



27th August 2025

Subject: FORMAL CONSULTATION: Security Enhancements at Sandy Bay

Dear Resident,

We are writing to formally consult with you regarding recent enhancements made to the security arrangements at Sandy Bay.

As part of our ongoing commitment to maintaining a safe and well-managed environment, we have recently introduced a number of improvements to how security is delivered across the park.

Summary of the Changes Implemented

The following upgrades have recently been made:

- Installation of Automatic Number Plate Recognition (ANPR) barrier systems at key access points
- Enhanced CCTV coverage across the park, including monitored areas of entry
- A revised staffing model that retains a 24/7 on-site presence, now with one team member on duty during the day and one overnight

These changes were made following a thorough review of our operational model and represent a significant investment in modern, reliable, and intelligent systems, whilst still maintaining the reassuring presence of staff around the clock.

Importantly, the first control point/barrier at the park entrance remains manned at all times.

Benefits of the New Security Model

We're proud of the positive impact already being felt from these changes and want to highlight several key benefits of the new system which comprises a mix of 24 hour manned security and implementation of modern technology which includes the following:

- Improved Park Access Control: The ANPR system ensures that only authorised vehicles are granted entry, offering residents peace of mind that no unauthorised vehicle can enter the park if a team member is momentarily away from the gate.

Sandy Bay, Thorney Bay Road, Canvey Island, Essex, SS8 0DB.

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- **Speeding Complaints Support:** The ANPR system enables us to identify specific vehicles reported to be driving inappropriately or at excess speed, allowing us to follow up with more confidence and evidence.
- **Tailgating Control:** We have received queries regarding the potential for vehicles to follow others through the barrier. We can confirm that if the second vehicle is recognised by the system, the barrier will hold in the upright position to allow it through safely. If not recognised, the barrier will drop and re-raise accordingly.
- **Barrier Timing Adjustment:** Based on feedback from residents, we've reduced the hold time for the barrier when raised, cutting it by 50% to improve flow without compromising access control.

We are genuinely pleased with the balance we have achieved between manned support and modern technology, and the positive responses from many residents so far have reflected this.

Consultation and Feedback

While we discussed these changes with the Residents Association prior to implementation, we acknowledge this formal consultation should have been issued sooner, and we apologise for the delay.

Please note these changes will not affect your pitch fee when it is next reviewed. We still expect to make the usual CPI change but no additional change. However, we will obviously rely on these changes as demonstrating our commitment to security at Sandy Bay for the benefit of all our Residents if this ever becomes relevant. We have changed the way in which we provide security, and this will lead to an overall improvement in the service.

We now invite all residents to share their views or raise any concerns as part of this formal consultation. Please submit any comments in writing by 26th September 2025 to:

Tracy Clark – General Manager

Email: customercare@sandybay.co.uk

Post: Sandy Bay Residential Resort, Thorney Bay Rd, Canvey Island SS8 0DB

All feedback will be reviewed carefully and responded to where appropriate. While we firmly believe these enhancements are a positive and future-proofed step forward, we remain committed to listening and adapting where needed to ensure the park remains a safe, secure and welcoming place for all.

Thank you to everyone who has already shared feedback, and for your continued support as we invest in improving Sandy Bay.

Yours sincerely,
Tracy Clark
General Manager