



## **Sandy Bay Residents Association Meeting**

**Minutes of the meeting held on Tuesday 26.04.22 @ 2pm @Thorney  
Bay Main Office**

**Present:** Emma Smith - Royale Life Operations Director  
Katie Broad - Sandy Bay Customer Care Administrator  
Andrew Gentry - Residents Association Chairman  
Gary Wakeling - Residents Association - Vice Chairman  
Kelvin Dimond - Residents Association - Committee Member

### **Welcome and Introductions**

ES welcomed everyone to the meeting. Introductions were made around the room. ES explained that the aim of this meeting was to carry out initial introductions and to create an action plan for meetings going forward. The agenda was looked over and ES explained that whilst they would touch upon the points on the agenda within the meeting, a further follow up meeting would be scheduled for 24th May 2022, again at 2pm in the Thorney Bay main office to further discuss points raised. ES advised attendees that as part of her role within Royale Life she personally meets with all Residents Associations on all Royale Life owned parks. ES informed the meeting that she believes that open and honest communication is key and hopes for a good relationship with the Sandy Bay Residents Association going forward.

AG went on to introduce himself again, and the attending Residents Association members all agreed that it would be this kind of relationship that they would also be seeking to establish. AG advised the meeting that they had unfortunately not been recognised by the previous owners of Sandy Bay and they were in the process of going through a tribunal to seek recognition when they received a letter from the former owners advising that Sandy Bay had now been sold to Royale Life. ES advised the Residents Association Committee members present that upon receipt of the relevant paperwork she would be looking to write to them as soon as possible to formally acknowledge the association. Paperwork was handed to ES by KD, which was taken away by ES to review. ES requested that this was also sent digitally along with further details of the RA committee members, a copy of the minutes from the RA's most recent AGM and percentage breakdown. ES also informed the RA that only 1 member per household should be counted when working this out, which the RA agreed that they were aware of.

It was agreed by all attendees that going forward a monthly meeting would be scheduled. ES, AG and KB all agreed that this would work for them, and other attending RA attendees would be confirmed ahead of each meeting. The RA would continue to supply an agenda ahead of the meeting and any extra points that ES would like to include will be advised prior to the meeting.

ES reiterated that whilst she would do her best to touch upon the points on the agenda today due to the sheer size of Sandy Bay and the short period of time since the acquisition that she would require further time to fact find and asked the RA if they would be agreeable that they would revisit the points again at the next meeting scheduled for 24th May 2022. The RA agreed.

ES also advised that over time newsletters will be introduced to keep residents up to date of any developments, which the RA welcomed.

ES advised the RA that Royale Life hold a strict policy of zero tolerance to bullying or aggressive behaviour towards employees. There have already been several incidents in the few weeks that Royale Life have been here and any incidents going forward may be taken further. The RA confirmed that whilst they were unable to police residents' behaviour that they would work with Sandy Bay regarding this and any repeat offenders who are members of the RA may be asked to leave. ES reminded the RA that residents are not to go to the sales office with queries and complaints as they are unable to assist and that all issues should be reported directly to the Customer Care team. The RA understood this point and agreed to reiterate to residents.

ES advised the RA that going forward all issues that the RA would like to raise should be forwarded directly to KB or herself.

### **Health & Safety**

ES advised the RA the GenOne whom are the principal contractor that Royale Life use at all sites were currently in the process of carrying out a full H&S report on the site which will cover from the entrance throughout the entire park, and that there were already many changes planned which the RA should expect to see implemented over the coming months. Extra signage is on order and all areas where building works are currently being carried out will be clearly marked and sectioned off with fencing. All findings and steps to be taken to rectify by Royale Life will be discussed in the next meeting. The issue where the roundabout is situated leading on to Sandy Bay was highlighted and ES confirmed that this had already been flagged up and information of any changes will be shared at the next meeting.

### **Security**

The RA put to ES the issues reported to them regarding security. ES advised that these issues would be addressed at the next meeting, however that her initial thought was that some aspects of security, such as CCTV on individual roads, which is currently attached to lamp posts and in some cases resident's homes could be seen as overkill. It was discussed that the possibility of moving the security hut,

however this would be discussed in more detail at the next meeting. The RA advised the meeting that at present they believe that the security gate currently has a 2.5 minute delay in closing, which they felt was too long and would allow tailgaters on to Sandy Bay. ES asked KB to go away and confirm this and provide her with details of the current gate system.

