



# SANDY BAY

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Dear Resident (s)

We were hoping to get a more aesthetically pleasing newsletter out to you today however in order to ensure that there is no delay in the important updates going out to you all we have listed those most urgent or enquired about in bullet point form below for ease to ensure of no delay.

**Amenities:** I understand from previous meetings with Sandy Bay residents' association that this has been a key area of concern for most. Firstly, I would like to thank you all for your patience on this key update, the acquisition of Sandy Bay and ourselves taking over the subsequent management of the park has been a lengthy process and we are six months in with everything finally coming to a close, allowing us to move forward much more swiftly.

As a way of an update on where we are - We have recently engaged with an architect to draw up plans on the previously proposed amenities that were stated to many of you that would be installed at Sandy Bay prior to our management of the park. Once we are in receipt of these plans, we will be holding consultation days in the clubhouse for all residents to attend and view the plans and to provide ourselves with opportunity to update you all collectively, more regarding this important update in the coming weeks.

**Security:** I would like to reassure all residents that the security at Sandy Bay is still in situ and very much present, I am aware of concerns being raised that this in fact has been relaxed since our management and I can assure you this is not the case with security still present at the entrance and the gate house at the gates of Sandy Bay. Whilst security may not always be present at their posts it is important to note they may be dealing with incidents on park - If you have any concerns, you can email [customer-care@sandybay.co.uk](mailto:customer-care@sandybay.co.uk) to raise these directly with the team.

**Decking Issues:** Whilst we appreciate this does not affect all on Sandy Bay it was easier to inform as a collective on the basis that we are currently reviewing the residents this affects. Please be safe in the knowledge that we are dealing with this and will be in contact with you all in the coming week, regarding dates on when the contractors will be visiting your property, with the health and safety issues taking priority.

Whilst we understand this has been an incredibly frustrating issue with the previous owners in the past and something that has been ongoing for some time, we are committed to alleviate your concerns as a matter of urgency. We would request some further patience from those awaiting smaller snags on their decking as it is crucial, we deal with the more urgent cases first.

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**Ongoing Development:** Whilst the movement of homes has slowed in recent months due to stock issues with the manufacturer's development has continued. I am aware of concerns raised with the dust particles that is blowing across the development area itself and we are currently awaiting the results of a survey that has been carried out on the dust to reassure residents that this is of no concern. Those that are in close proximity to the development area can email the management team on site with any concerns which will be highlighted as a matter of urgency direct with the contractors. We have been lucky with the dry summer we have had but unfortunately has not helped with the ground conditions and rising of dust in that particular area. We completely understand the frustration however residents living close to the area itself would have been aware upon purchasing development was ongoing. The team will work closely with those affected and update on progress regularly.

**Clubhouse:** We have finally gained a delivery date on the newly improved user-friendly seating that has been ordered for the Clubhouse to replace the picnic benches and although we were hoping this would arrive before the summer ended, we are pleased to say this will be in place before the end of September. We are currently reviewing other requests and further information will be released in the next monthly newsletter.

**Roundabout/Gated Entrance:** It was discussed at our last RA meeting regarding works to the roundabout, whilst we are aware of this, we are looking at placing gates in situ in front of that area as a whole so Sandy Bay has effectively its own entrance not just the gate at Jack King Drive, we are still in talks with a gate company and logistically how we would roll this out, further updates will be in the next newsletter. In the meantime, our health & safety team will install further signage and renew the road markings to ensure they are more visible.

I want to thank you all for your patience whilst we have been in this period of completion, and we would like to assure you moving forward that you will receive monthly updates on progression throughout the park and communication as a whole will be improved.

If you have any further concerns, please do not hesitate to email [customercare@sandybay.co.uk](mailto:customercare@sandybay.co.uk) or speak to a member of the management team on site who will assist you with your concerns,

I hope you all have a lovely weekend.

Kind regards  
Sandy Bay Management Team