Dear Residents,

We would like to take this opportunity to remind everyone of the importance of treating all members of park staff with courtesy, kindness and respect.

The staff work hard every day to support residents, assist with queries and help ensure that our community remains a welcoming, friendly and pleasant place for everyone to live.

Unfortunately, there have been occasions where staff have been spoken to in a manner that has caused upset. We would like to remind everyone that, just as residents deserve to be treated with dignity and respect, so too do the people who work hard to look after and support them.

We fully appreciate that there may be times when residents have concerns, frustrations or issues they wish to raise. These are always important and should be listened to. However, we ask that any concerns are communicated in a polite and considerate manner.

Please remember that a little kindness, patience and understanding can make a significant difference to someone's day.

We are fortunate to have a team of staff who work hard to make our community a happy and positive environment. We ask everyone to play their part in ensuring that this remains the case, so that our community continues to be a pleasant place for both residents and staff alike.

Thank you for your understanding, cooperation and continued consideration.

Kind Regards

SBPRA