) and the **floor** (especially damp).



'If the motorhome has a tracker, contact the provider and check it works. You'll need to re-register and reactivate it'

Scour the **GRP panels** for hairline cracks. They are common, on older motorhomes. Also look for chalking of the GRP panels, where the surface of the glass fibre erodes and can become dusty. A polish can help disguise this and protect the surface, if the 'van is just too big a bargain to miss.

Have a good look **underneath the bonnet** – check the oil levels and potential oil leaks. Examine the **exhaust** for rust or corrosion. We also strongly recommend that you employ the services of a professional company to carry out further important technical checks.

Inspect all of the **windows** closely. Are any scratched (possibly from an over-enthusiastic cleaning routine) or misted up? On older 'vans, check the rubber window seals haven't perished, and that all of the windows and rooflights still open as they should.

Examine the age of the **tyres**. You'll find this data on the tyre wall. There are two numbers here; for example, 37 20, which denote the tyre was produced in week 37 of 2020. We recommend changing the tyres five years after their manufacture (sooner if required, of course).

Finally, check that all **exterior lights** are functioning as they should.

Check the V5C against the Vehicle Identification Number (**VIN**), aka the 'chassis number'

advice

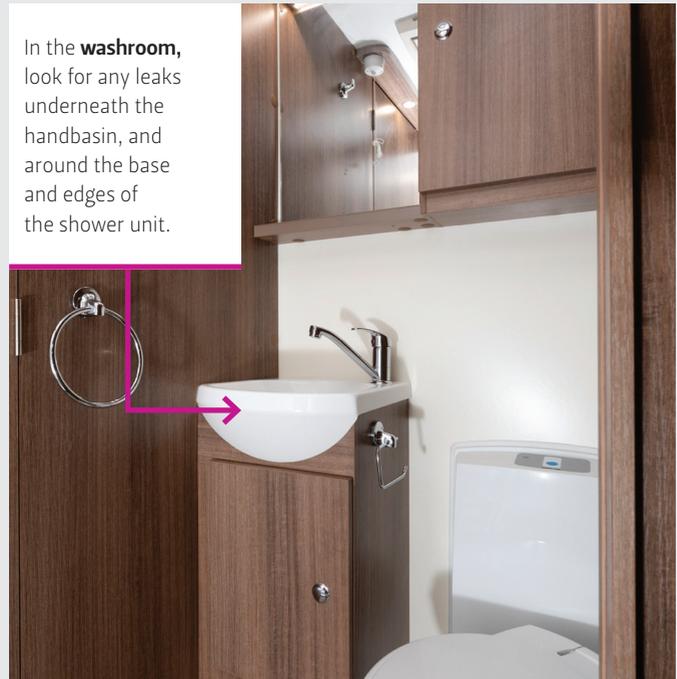
USED 'VAN INTERIOR CHECKS

You've done your exterior inspection – now it's time to step inside the used motorhome you're considering buying and take a good look around

Make sure the **fridge** is working by asking for it to be turned on, ready for your arrival. Do all of the hob rings work, plus the grill, **oven** and microwave?

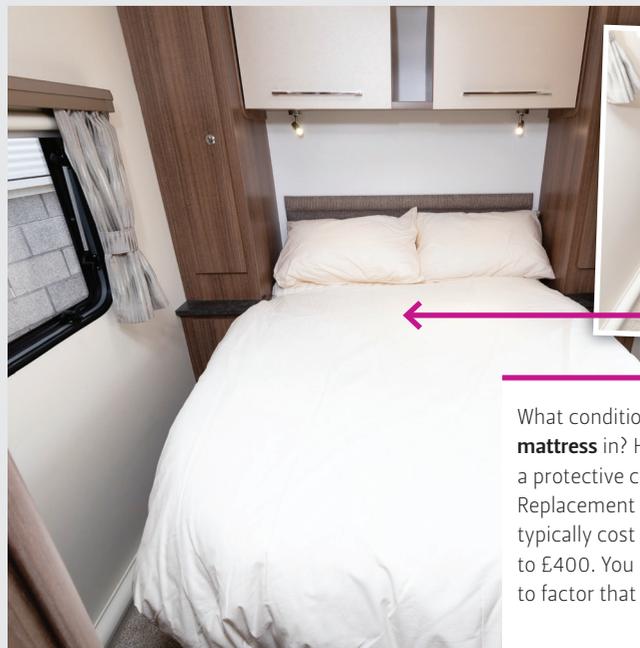


In the **washroom**, look for any leaks underneath the handbasin, and around the base and edges of the shower unit.



