

From: Gareth <[REDACTED]>
Date: 27 April 2023 at 10:10:02 BST
To: [REDACTED]
Subject: Sandy Bay Sales

TO WHOM IT MAY CONCERN

I worked for the Sandy Bay Sales team from July 2018 until the first week of March 2022.

During that time I presented the plans for the development of the Sandy Bay site to countless prospective home buyers, taking deposits for one-hundred-and-seventy of the homes on Phases One and Two.

As part of the brief handed to the sales staff - and regularly used as part of our "pitch" - we presented the development of the site as four phases, or sectors, for residential/park homes, along with the construction of new planned leisure facilities as a complex to include a sauna, gymnasium, salon, restaurant and new or enhanced swimming-pool, as well as a new or refurbished supermarket/shopping facility.

As a sales team, we were all told these new facilities would be built during the construction of the residential phases, with the work likely to commence during the construction and sale of the Phase Two homes.

We also explained - as part of the sales "pitch" - the monthly service charge (and annual increases thereof, based on the official inflation rate), which charge would cover the on-site services, including security, regular (thrice-weekly) refuse collections and the maintenance of the communal areas, such as gardens, trees, pathways and roads. In addition, we were assured that the service charge would also include, or cover access to - and use of - the proposed new leisure facilities.

Prior to the new owners taking control of the Sandy Bay development in March 2022, they or their representatives visited the Sales Office and were shown the plans for the whole site, the four "Phases" being explained, as well as the area for the new proposed leisure facilities.

I have no doubt that many - if not most - of the Sandy Bay residents on Phases One and Two purchased their homes under the impression that they could expect the continuation of the existing services, as well as the completion of the proposed leisure facilities/complex within a two-to-five-year period.

Such was the brief handed down to the Sales team, with our understanding that it was approved and ratified by the site's previous owners.

Gareth Light
27 April 2023