



22nd September 2022

Dear Resident (s)

I hope you are all keeping well.

We wanted to update you on developments and activity around the park following our recent letter to you all. As you are all aware the transition for us has been a slow one and we thank you all for your patience, we are pleased to make you all aware we have now fully taken the reins and you will see a lot more activity over the park in the coming months.

Communication: Please ensure going forward you use the customercare@sandybay.co.uk email address and the normal office phone numbers - the previous email address is no longer accessible, apologies if any residents have been sending emails and you have received no response, please re-direct to the customer care email.

Internet Issues: Sandy Bay Internet helpline is for residents to call if they do not have an internet connection **only**. This includes a faulty router or the cable coming into the property. It does not include setting up or connecting devices to the router/wifi. A full description of what is covered will be available in coming weeks.

Security: It has been brought to our attention regarding concerns on several blind spots throughout the Sandy Bay development, we are currently working with our IT company to identify these areas and action the relevant works.

Decking Issues: We appreciate those that have contacted us thus far regarding the outstanding decking issues and whilst we appreciate your issues have been outstanding for some time, this is a large project that has to be undertaken that involves, documenting, supply chains and logistics regarding the works being carried out. We are currently going through the spreadsheet of works and a meeting is arranged with the remedials team and should be in a position to substantially update all those concerned within weeks. I would like to reassure all residents concerned that this will be actioned, and we are 100% committed to carry out all works deemed necessary. We would like to thank all residents once again for their patience whilst we continue with the compiling of all the information presented to us.

Ongoing Development: I know there were concerns raised that the dust from the development area was causing breathing issues and alarms were raised that this could in fact have asbestos within the dust. I can confirm that following a recent sample test and survey taken from the development area itself the presence of asbestos has been ruled out. The RA can view this on request.

Roundabout/Gated Entrance: Following a health & safety walk around the development on the 21st of September, we have agreed to install as previously mentioned new signage for Thorney Bay and we are currently gaining quotes to move and install a new roundabout that is fit for purpose and our health & safety team are currently working on a traffic calming measure in that particular area - we will update further in due course. We will also be instructing a company to come out and re-paint all the road markings to ensure these are completely visible across the development and down the main entrance.

Action Plan: We are currently compiling a action plan of works and improvements throughout the development and once shared and discussed with the RA in our next meeting we will send an update out to all residents.

The management team at Sandy Bay would like to thank you all for your patience whilst we have been in this period of completion, which we are glad has now come to an end.

If you have any further concerns, please do not hesitate to email 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