



Newsletter
October 2024

Dear Resident (s)

I hope you have all been keeping well and would like to thank you all for another amazing summer here at Sandy Bay. It's been great to welcome so many new residents on park and see you all enjoying yourselves at the swimming pool with your families and many events hosted at the Bar. I would like to inform you of some updates and changes on park.

New Sales Manager

Firstly, I would like to mention our new sales manager on park. Ash Reeves, Ash has worked in this industry and for Park Holidays for over 10 years and has now moved to Essex with his family to join our Sandy Bay team. You can find Ash in the sales office working alongside Holly, Nicola and Michael.

Swimming Pool

Our swimming pool has been another great success this year with so many of you attending with your family and friends. We have had a few new additions to our team this year and would like to thank all our lifeguards Mike, Max, Albert and James for keeping you all safe in the pool. The swimming pool closure date will be **Friday 15th November** with the closing time now 1.30pm. Our water aerobics has finished for the afternoon and evening sessions, but we look forward to having Kim back again next year.

Security

We have made a slight adjustment to our security team with 2 staff on shift days and nights. We have received a few emails and calls with concerns from residents but please be assured that there will still be a team available to assist should you need them 24/7.

Water Pressure

We are aware that there has been low water pressure on park this week. We have contacted Essex & Suffolk Water who have said it's an issue their end affecting most of Castle Point which they have now resolved. As this was not a park issue, it has been out of our hands, but we do apologise for the inconvenience.



Decking

Premier decks are still working their way round to correct all decking issues. We have had nothing but positive feedback from you all and thank you for being so patient. If you are still waiting for a date, please contact 01621 869193 to get booked in. If you have moved in on phase 2 and have issues with your deck, please contact UK Sundecks as your warranty is with them.

Reminders

- Speed limit on park is 5mph.
- Dogs are to be kept on short leads and dogs mess is to be picked up and disposed of in bins provided.
- Please put rubbish out on the morning of collection only, ready for 8am and not the night before as this is attracting foxes. Refuse collection is Mondays & Fridays.
- Please do not share the gate codes or give gate cards out to anyone that is not a Sandy Bay resident.
- If you have any shed issues, please contact the office and we will get back to you as this may be an additional cost for repair. Any issues already reported to the office and ongoing with still be dealt with in due course.

Bar events coming up.

Friday 11th Quiz night 8pm start.

Friday 18th Clayton 8.30pm start.

Friday 25th Quiz night 8pm start.

Saturday 26th Halloween party 8pm start, fancy dress optional. **Prizes for best costume!**

Please note, I will be on maternity leave from 8th November and any emails sent to me personally will not be monitored or replied to.

The correct email for Sandy Bay queries / complaints is - [customer@sandybay.co.uk](mailto:customer@customer@sandybay.co.uk) and will be dealt with by one of our team.

Kind Regards
Gemma