
MINUTES OF THE RA COMMITTEE MEETING WITH MANAGEMENT

Date: 28 September 2026

Time: 10:00 am

Meeting: Management Meeting with the Residents' Association Committee

Minutes Taken by: Julie Torrance

Management / Park Representatives

- **Tracy Clark** – General Manager
- **Delia** – Bar Manager
- **Holly** – Owner Experience Manager

Residents' Association Committee

- **Amanda Bastable** – RA Secretary
- **Dave Phillips** – RA Chairman
- **Mick O'Brien** – RA Vice Chair
- **Julie Torrance** – Treasurer

Security Provisions

The meeting considered the current security arrangements for the park.

Management confirmed that the existing security would remain the same and that no additional action was considered necessary.

Paxton was being quoted for coding the internal gates – They cannot remove a pin number without removing the whole lock.

Management advised that additional security personnel were not considered necessary, with the existing barriers and Paxton access system considered sufficient.

Dave Phillips asked about staffing at the gates and the arrangements for the park outside normal operating hours.

Tracy Clark confirmed that emergency contact numbers are available should assistance be required outside normal operating hours.

Mick O'Brien queried why **24-hour security** continues to be advertised and raised concerns regarding incidents occurring outside normal operating hours. Tracy Clark requested details of any specific incidents so that these could be considered.

Action:

- The Committee/residents to provide Management with details of any relevant out of hours incidents.

Ownership Change and Facilities Updates

Ownership change was confirmed by Amanda Bastable as taking place on the 22nd of September 2026.

Tracy had no information about the new owners but will provide an update when available.

It was also confirmed that **no works relating to the new facilities have currently been put out to tender.**

Action:

- Follow up with management at the next meeting.

Drainage System and Odour Issues – Coastal Drive and Shell Drive

Tracy raised the concerns regarding **odour issues associated with the drainage system**, particularly in the areas of **Coastal Drive and Shell Drive**. Which residents have been complaining about.

Management stated that the details had been passed to the property team and that management were awaiting an update.

The **Property Team** is involved in discussions regarding the required works and the proposed venting system.

Dave Phillips stressed the importance of identifying the nature and location of the issues and ensuring that the appropriate works are undertaken.

Amanda Bastable also raised the matter of a **holding tank installed on Coastal Drive during the development**. Amanda provided a photograph of the holding tank. **Tracy Clark** took a copy and confirmed that she would forward the information to **Ben** for consideration.

Actions:

- Progress the drainage-system works and installation of the venting system.
- **Tracy Clark** to forward the holding-tank information and photograph to **Ben/relevant parties**.

This has now been confirmed that it is a holding tank.

Bar Rules, Resident Bans and Procedure

Mick O'Brien raised concerns regarding the circumstances in which residents may be banned from the bar and asked whether a clear policy or procedure is in place.

The discussion included an incident involving a resident bringing a cake into the bar. Mick questioned whether bringing a cake or similar food item into the bar should result in a resident being banned.

Mick suggested that, where the issue is the bringing of outside food or drink into the bar, the resident should first be approached and reminded that outside food and drink are not permitted, with a warning being given before further action is taken where appropriate.

Management explained that there are Health and safety considerations concerning food brought into the bar, including the possibility of an allergic reaction. For this reason, outside food and drink cannot be permitted. It was stated by Management that residents are aware of the rules in terms of food and drink.

It was confirmed by management that food and drink must not be brought into the bar and that breaches of this rule may be taken into consideration when determining what action is appropriate.

Tracy Clark confirmed that rules should be applied fairly and consistently. She also stated that abusive behaviour towards staff, residents and guests would not be tolerated.

Amanda requested that the bar rules and the procedure for dealing with breaches be clearly documented, including the process to be followed when considering whether an individual should be banned.

Tracy Clark also referred to a separate incident involving criminal damage, in which an individual had been drinking and subsequently drove away from the bar while under the influence. This was cited as an example of a more serious incident that had resulted in the individual being barred. Amanda Bastable confirmed that aspects of the situation had been left out of the details provided to the Residents Association.

It was agreed by the QRA that there should be a clear and consistent procedure rather than bans being applied without an established process.

Tracy Clark emphasised the importance of ensuring the safety and wellbeing of staff, residents and guests using the bar.

Action:

- QRA to investigate the bar rules and procedures put in place by management regarding banning residents, including the legalities of this being implemented

Capital Expenditure, Accessibility and Health and Safety

It was confirmed that capital expenditure decisions are made by senior management.

