

Newsletter
May 2024



Dear Resident (s)

I am pleased to inform you that we will be sending our monthly newsletters again to keep you updated on exciting changes on park.

Firstly, I would like to clarify the email that was sent out regarding your pitch fees. It has been decided to charge the 2022/ 2023 rate for this year. All accounts have been adjusted in the office to show the correct charges and balances, if you would like a copy of your statement, please contact the office and we would be happy to print this out for you. Any resident that paid the increase, your account will now be in credit. It is the resident's responsibility to change their standing order to the correct monthly / yearly amount.

We hope you have noticed improvements that have already been made on park which include the following -

- New Sandy Bay signage throughout the park
- New outdoor furniture for the bar (some has arrived, however, delays with the rest of the delivery but due in the next couple of weeks)
- More attendance to the weeding and new plants
- Road sweeper back in action
- Decking repairs / replacements are well under way with our new contractor and we are receiving such great feedback from residents that have now had theirs completed.
- Tarmac and road linage has been completed down Shore & Coral Drive
- Shed rendering on Phase 2 almost complete.
- New seating area and tables at the pool

Our swimming pool will be opening on Bank Holiday Monday 6th May 9am – 5pm with a singer on the patio at the bar, we hope the weather will be on our side!

Swimming Pool opening hours – 7 days a week - 9am – 5pm

Closed 1.30pm – 2.30pm for lunch.

Reservations for sunbeds around the pool are not allowed and they are on a first come first served basis.

We will be continuing with the weekly water aerobics, date, and time to be confirmed with the instructor asap, we know this is very popular and a great addition to the pool activities.

Please note, the hot tub is currently undergoing some unexpected maintenance work and unfortunately will not be open for the Bank Holiday.

Our Sandy Bay Development is continuing at pace with lots of deposits being put down at the open weekend, last weekend. Caravans from Thorney Bay have been disappearing quickly off the site too.

Please, can I remind you again, when walking your pets on Sandy Bay, they must always be on a lead, and you are responsible for picking up after your pets. This is one of the most highlighted complaints from residents that I receive by email daily, along with speeding on the site.

A suggestion has come to us regarding the pumping station gate, with the code. This gate can be accessed using the gate card as well. We kindly ask that residents do not share this code with people that do not live on park, staff will also be told the same. We will not be removing the code access option and its not possible to regularly change the code.

We are still having residents, but mainly carers driving through other driveways which is not allowed, our security guards are constantly reminding delivery drivers too.

Commercial vehicles can be parked in the sales office carpark which is used as an overflow for Sandy Bay.

Upcoming info -

We have had new menus printed for the bar, which should be available in the next few months, all your current favourites will still be available with the addition of some new and exciting dishes too! Breakfast will be available all day at resident's requests.

The fit and proper person for the site, is our GM, Lee. A meeting with a representative from Castle Point Council is scheduled at our office to finalise the paperwork next week. This is an issue that has been brought to our attention by residents and has taken some time to complete. Lee and I are also reviewing the Sandy Bay site rules and will be re-issuing to residents in due course.

Please continue to use customercare@sandybay.co.uk as the main line of communication with the office for suggestions / queries/ complaints. We were experiencing issues with this mailbox which has now been resolved, if you would like your email address added to our mailing list, please inform the office.

As the park has been under new management for a couple of months now, I hope you are all feeling positive about the changes that have been made and excited for things that are yet to come. We welcome and suggestions or feedback that you may have.

Kind regards
Gemma, Sandy Bay Management.