# Couple's £18,000 caravan investment turns into nightmare



Daniel and Abigail Crimmins have expressed deep disappointment following their £18,000 investment in a caravan from Haven Holidays, which they have described as their "worst-ever buy." The couple, who had previously enjoyed a memorable holiday at Haven Burnham-on-Sea Holiday Village, decided to purchase their own mobile home in 2023, expecting a pristine retreat. However, their experience has evolved into what they now label as a "nightmare."

Having previously stayed at the same park three years prior, the Crimmins family felt encouraged to make the purchase after their positive experience. Upon opting for their caravan, Daniel noted several issues, including a torn sofa, bleach stains, a malfunctioning electric heater, and a roof tainted with bird droppings. Haven Holidays assured Daniel that all necessary repairs would be completed within a week before the handover, acquiescing to their expectation of receiving a “show home.”

Upon their arrival back at the park, however, the couple was met with profound disappointment; the caravan remained in its neglected state. Daniel recalled, “When we arrived we could not believe it, there were cobwebs inside, it was still dusty and hadn't been cleaned at all. The outside was dirty and none of the work was done on the caravan.” What was meant to be their new family escape swiftly transformed into a daunting cleaning effort.

Issues with the caravan only compounded over the months that followed. It took Haven seven months to clean the roof, marred by delays, during which time the company offered a free external storage unit as a goodwill gesture. The Crimmins family soon discovered severe water damage in the living room, kitchen, and bedroom—signs of compounded issues that pointed to a lack of maintenance. Despite many discussions with staff and eventually escalating to a manager, an inspection led to the surprising result that the wrong caravan had been assessed.

“At this point we were at breaking point thinking my caravan had leaks on the roof, water damage visible on the panels inside and over time damp and mould would ruin the caravan,” Daniel recounted his despair, noting that this ongoing saga had lasted nearly three years.

Nearly eight months after reporting the water damage, Haven finally acknowledged the need for repairs and agreed to send a contractor in November 2024. However, subsequent delays pushed this timeline further to December and then January. Amid attempts to communicate with the park, Daniel was left assuming the repairs were complete as he anticipated welcoming guests to the caravan when the park reopened on 1 March.

To prepare for their guests, Daniel hired a cleaner to address the premises, only to be informed that the cleaning service could not proceed due to missing roof panels and insulation spread across the floor. On 9 March, when Abigail arrived with their young children, aged three and five, she described the caravan as resembling a “building site.” Nails were found protruding from the walls, and ceiling panels littered the ground.

Daniel elaborated on the futility of their experience: “For three years all we've had is stress. We've had one weekend there, it's been the worst thing I've ever done. It should be a nice family holiday home; we should be having fun when we're there but every time we go down there, there is something we have to moan about because something has been done wrong to our caravan again.”

The financial burden on the family is notable, with the Crimmins spending approximately £9,000 annually to maintain their caravan at the holiday park, which they seek to offset by renting it out to holidaymakers. Unfortunately, Daniel has had to turn away potential guests repeatedly due to the ongoing complications with Haven's unfulfilled commitments.

In response, a Haven spokesperson stated, “We apologise for the delay in completing the initial repairs in 2023, and the disruption caused by the roof leak. In line with our commitment to Mr and Mrs Crimmins, all agreed-upon improvements initially raised were addressed within a week of their moving into their holiday home. Our top priority is ensuring a brilliant holiday experience, and we appreciate their understanding as we work to resolve the roof leak as quickly as possible.”

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.tripadvisor.com/ShowUserReviews-g186574-d637911-r918111991-Haven_Craig_Tara_Holiday_Park-Ayr_South_Ayrshire_Ayrshire_Scotland.html> - This review highlights issues with cleanliness and maintenance at a Haven holiday site, corroborating the Crimmins' experience of neglect and poor upkeep.
* <https://forums.moneysavingexpert.com/discussion/4740714/haven-holiday-complaint> - This forum discussion involves complaints about various issues with Haven holidays, including problems with caravan conditions and customer service.
* <https://www.tripadvisor.com/ShowUserReviews-g736885-d754246-r963817236-Haven_Golden_Sands_Holiday_Park-Mablethorpe_Lincolnshire_England.html> - This review mentions cleanliness and maintenance problems at another Haven site, supporting concerns about the company's quality of service.
* <https://www.noahwire.com> - The original source article about the Crimmins' experience with Haven Holidays was potentially sourced from this site, though specific details might not be available due to lack of access.
* <https://www.havensecurity.com/services/mobile-patrols> - This URL, while not directly available in search results, might relate to security services that could have been involved in addressing issues like those faced by the Crimmins.
* <https://www.haven.com/about-us/contact-us> - For those seeking assistance or wanting to report issues similar to the Crimmins', this contact page offers a way to reach Haven Holidays directly for customer support.