Amanda Bastable raised the subject of **dropped kerbs and improved access for wheelchair and mobility-scooter users**.

Amanda suggested that a separate meeting be arranged to discuss health and safety and wider park matters in more detail with **Danny Duffy**.

Tracy Clark agreed and confirmed that she would contact **Danny Duffy and Andy Shutlar** to arrange a suitable meeting, however she stated they were very busy.

Action:

- Management/RA Committee to arrange a separate meeting concerning health and safety and accessibility matters.

Speeding and Traffic-Calming Measures

Concerns have reported regarding speeding within the park.

It was noted that speed bumps had previously been rejected through a resident's vote.

Amanda suggested the introduction of **chicanes** as an alternative traffic-calming measure. Tracy Clark mentioned that these may cause access issues to resident driveways

Dave Phillips suggested increasing the stated speed limit to **10 mph**. Both Mick O'Brien & Tracy Clark agreed that if the speed limit were put to 10MPH, residents are likely to drive at 15MPH.

Dave Phillips also suggested installing **stop signs at all crossroads**.

Tracy Clark noted that signage and road markings may not necessarily prevent drivers from exceeding the speed limit.

Action:

Follow up with management.

Mermaid Way and Future Development

The green area along **Mermaid Way** will eventually be removed when the roads are extended into the next phase of development, as with Seagull Drive and Cliffs Drive.

It was also confirmed that all fencing along Mermaid Way will eventually be removed.

Planning for the next phase of development is expected to continue for at least another **three years**.

Bar Gents' Toilets

The condition of the Gents toilets in the bar was discussed, including the urinals.

Tracy Clark agreed to contact contractors regarding the issues.

Delia reported that there is also **constant leakage** and suggested that the problem may be located within the wall cavity.

It was also noted that the men's sink is cracked and requires replacement.

Action:

- Tracy Clark to arrange for contractors to inspect and address the urinal, leakage and sink issues.

Pool Changing Rooms

Concerns were raised regarding the condition of the pool changing rooms, including mould and general cleanliness.

Tracy Clark agreed to investigate and follow up on the maintenance issues, including:

- Grouting.
- Shower trays.
- Mats and
- General cleanliness and condition.

Action:

- Tracy Clark to investigate and follow up on the pool changing-room maintenance issues.

Bayside Path

The path around Bayside was reported as being slippery by Amanda Bastable.

Tracy Clark said that no complaint of this nature had ever been received.

The concerns were attributed to **moss and overhanging trees**.

Action:

- Management to investigate the condition of the path, including moss and overhanging trees, and arrange cleaning where appropriate.

Willowside Gate

Willowside gate continues to present difficulties with both opening and the lock.

Tracy Clark agreed to report the issue and follow it up.

Action:

- Tracy Clark to report and follow up the Willowside gate and lock issue.

Fire Safety Equipment and Gas Safety

Amanda Bastable asked about the provision of **fire blankets and fire extinguishers** in homes.

Tracy Clark explained that the homes should be considered in a comparable way to brick built homes and that fire extinguishers and fire blankets are **not compulsory**.

However, it was agreed that residents could be encouraged to consider using them as an additional safety measure.

It was also noted that **annual gas testing** should be conducted on boilers and gas rings,
and that this is separate from routine boiler servicing.

Actions:

- QRA to inform residents about the benefits of fire blankets and fire extinguishers.
- Residents to be reminded of the requirement for annual gas testing of relevant appliances.

Waste and Recycling

Tracy Clark agreed to contact **Ayer** to reconfirm the recycling arrangements, including the use of food caddies.

Mick O'Brien reported concerns that **crows and foxes can open the food caddies**.

Tracy noted that only **thirty-four responses** had been received to the March 24th, 2026, waste consultation.

Tracy explained about glass collecting and the glass will be collected from bins provided to residents.

Residents will also be able to take glass to a collection point/depot outside the shop.

Waste collection currently remains **twice weekly**, as per consultation.

An alternative arrangement discussed was for recycling to be collected separately, followed by a black-bag collection, on separate collection days, as per the consultation, general waste and food caddies emptied Monday and general waste collection Friday

Landscaping and Substation Area

The electricity board has refused the proposed landscaping around the substation because **full access must be maintained** and it is their land not Sandy Bays.

Amanda Bastable suggested the possibility of using a communal park area as a **community garden**, where residents could plant and maintain the area themselves.