Damp is the hidden motorhome killer. Use your nose – it will often be evident from the smell. Heavily fragranced interiors could well be hiding something. Look for signs in corners, including under the beds and in lockers.

Check through the paperwork for any note of damp that's been picked up by professional testers in the past.



What condition is the **mattress** in? Has it had a protective cover on? Replacement mattresses typically cost from £150 to £400. You might want to factor that in.

Do the **hydraulic dampers** on the bed bases work properly? Can you lift them without difficulty?

CUT ALONG DOTTED LINE

CUT ALONG DOTTED LINE

BUYING AND SELLING

Panel fit indicates the 'van's rigidity and integrity. A 1mm gap between cupboards and walls is OK, but any bigger and it might be wise to have it checked over professionally, or just walk away.

Consider how fast any **children** are likely to grow in the next few years. Will the beds be big enough if your young teen is a six-footer by then? Should you be going for a twin-lounge layout now?

Set up the **dining table** in the lounge. Can the whole family sit around it in comfort? Can it be reached from the cab seats without having to stretch too far?

Check **decorative trims** are properly fixed. Modern 'vans have lots of styling touches for added elegance, but in time, these can come loose.

If the **cab seats** swivel, check that they're not too high off the ground for you to sit comfortably.

Do all of the **blinds** pull out and retract without difficulty?



Ensure **foam cushions** in the lounge have not sagged or slumped from repeated use. The upholstery should retain its springiness and bounce, returning quickly to shape.

Check that all of the **interior lights** are still in good working order.

Check the **floor** for signs of delamination. Take a walk across the floor from the front to the back, and you should be able to feel if the outer veneer of the plywood floor has bubbled up. Take a look inside cupboards and under the beds and settees, too.

Take a close look at the condition of the **carpets**. Anyone can spend a day primping their motorhome for sale, but dirty and damaged carpets are harder to hide and are a sign the 'van might not have been cared for as well as the vendor suggests.

If the **settees** will be beds for children or guests, are they going to be long enough? Always take a tape measure with you. Better still, lie down on those settees or beds to test them out.

'Damp will often be evident from the smell, and any heavily fragranced interiors could be hiding something'

advice

HOW TO SELL A MOTORHOME

If you are looking to get the best price for your vehicle, look no further! Andy Jenkinson has all you need to know to make a quick, stress-free sale



CUT ALONG DOTTED LINE

CUT ALONG DOTTED LINE

So you've made the decision to sell your motorhome. Now you need to consider how you can achieve that sale with none of the pain or pitfalls that you might have been expecting! Here are a few expert pointers that should help to ease you through the whole process.

Options for a sale

These days, one of the most common ways of selling your vehicle is to go to a motorhome dealership.

But in the past, selling your 'van was rather more limited. For instance, my first leisure vehicle was bought privately via an advertisement in the local newspaper, which offered



You're likely to get a lower price, but selling to a dealer is very easy

a good selection of used models for sale.

Another possibility – one that proved very popular for many years – was to put your own advertisement in a local newsagent's window, for about 50p a week. I recall

one friend buying his first 'van that way. It all seems a bit old-fashioned now, but back then, these methods certainly got you results.

The internet has changed everything now, opening up a wealth of new options.

Selling to a dealer

Let's start with the easiest method: going to a dealer, or calling them to find out the sort of price they might be offering for your 'van.

Remember, a dealer will usually only offer you a trade price. This means they will probably set a lower price for buying your 'van because you're not trading it in for another model to be found on their forecourt.

This normally means a few grand below the prices you might see for similar models on sale elsewhere.

Be upfront with the dealer and let them know of any problems you've noticed that your 'van might have.

Importantly, make sure it is presentable (more on

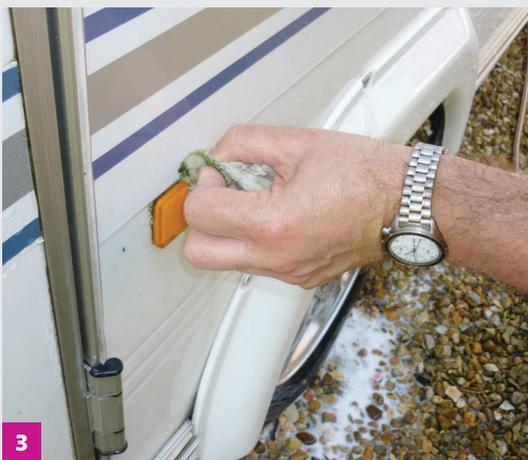
CLEANING THE EXTERIOR



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- 1 Preparation is the key to any successful sale, and taking good photos of the exterior and interior – once it's sparkling clean!
- 2 Always use specialist products when you are cleaning your motorhome, to help protect its bodywork and that showroom shine
- 3 Pay attention to the nooks and crannies – get these clean and your buyer is more likely to think they're getting a better deal
- 4 Always empty the toilet cassette and give it a thorough clean – or instead, you could perhaps replace it with a fresh one

