



SANDY BAY

Sandy Bay, Thorney Bay Road, Canvey Island, Essex SS8 0DB
Tel: 01268 511666 Email: info@sandybay.co.uk

29th July 2020

Dear Resident

We have been contacted by several residents with regards to the colour washing of homes on Sandy Bay.

The colour washing of homes is the responsibility of the resident, and this must be carried out in line with Goldshield warranty requirements. The correct paint **MUST** be used and any residents who do not comply with the Goldshield requirements may result in losing their warranty cover.

Omar Park homes require all residents to sign paperwork prior to carrying out the filling of external cracks, details of which are detailed below.

ENGINEER MUST GET A SIGNATURE PRIOR TO CARRYING OUT THESE REPAIRS.

For information prior to agreeing ANY external stucco touch up works.

Please ensure that the customer signs to confirm that they are aware:

Omar are unable to guarantee a perfect match when we touch up external cracks.

Any home post-delivery will have weathered and putting fresh paint on the external will look different.

Please see below from our owner's handbook, as a goodwill gesture we could touch in any external cracks and try to obtain a close colour match, however we cannot guarantee perfection.

The only way to achieve this would be via a colourwash which Omar are unable to undertake for you as this comes under general maintenance of the home.

Any resident who feels that the filling of the cracks to their homes caused any excessive colour difference are advised to contact Omar Park Homes Ltd directly using the following contact details.

Customer Care Team

Omar Park Homes

Email: CustomerCare@omar.co.uk

Tel: 01842 810 673

We hope that this clears up some of the confusion surrounding this issue.

Many Thanks

On Behalf Sandy Bay

www.sandybay.co.uk

