



16.10.2025

Subject: Consultation Outcome: Security Enhancements at Sandy Bay

Dear Resident,

Following our correspondence dated 27th August 2025, we formally consulted with all homeowners regarding the enhancements made to the security arrangements at Sandy Bay.

The consultation period closed on 26th September 2025, and we would like to thank everyone who took the time to share their views. A total of 67 responses were received, and all feedback has been carefully reviewed and considered.

While some residents expressed concerns relating to areas such as warden numbers, emergency access, lighting, pedestrian safety, and CCTV coverage, we remain confident that the current security arrangements represent a significant upgrade to a more modern, effective, and intelligent security model.

We are aware that an independent residents' survey was conducted during the consultation period, and we would like to thank those who took the time to share their views through that process. We have noted the points raised, particularly around the timing of consultation and the importance residents place on being engaged before changes are introduced.

As acknowledged in our original consultation letter, the formal consultation on this occasion should have been issued sooner. We appreciate this feedback and can confirm that steps are being taken to ensure that future consultations are carried out in advance, in line with the Implied Terms of the Mobile Homes Act 1983.

We also confirm that discussions regarding the security enhancements took place with the Qualified Residents' Association prior to implementation, and we remain committed to ongoing and transparent communication with residents and the QRA moving forward.

Security Enhancements Implemented

As outlined in our earlier communication, the following upgrades have been completed:

- 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, with one team member on duty during the day and one overnight

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These enhancements have improved how we manage and monitor access, combining modern technology with a continual on-site presence. Importantly, the main entrance control point remains manned, ensuring a reassuring point of contact for residents and visitors.

Benefits of the New Security Model

We would like to reiterate the benefits already being seen from the new arrangements:

- Improved access control through ANPR technology ensures only authorised vehicles can enter the park
- Enhanced CCTV allows us to identify and address speeding or inappropriate driving more effectively
- Tailgating protection and optimised barrier timings improve both security and traffic flow
- Enhanced CCTV provides better coverage and oversight of key areas

These improvements reflect our investment in modern, intelligent systems that complement, rather than replace, the human presence on site.

Review of Crime Data

We have liaised with Canvey Police to review crime data for the park. The figures show a marked and sustained reduction in reported crimes since we took over the management of Sandy Bay, as outlined below:

- Aug–Dec 2022: 43 recorded crimes
- 2023: 51 recorded crimes
- 2024: 15 recorded crimes
- Jan–Jul 2025: 5 recorded crimes

This downward trend clearly demonstrates the positive impact of our management approach. Since taking over responsibility for Sandy Bay, including the removal of all homes on the Thorney Bay side of the park, totalling 441 homes, we have seen a significant improvement in safety and site management.

These results provide strong reassurance that our modernised security model is effective, and that we continue to provide a safe, managed, and secure environment for all residents.

Ongoing Improvements and Future Growth

We acknowledge that some residents have raised concerns regarding the growth of the park and its potential impact on security. We would like to assure you that we regularly review security provisions as the park develops and will make adjustments where necessary.

In direct response to owner feedback, we are also pleased to confirm that a new pedestrian gate will be installed to improve accessibility and safety for those entering or leaving the park on foot.

Tribunal Findings

We also wish to highlight that following a recent visit by the Tribunal, they confirmed satisfaction with the current security offering.

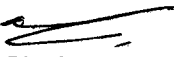
This independent finding further supports our position that the security service at Sandy Bay has not been reduced.

Conclusion

We are proud of the progress made to ensure Sandy Bay remains a safe, secure, and welcoming environment for all owners and visitors. The recent security upgrades represent a forward-looking investment that strengthens site management and community safety.

We appreciate the time and feedback provided through this consultation and would like to thank all residents for their continued support as we continue to invest in and improve Sandy Bay.

Yours sincerely,


Tracy Clark
General Manager