that later). Basically, this involves giving it a good clean and remembering to empty the cassette!

Once you have agreed a price, the dealer will often pay by bank transfer, so when the paperwork has been completed, you can be on your way.

Another option is to sell your 'van via the dealership. I have found this works well in most cases, but you need to check the percentage the dealer will want from the sale. They might suggest a price you find too low, but they know their market, so usually set it appropriately.

You can, of course, ask for a higher price, and the dealer might agree to see if they get any interest from

buyers. Dealers normally put a sign in the 'van's window, saying they are 'Selling on behalf of a customer'.

Selling privately

Options for private sales are broader these days – auction sites are just one possibility, offering you the chance of reaching a wider audience, which might see someone pay a bit more for your 'van.

On eBay, you can list your motorhome as a Best Offer, Bids or a Buy It Now sale; but whichever you choose, do remember to allow for the website's fees.

In addition, you might come across a buyer who later decides that they want a refund, which can become a bit tricky to manage.

In any advertisement, make sure that you are completely clear about the motorhome's condition.

Selling motorhomes can also be carried out using a classified site, such as Auto Trader (autotrader.co.uk). You pay a set fee, which depends on how long you want to keep your listing live. As with the auction sites, you can also add photos and a video.

There's another way that is even simpler still – put the 'van on your drive (or at the storage site) with a 'For Sale' sign in the window! The best idea is to add 'Apply within' for the price.

Other ways to sell include online services, such as webuyeverycaravan.com,

which offers you an initial price for the motorhome as unseen, then someone will inspect it for damp and damage and carry out all of the usual checks, such as outstanding finance.

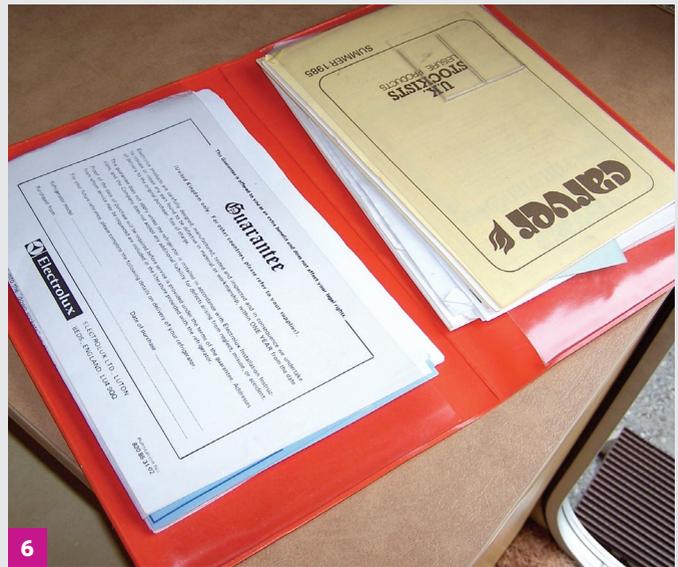
If they find any problems, they reduce the price that has been offered to you.

If you do have outstanding finance on your motorhome, some dealers and buying services will be able to help you sort this out – just be clear with them about it from the outset.

If your private buyer wants to go for a test drive, make sure that the relevant insurance is in place, and always go with them.

It's also important to be wary about scammers. ➔

CLEANING THE INTERIOR



- 5** Clean down the overhead lockers using household polish
- 6** Potential buyers will want to see all documentation
- 7** Your awning can be sold on with the motorhome, but make sure that it is included in the price that you set
- 8** Deep-clean the kitchen carefully – there's nothing more likely to deter a possible buyer than a mouldy fridge!

You might, for example, be contacted by someone claiming that they live abroad, who wants to buy the motorhome and requests to have it shipped to them – for a fee. Alternatively, you hear from someone claiming to be a broker, with the perfect buyer just for you – again, for a fee. Check all potential buyers extremely carefully.