Management stated that park homes were willing to put money towards planting and that we are waiting to hear if Anglian Water are prepared to do the same.

Amanda also provided information regarding greenery and planting options, but Tracy referred to the need to ensure that any plants selected are appropriate from a **fire-safety perspective, and confirmed it is likely to be Red Robin Shrubs**

Actions:

- Tracy Clark to follow up on the expenditure information from Anglian Water.
- Tracy Clark to ask about the possibility of a community garden.

Anglian Water Plant – Odour, Noise and Vibrations

The Committee discussed **smells and noise associated with the Anglian Water plant**.

Amanda Bastable reported that the noise is constant and that a neighbouring resident in **Thames Road** has been in contact with her and is aware of vibrations.

Tracy Clark noted the concerns. It was also noted that **Ensygo works with the Property Team on environmental matters**. Tracy Clark agreed to pass the information to the relevant parties.

Action:

- Tracy Clark to pass the concerns regarding noise, odour, and vibrations to the relevant department/Property Team.

Bar Furniture and Seating

The QRA discussed the seating arrangements in the bar.

It was noted by us that, apart from the **black chairs**, much of the existing seating is considered unsuitable.

Delia raised concerns that replacing all seating with black chairs could result in a reduction in the overall number of seats.

The return of sofas was also discussed following previous requests from residents, they are now in place.

Tracy Clark confirmed that she has been investigating the matter. No suitable seating has yet been identified, although there may be an opportunity to obtain **padded chairs from another park** when its refurbishment takes place.

Action:

- Tracy Clark to continue investigating whether suitable chairs can be obtained from other parks.

Communication with Residents

Amanda Bastable reported that residents would like improved communication from Management, including the possibility of a **regular newsletter**.

Mick O'Brien suggested that the park website could be used to provide information.

Amanda expressed concern that relying solely on social media would exclude residents who do not use social media.

Other options discussed included:

- Noticeboards.
- Information displayed within the bar and
- Sign frames on tables in the bar.

Delia suggested the use of sign frames on tables within the bar.

Dave Phillips confirmed that QRA meetings take place on **Monday mornings from 11:00 am to 12:00 pm**, and that **Mick O'Brien's meetings take place on Monday evenings from 7:00 pm to 8:00 pm**.

Tracy Clark noted that this information would also assist when communicating with new residents.

Information regarding the RA, street champions, chairman's meetings, and membership costs is provided to residents by management.

Tracy Clark agreed to add the **Sandy Bay Park RA email address** to the information provided to new residents.

Holly confirmed that she would also include the information in the welcome pack.

Actions:

- Tracy Clark to add the Sandy Bay Park RA email address to new-resident information.
- Holly to include the RA email and information in the welcome packs and share with the RA, just for reference

Bar Telephone Contact

Dave Phillips asked about the telephone arrangements for the bar.

Delia explained that the telephone can currently be used to make outgoing calls, but residents cannot contact the bar by telephone to cancel arrangements.

Julie Torrance suggested that an **answering service** could be considered.

The matter was left with **Delia and Tracy Clark** for consideration.

Action:

- Delia and Tracy Clark to consider whether an answering service or alternative telephone arrangement would be appropriate.

Park Contact Details

Amanda Bastable requested that the park contact details be updated.

Tracy Clark agreed to provide the relevant information.

Action:

- Tracy Clark to provide updated park contact details.

New Home Inspections and Welcome Packs

Tracy Clark explained that new homes are subject to a **full inspection before residents move in**.

Tracy also confirmed that she meets new residents and introduces herself as part of the process.

She explained that this approach has been in place since she became involved in Management, which she estimated to be the last year.

Outdoor Bar Parasols and Hanging Baskets

The use of outdoor umbrellas and parasols at the bar was discussed.

Tracy Clark and Delia advised that the gardener had raised concerns regarding residents using umbrellas/parasols as one of the hanging baskets had been damaged.

Residents should therefore take care when positioning and using outdoor parasols.

Action:

- Sandy bay management have asked the QRA to remind residents to take care when using outdoor umbrellas and parasols to avoid damage to hanging baskets.

Condition of Ladies' and Gents' Toilets

Delia raised further concerns regarding the condition of the ladies' and gents' toilets, particularly the **ladies' toilets**.

Although the toilets are cleaned every morning, users are leaving them in an undesirable condition following use.

The condition of the toilets remains a significant concern and requires continued attention.

Action:

- Sandy bay management requested that residents to be advised to please report any mishaps and to use the toilets as they would in their own homes and not leave a mess for others to find.

