

Dear Sandy Bay Management,

We the residents of Sandy Bay, would like to voice our considerable anger and disappointment at your proposal to cancel all home waste collections, replacing them with outdated centralised storage areas.

Sandy Bay homes were and still are being sold as prestigious properties with luxury services and facilities, solely for the over 50s. This being so, a large proportion, if not the majority of residents are in their 70s and 80s. This residential group will only increase in size as time passes.

Most if not all of us, purchased our homes for the safe and comfortable lifestyle promised in your sales brochures. Therefore, a centralised collection point would cause huge difficulties for our senior and disabled residents, who will struggle to deliver their waste to any central collection area, let alone raise the bin lids and place waste safely within.

This is definitely not what we signed up for when purchasing our homes. We believe this planned concept belongs to an old, outdated caravan park ethos and is an unacceptable, retrospective step for our residential park.

Sandy Bay is not an outdated holiday caravan park, since it's conception some seven years ago, it has always had a home collection policy. This is because it was sold as and has always been a residential park.

We would like to remind park management that home waste collections are included in our monthly service charge fees. Residents also pay for this service a second time in their council tax.

Residents have both brochures and documentation clearly showing our entitlement to a three day collection service per week. Written dated statements confirming this are also on file; received from the original Sandy Bay sales team. Waste collections services have already been reduced by a previous management company. This action clearly represented a reduction in the quality of services provided for residents. A resulting legal case recorded a win for Sandy Bay residents, culminating in a sizeable reduction in pitch fee payments. This was also widely reported in local papers.

These proposed changes are intolerable for residents, especially as large additional premiums were paid for homes overlooking green areas with unrestricted views, these homes would now look over unsightly smelly collection points with all the problems of a vastly increasing vermin population that will be attracted to them. You will be aware of the vermin that are already attracted to the Thorney Bay Bins, that are allowed to be left overflowing and dirty.

Most residents are proud to promote Sandy Bay positively when asked to do so, after all, everyone wants their homes to be recognised by others as a lovely place to live.

The very positive persona we now have, will be difficult to maintain going forward if these new collection plans are implemented. The perceived sentiments of residents could seriously affect how the Sandy Bay is viewed from non-residents, both positively and negatively when visiting the park. We fear that if these proposed changes go ahead any future trust or cooperation going forward will be lost, not unlike the corrosive relationship which developed with the previous management company RoyaleLife. Clearly we would prefer to avoid this if at all possible.

On a more positive note, since your takeover, some residents have perceived a positive change of attitude in both park management and residents towards each other. Residents now feel there is an achievable reality, where a productive working relationship can become the norm. This can only be beneficial to both groups going forward. This being so, park residents respectfully ask that this policy be reconsidered before it becomes very divisive and sets a poisonous precedent in our relations going forward.

When this 28 day consultation period ends, we are hopeful that we can work together and towards a satisfactory outcome on this matter for both sides, as the alternatives will be detrimental to the park and its community alike.

Date

Signed

Address