Preparing to sell

Don't forget that if you are selling your vehicle in the winter or at the back end of the year, the prices offered are likely to be lower. If you can, the best time to sell is during the early spring.

Once you have decided to sell, ensure that you have all necessary documentation ready to hand; this includes the V5C, MoT certificate, receipts, service history and details of any repairs.

You'll also need all of the motorhome and appliance handbooks, if they are still available. Damp tests and results are essential, too.

We'd recommend having a habitation and base vehicle service (and an MoT, if the latter is due soon); this will give your buyers confidence when deciding whether to part with their cash.

If you store your vehicle at home, getting it set up to sell will be easy: you can

plug in the electrics and connect the gas, so you'll be able to show the buyer everything is working.

If your 'van is in storage, you will probably have to let the site owner know that you have someone coming to look at it; find out whether any hook-up points are available, so you can demonstrate the mains electrics to your buyer.

Clean the exterior

Give your 'van a thorough wash, using a soft-brush extending arm and a pair of stepladders (and of course, a helper to hold them).

Don't be tempted to use a full-blown power washer,

which could cause damage to the seals, but do use a hose for rinsing off.

Starting with the roof, use a quality car shampoo and change the water regularly as you work down to the sides of the vehicle.

If possible, don't do this on a hot, sunny day, or you'll find that you have streaks appearing.

Dry everything off with a microfibre cloth, then use a good polish to finish.

The final stage is to clean the windows and wash the wheels. For the latter task, you'll get the best results if you use a specialist tyre cleaner, such as Auto Finesse Satin Cream.

CUT ALONG DOTTED LINE



9



10



11



12

- 9** Clear cupboards and lockers of all personal belongings **10** Clean the Heki and windows inside and out
11 Show interested buyers how to make up the beds and bunks, especially if they are first-timers
12 Plug in the electrics and connect the gas to demonstrate that everything is in full working order

Spruce up the interior

Inside, ensure all cushions and soft furnishings are clean and the mattress is supportive and comfortable. Make up the bed to show buyers how it looks.

Deep-clean the kitchen area and ensure the hob is working, as well as the oven and fridge. Now clean the microwave, if fitted, and if you can, connect up the water system.

Check all of the cupboards are clear – it's easy to miss something tucked away at the back! Give all the carpets a clean, and wipe the inside

of the windows. Clean the inside of all the rooflights, especially the Heki.

Make sure the washroom is clean and fresh. Put new flush liquid into the clean toilet – one dealer now levies a 'fine' if the toilet has not been cleaned.

Consider the extras

Include in the price any kit you are selling with the 'van, such as an awning, outdoor seating or levelling ramps: first-timers love a bargain!

Finally, show buyers how the fridge, the heating and the hot-water system work.

ANDY'S TOP TIPS

- Check the market value to price up your vehicle
- Ensure your 'van has all its accessories and paperwork
- Clean both inside and out
- Make sure all appliances operate as they should
- If possible, demonstrate to buyers how items such as make-up beds work
- Take high-quality photos of the motorhome for your ads, or to show the dealer
- Remember, rarer brands tend to be harder to sell on
- Arrange payment by bank transfer from the buyer, and never part with your 'van until the money is in your account
- Empty the cassette and the waste/fresh-water tanks
- Remove anything you're not selling with the 'van
- If you have had a bike rack fitted to your vehicle, leave it on – it's a good selling point
- Have the 'van serviced
- Keep a careful eye out for possible scammers and never be rushed into anything



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how to...

FIND THE RIGHT DEALER FOR YOU

Before buying from (or selling to) a dealer, we'd recommend taking a look at the results from our most recent Owner Satisfaction Survey, held in conjunction with The Camping and Caravanning Club



In *Practical Motorhome* issue 264, we took a look at our latest annual Owner Satisfaction Awards results, but here, we examine those specific dealerships who impressed motorhome buyers just like you.

Our Owner Satisfaction Awards are the only industry scheme that's based completely on owner feedback, including both the practicality and the reliability of the motorhome itself.

Each year we ask readers of *Practical Motorhome* and members of our scheme partner, The Camping and Caravanning Club, to have your say on motorhomes you have bought and owned over the past three years.

As an essential part of our Owner Satisfaction Survey, we also ask you to rate the dealer who supplied the vehicle to you. Again, our questions are no-holds-barred and thorough:

we want to hear all about your buying experiences – positive and negative – and whether you would buy from the same dealership again.

