

# Residents' Newsletter

## Welcome

We hope this newsletter finds you well. Please find below a number of updates and reminders for residents, along with recent team and site improvements.

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## Team Updates

We are delighted to congratulate Holly on her promotion to Owner Experience Manager.

This role reflects our ongoing commitment to improving the support available to residents. Holly will now act as a dedicated point of contact for aftersales support, assisting with any queries or concerns following the first 30 days of home ownership. We wish her every success in her new position.

We are also pleased to confirm that Delia has been promoted to Bar Manager, recognising her continued contribution to the team.

For private function bookings, please contact Delia directly. For all other bar enquiries, please speak with a member of the bar team.

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## Park Security Improvements

We have recently made several enhancements to security across the park.

CCTV has been installed in the Warden's Hut at the main entrance, alongside additional coverage in key areas. We are also upgrading our network infrastructure to enable resident barrier fobs to access all park gates. We will update you further once this is due to go live.

These improvements are designed to further strengthen site security and provide additional reassurance for residents.

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## Driving on Park

As a reminder, the park speed limit is 5 mph. This is in place to ensure the safety of all residents, visitors, pets, and staff. Please remain cautious and drive carefully at all times.

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## **Dog Fouling**

We kindly remind all dog owners to clean up after their pets. While most of our residents do so responsibly, some incidents have been reported in communal areas. Your cooperation helps keep the park clean and enjoyable for everyone.

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## **Recycling Consultation**

Thank you to all residents who took part in the recent recycling consultation.

We are currently reviewing feedback and will provide a further update once the process has been finalised.

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## **Entertainment Updates**

To streamline communication, entertainment listings will no longer be included in this newsletter.

Residents can continue to access up-to-date information via:

- Bar notices
  - Resident notice boards
  - Facebook updates
  - Weekly WhatsApp reminders (Fridays)
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## **Sandy Bay Management WhatsApp Group**

Residents using WhatsApp are encouraged to join the Sandy Bay Management Updates group.

This is the quickest way to receive important announcements and updates. Please contact the management team via [customercare@sandybay.co.uk](mailto:customercare@sandybay.co.uk) with your preferred mobile number if you would like to be added.

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## **Kitchen Opening Hours**

**Sunday – Wednesday:** 9:00 am – 5:00 pm

**Thursday – Saturday:** 9:00 am – 7:00 pm

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## **General Enquiries & Complaints**

For general enquiries, please email [customercare@sandybay.co.uk](mailto:customercare@sandybay.co.uk)

For formal complaints, please email [sandybaycomplaints@parkholidays.com](mailto:sandybaycomplaints@parkholidays.com) with full details so the matter can be reviewed appropriately.

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## **Thank You**

Thank you for your continued co-operation and support. By adhering to the rules, together, we can maintain a safe, welcoming, and enjoyable community for all residents.

**The Sandy Bay Management Team**