The RA highlighted that it was policy under the previous ownership for Sandy Bay to retain a key for individual properties upon occupation which was kept on file should a resident lose a key, or in the event of an emergency. The RA advised that this was not something that residents were happy with, and as ES agreed that this is not policy on other Royale Life parks that all keys be returned to the residents. ES asked KB to ensure that this was done ASAP.

### **Leisure Facilities**

The RA asked ES about the plans that Royale Life had for the planned leisure facilities and provided documentation that residents were given when purchasing their homes detailing what they could expect to be provided. ES advised the meeting that as she was not directly involved with the acquisition, she was unaware of the plans but would investigate this and report back at the next meeting. ES asked the RA to forward any information that they were given at point of sale, or since regarding the facilities and it was agreed that this information would be forwarded with any one's names details redacted from the documents. It was confirmed by KB that the ground rent on Sandy Bay has only ever been increased in line with RPI (Retail Price Index) as set out by the government.

### **Pitch Fees & Utilities**

The RA advised ES that they had previously requested a breakdown of what is covered under Ground Rent costs and how it is attributed, ES confirmed that Ground Rent is typically the amount charged by the landowner for the land that their home is on, ES agreed to look in to this further and that this would be discussed again at the next meeting.

The RA inquired about the installation of smart meters for both electricity and water, KB confirmed that the electricity meter is a smart meter, however there were no plans to provide work top readers at this point.

Water meters will not be installed on Sandy Bay and KB confirmed that this had never been in the plans under the previous ownership. The RA was also reminded that residents do not currently pay any admin or service charges for utilities and that Sandy Bay are currently tied into a fixed deal and that residents are not likely to face any sudden high increases regarding electricity. ES asked KB to confirm when Sandy Bay are currently tied in too.

The RA also asked if there was a possibility that residents could use external Internet providers and ES confirmed that this was not a possibility and that residents would have been advised of this at the point of sale.

ES will investigate the current package provided by Sandy Bay.

### **Home & Guarantee Concerns**

The RA asked ES what the current plans are surrounding decking issues reported on Sandy Bay in relation to both UK Sundecks and PVS Holdings Ltd decks. ES explained that this was one of the first issues raised upon completion of acquisition by KB who will be continuing to follow up on this. The contracts are currently with Royale Life's legal team, and this will be discussed again during the next meeting.

The RA inquired about Goldshield warranty cover and advised ES that residents were not happy that they were expected to pay for this. It was established that the payments that they were referring were for residents who has taken out extended warranty with Goldshield.

The RA advised that although they had seen some improvement in lead times for works to be carried out by Omar Park Homes Ltd, they still had some residents unhappy with wait times. ES advised that many manufacturers were still working with delays following the recent lockdown, however this would be something that would be addressed by Royale Life and that KB would be working alongside Royale Life's Customer Care Manager to deal with these issues going forward.

### **Residents Morale**

The RA raised the recent ban that was imposed on some of the residents from the bar area and asked if this could be lifted. ES asked for further clarification from the RA regarding the ban. AG advised ES that several residents had been caught in position of their own alcohol in the bar area. ES said that she would go away and take the information supplied by the RA and carry out her own investigation on the situation surrounding this. ES advised that this was quite a serious issue and that this would affect the licence of the bar should the relevant authorities been advised of this.

The RA advised that many residents, especially the more elderly residents had been quite distressed at the lack of information surround the sale of Sandy Bay and that many were very worried about their future here. ES explained that Royale Life HQ are currently in the process of contacting all residents on Sandy Bay. ES also advised that going forward she strongly believes that communication is key and that over the coming months literature surrounding the sale and any changes that may be imposed will be distributed. ES felt that the scheduled monthly meeting between the RA and herself will also help towards any feeling of unease.

### **Closing Notes**

After confirming that all issues had been touched upon and that the RA was happy to reconvene re the current agenda at the next meeting on 24<sup>th</sup> May 2022 ES thanked the RA for their time and once again reiterated that fact that is her intention to meet with the RA regularly, and that lines communication would continue prior to the next meeting.