Expert analysis

Once all the survey results are in, we run them past expert data analysts, who review all of the numbers, before rigorously stress-testing them – that way, we can be confident our results are as accurate as possible.

We then compile the final tables, showing which dealerships won a Gold Award, and which took Silver (Gold is awarded to those with an 85% to 100% satisfaction score, and Silver from 60% to 84.9%).

We'd highly recommend taking a look at our survey results before you decide on a dealership, whether that's to buy from or even to sell to.

'We'd highly recommend taking a look at our survey results before deciding on a dealership, whether that's to buy from, or even to sell to'

**BEST DEALER
NEW MOTORHOMES**

GOLD AWARDS

■ Richard Baldwin	97.1%
■ Choose Leisure	95.9%
■ Peter Roberts	95.0%
■ Todds Motorhomes	92.6%

SILVER AWARDS

■ Motorhomes & Caravans, Hull	74.5%
■ Brownhills	64.7%
■ Marquis Group	60.8%

Mentioned in dispatches

3A's Carmarthen, Davan, Dolphin Motorhomes, Don Arnott, ES Hartley Group, Knowepark Caravans & Motorhomes, Perthshire Caravans, Premier Motorhomes, Salop Leisure, SMC Motorhomes, Spinney, Tyne Valley Motorhomes, Vehicles 4 Leisure, West Country Motorhomes

2020 results

Gold Award Dolphin Motorhomes, Motorhomes & Caravans, Todds Motorhomes
Silver Award Becks Motorhomes, Brownhills Motorhomes, SMC Motorhomes

**BEST DEALER
PRE-OWNED MOTORHOMES**

GOLD AWARDS

■ Meridian Motorhomes	100.0%
■ Peter Roberts	93.6%
■ Choose Leisure	92.2%
■ Todds Motorhomes	91.2%
■ Salop Leisure	89.3%

SILVER AWARDS

■ Marquis Group	76.2%
■ Brownhills	70.6%

Mentioned in dispatches

Highbridge Caravans, Erwin Hymer Centre Travelworld, Richard Baldwin

2020 results

Gold Award Dolphin Motorhomes, Meridian Motorhomes, Peter Roberts
Silver Award Todds Motorhomes

Pre-owned motorhome dealers

You can't, of course, score any higher than 100%, so **Meridian Motorhomes** left itself nowhere to go, with a perfect score.

This was no fluke based on a handful of responses, because the West Sussex dealer more than doubled the minimum sample size.

Peter Roberts took second place with 93.6%, earning a Gold Award from customers buying pre-owned as well as new. **Choose Leisure** (pictured above) placed third with a score of 92.2%, also taking home double Gold Awards.

The dealerships taking fourth and fifth place also achieved the gold standard. **Todds Motorhomes** (91.2%) and **Salop Leisure** (89.3%) both have much to be proud of.

This year, just two dealerships received Silver Awards, **Marquis Group** (76.2%) and **Brownhills** (70.6%).



New motorhome dealers

This year's Best Dealer: New Motorhomes was **Richard Baldwin Motorhomes** in Halifax. A satisfaction score of 97.1% is really something, especially given that the company did not feature in the main results of our previous survey.

Three other dealers did well enough to win a Gold Award. **Choose Leisure** in Kent took second spot (95.9%), with third going to **Peter Roberts**, Huddersfield (95.0%).

Todds Motorhomes of Preston, the 2020 winner, dropped to fourth position, but could still be proud of scoring 92.6%. There was a gap to the next dealers, with **Motorhomes & Caravans, Hull** scoring 74.5% for a Silver Award. **Brownhills** (64.7%) and **Marquis Group** (60.8%) also made the grade.



IT'S THE LAST CHANCE TO HAVE YOUR SAY!

Our next Owner Satisfaction Survey is about to close. If you've bought a new or pre-owned motorhome since 1 January 2019, and have owned it for at least three months, we'd love to hear from you. Tell us how you were treated when you bought the motorhome, how it's behaved, and whether or not you'd buy from the same dealership again!

We'll reveal the results online and in the magazine towards the end of 2022.

What's more, everyone who completes our survey is in with a chance of winning a seven-night stay at a Camping and Caravanning Club (our scheme partners) site of their choice; there are two additional prizes of a three-night stay at a Camping and Caravanning Club site of their choosing.

For competition T&Cs, see www.campingandcaravanningclub.co.uk/tc.

To tell us about your experiences, visit
www.practicalmotorhome.com/vote by 23 October 2022