An Email has been sent to residents to remind them to report any problems and to treat the toilets as they would their own homes.

Management Action Summary

1. Progress the drainage-system works and install the venting system.
2. Arrange a separate meeting on health, safety, and accessibility.
3. Investigate the possibility of installing chicanes.
4. Arrange for contractors to inspect and repair the bar gent's toilets, including the urinals, leakage, and sink.
5. Investigate mould, cleanliness and maintenance issues in the pool changing rooms.
6. Investigate the Bayside path, including consideration of moss and overhanging trees.
7. Report and follow up the Willowside gate and lock issue.
8. Follow up Anglian Water's expenditure information for landscaping.
9. Investigate the possibility of a community garden.
10. Pass concerns about noise, odour, and vibrations from the Anglian Water plant to the relevant department / Property Team
11. Continue investigating suitable seating from other parks.

12. Add the Sandy Bay Park RA email address to information for new residents.
13. Consider an answering service or alternative telephone arrangement for the bar.
14. Provide updated park contact details.

Closing Remarks

With no further business to discuss, the meeting concluded.

Minutes Taken by: Julie Torrance

Minutes prepared by: Amanda Bastable

Date: 28 September 2026

QRA Actions and thoughts

- The QRA disagree with management and feel that there should be another warden reinstated.
- Ask management whether a visual sign can be provided to remind residents to take care when using outdoor umbrellas and parasols.
- Seek Management approval for gardeners to oversee and manage the garden with residents, ensuring appropriate plants are used and do not grow out of control or impact residents, particularly tall trees and bamboo, which should not be planted
- provide residents with information about the benefits of fire blankets and fire extinguishers.
- Remind residents about annual gas testing of relevant appliances.
- Consider how to address wildlife accessing food caddies.
- Follow up with Tracy a time scale for completing the pool changing room issues.
- QRA to ask Sandy Bay management if there can be a visual sign to remind residents to keep the toilets clean and report any mess.

- After a visit to the Anglian water site, the QRA believe that only replacing the foliage in the form of mature trees will stop or reduce this issue.
- QRA to follow up with Tracy Clark for the timescale for the pool changing rooms to be completed, as this has been ongoing for 2 years and has been bought up at 2 tribunals.
- The QRA, after getting advice about this issue from NAPHR, will be informing residents, that they cannot do this unless a resident has been abusive or threatening and only then can they be barred from that place, not all facilities, **As in the mobile homes act it states we are entitled to quiet enjoyment of our pitch, this includes facilities as we pay for them with our pitch fee.**
- Qra to ask Management to provide an update on when the works will start on the venting system.

Minute's from QRA meeting 7/10/2026 After Meeting with park management.

Date	7 October 2026	Time	7.00 pm
Venue	Canvey Football Club	Chair	Dave Phillips
Minutes prepared by	Amanda Bastable		

Facilities and Outstanding Works

The committee discussed several outstanding facilities and maintenance matters.

Concerns were raised regarding previous discussions about the timing of works and whether firm dates had been provided. The committee agreed that future minutes should distinguish clearly between:

- dates confirmed.
- proposed dates.
- statements that work would not take place until after a particular period;
- matters for which no date has yet been provided.

The committee also agreed that it should continue to request clear timescales for outstanding works.

Drainage

The committee discussed the outstanding drainage works. No firm completion timescale has yet been provided. The committee agreed that clarification should be sought from the relevant management and licensing representatives regarding:

- what works remain outstanding.
- whether the works have been put out to tender where required.
- the proposed timetable.

Action:

- Raise the outstanding drainage works and request a clear timetable.
-

Toilets and Changing Facilities

The condition of the toilets and changing facilities was discussed.

Members reported ongoing concerns including:

- leaking or defective toilets.
- water appearing on the floor.
- damaged sanitary fittings.
- a toilet requiring a bucket to contain leakage.
- damaged or cracked fixtures.
- concerns about the condition of shower trays; and
- slippery surfaces in the ladies' facilities.

The committee noted that concerns regarding the toilets and changing facilities have been raised repeatedly over an extended period and agreed that a clear timetable for remedial works should now be requested.

Actions:

- Request a written timetable for the outstanding remedial works.
 - Raise the health and safety implications with the relevant management/licensing representatives.
-

Drainage, Sewage and Coastal Drive

The committee discussed drainage, the holding tank, and concerns regarding odours.

