



## **Information**

Dear Resident

We hope that this letter finds all our residents and your families safe and well. We would like to take this opportunity to welcome all our new residents who have moved in over the recent months, and we look forward to meeting each of you soon!

We would like to thank all our residents for their patience and understanding during these unprecedented times. We shall continue to work through these issues and as ever shall endeavour to ensure that all residents are safe and happy as best we can, as long as we are working within current restriction guidelines.

As you may have noticed Sandy Bay is continuing to grow in both size and community, we have therefore highlighted some useful information which may be of interest to our residents.

### **Emergency Contact Numbers**

In the event of an emergency residents can call Sandy Bay security on 07377 404141. Security can provide First Aid, along with access to the onsite defibrillator machine which is based outside the main Thorney Bay office, which they will get for you in an actual emergency.

## **CCTV**

As a measure to increase security here on Sandy Bay, we are pleased to announce that works on site to install further CCTV on Sandy Bay are due to be carried out over the next few weeks. This is a measure to increase security around the park and disruption to residents shall be kept to a minimum.

## **Dog Mess**

We would like to remind all residents who own and walk their dogs on site to kindly pick up and dispose of any dog mess left by their pets. Dog mess bins are situated around the park for your convenience.

## **Speeding Limit**

There is a strict 5mph speed limit imposed upon the park and we would ask all residents to kindly abide.

## **Plumbing System**

We would like to kindly ask all residents to refrain from flushing any items, other than toilet roll down the toilets in your home. We have had to have the drains looked at several times over the past few months and it was found that some residents have been flushing nappies, face wipes, face flannels and dog mess bags down their toilets. This can cause major issues with the plumbing system, with disruption to other residents and the plumbing in individual homes as a knock-on effect.

### **Gate Fobs**

Whilst the gate fobs supplied when you move into your home come with a 1-year warranty cover, they will require at times to have batteries changed depending on the amount of usage. Replacement batteries can be purchased in most local supermarkets and online and the replacement batteries required are CR2032 coin batteries. Any fob lost will incur a £50.00 replacement fee.

### **Washing Lines**

The Minky washing lines supplied with your home do not come with any warranty cover and are supplied as an additional extra. Should you require a replacement washing line these can be purchased through the Sandy Bay office, situated in the main Thorney Bay Office for £25.00.

### **Foxes**

Whilst we are huge fans of the natural wildlife here on Sandy Bay, we understand that despite being relatively harmless, Foxes are causing some disruption to residents. We would kindly ask residents to refrain from actively encouraging Foxes by leaving out food, bin bags containing food outside their property or putting their rubbish out the evening before collection is due. We would like to remind residents that as Foxes are protected by law.

Kind Regards

The Sandy Bay Team