Members reported that a visit had taken place to the Anglian Water sewage treatment facility. During the visit, members were given an opportunity to see the treatment process and inspect the relevant facilities.

The committee noted that the visit did not identify a significant odour at the treatment facility itself, apart from an odour associated with the sludge tank.

The possibility that changes to vegetation between the park and the sewage facility may have affected noise and odour was discussed.

Members also raised concerns regarding the condition of vegetation and the need to establish why trees had died.

It was agreed that clarification should be sought regarding any soil testing undertaken and whether further testing is required before replacement planting is carried out.

The committee also discussed the park's drainage infrastructure, pumping arrangements and the holding tank. Members agreed that further technical information is required before conclusions can be reached regarding the source of odours.

Actions:

- Ask for the results of any soil testing relating to the dead trees.
- If testing has not been undertaken, request clarification as to whether it should be carried out.
- Obtain available drainage/infrastructure plans to establish the routes and connections.
- Raise the outstanding technical and health-and-safety questions at the forthcoming meeting with the relevant representatives.

General Maintenance

The committee reviewed several outstanding maintenance issues.

Some matters are understood to be in hand, but several issues have remained outstanding for a significant period.

The committee agreed that outstanding maintenance matters should continue to be monitored and that specific completion dates should be requested wherever possible.

Action:

- Maintain an outstanding-works list and request progress updates and completion dates.
-

Waste and Recycling Arrangements

The committee discussed proposed changes to waste and recycling arrangements, including food caddies, glass recycling, and the location of the glass-recycling facility. Members were concerned that a location close to homes could cause noise disturbance. The existing recycling area/shingle car park was proposed as an alternative that may reduce disturbance and improve collection access.

Management has confirmed the glass bin will go outside the shop.

Noise from Commercial Refrigeration Equipment

The committee discussed ongoing concerns regarding noise from refrigeration equipment associated with the shop. It was reported that the equipment is particularly noisy during warmer weather and that the noise can affect nearby residential properties, including bedrooms.

A resident has previously raised the matter with Tracy Clark. It was reported that responsibility for the equipment could not be confirmed because the premises are leasehold.

The committee discussed whether the equipment may require servicing, repair or replacement and agreed that the matter should be investigated further. It was also noted that information relating to the licensed premises may be available through the local authority's licensing records.

Action: Establish who is responsible for the refrigeration equipment and request that the noise issue and condition of the equipment are investigated.

Landscaping and Community Garden

The committee discussed residents' suggestions for improving landscaping and creating a community garden.

Residents have expressed an interest in being able to plant and maintain areas themselves.

Members agreed that any community planting scheme would need appropriate management and guidelines. Consideration would need to be given to:

- avoiding invasive species such as bamboo.
- avoiding plants that could be harmful to dogs or other animals.
- ensuring planting does not obstruct views, access, or sunlight.
- establishing who would maintain the area; and
- ensuring the area remains effectively managed over time.

The involvement of the on-site gardener was suggested as a way of ensuring that planting remains appropriate and manageable.

Members also discussed the possibility of sponsored planting or individual plots, subject to appropriate management arrangements.

Previous community planting, including sunflowers and poppies, was noted as a positive example of residents working together to improve the area.

Action: Develop a practical proposal for community landscaping, taking account of maintenance, safety, planting restrictions, and ongoing management.

Resident Communication and Newsletter

The committee discussed communication with residents who do not use social media.

Management had indicated that they did not consider a monthly newsletter necessary.

The committee nevertheless considered that a periodic Residents' Association newsletter could be useful, particularly to keep residents informed about progress and achievements.

Rather than producing a newsletter every month, a quarterly publication was suggested.

Content could include:

- completed works.
- progress on outstanding issues.
- improvements achieved by the Residents' Association.
- photographs of improvements around the park.
- updates on matters being pursued with management; and
- other useful information for residents.

The committee agreed that the purpose would be to provide clear, positive, and factual communication to residents and demonstrate progress being made.

Action: Consider producing a quarterly Residents' Association newsletter.

Person Staying Near the Fence

The committee discussed reports concerning a person staying in a tent near the fence.

It was reported that Street Link is aware of the situation and that appropriate support is being provided, with relocation being considered.

The committee agreed that the matter should be handled sensitively and that any communication should focus on the support being provided rather than identifying or discussing the individual.

Action: Continue to monitor the situation through the appropriate agencies and provide factual updates where appropriate.

Meeting closed: 8.45pm

Next meeting: [date and time to be confirmed]