



SANDY BAY PARK RESIDENTS ASSOCIATION
(sandybayparkra@gmail.com)

MINUTE OF AGM 2025

VENUE- PADDOCKS HALL 6.30PM 16TH OCTOBER 2025.

ATTENDEES:

Chair Emmett Larner Vice Chair Linda Shillabeer

Secretary Tracey Wakeling Treasurer Jan Tormey

Committee David Phillips: Nora Holman: Andrew Gentry

Julie Crudginton: Belle Robinson: Tracey Harris: Harry Toms:

Kelvin Dimond (Associate Member) Graeme Cordell (Associate Member):

Residents in attendance 186.

The Committee were handed a list of the questions that had been predetermined and relevant proposed updates typed beneath.

EL welcomed everyone and thanked them for attending and asked that there be no heckling so that the meeting could run smoothly and finish within the allotted time.

EL announced the agenda and then took the meeting through the Chairs Report which includes the following:

He told all in attendance that the RA constitution is on the Web Site, so please do read this.

EL explained that the works undertaken over the last 12 months included, Remedial works under homes that required it. All decking refurbishment/replacement had now been completed. The mound at the Sea Wall end of Jack King Drive had now been removed, flattened and grassed over.



370 caravans have been removed from the site which means that there are now NO temporary residents there.

Lee Grey has left the Company and Tracy Clark has taken over as General Manager as of April 2025. Both Tracy Clark and Catherin Llewelyn had been at the main entrance to the meeting to greet all residents.

EL explained that additional CCTV had been installed, but it was accepted that more CCTV was needed and was planned for the park.

The high green perimeter fence by Bayside is under review, and we will feed back once we know of any update.

Speeding is still an issue on site, both from deliver drivers/visitors and sadly residents. Tracy Clark is speaking to the Property Dept at Park Homes regarding measures to limit this offence, she will report back to the RA once she has news.

ANPR the system has had teething problems this can not be denied... they are now working better. Every resident should now have given the office their and their visitors registration numbers.

EL explained that although Management had discussed the ANPR situation with the RA, they had not advised that the security positions would go down to one person in the day and one overnight, That the RA committee had on a number of occasions advised management that a 28 day consultation would be required, and that the RA could NOT speak for all of the RA members. Tracy Clark accepted that Park Holidays was wrong in the way that they had gone about this.

EL explained that a group chat on Sandy Bay had gotten together and produced a petition, however as this did not come from the RA this could not be accepted. There had though been 82 emails/letters received by Tracy Clark regarding the loss of Security personnel. However, of that number only 67 were considered as the others were duplicates/cut and paste of someone else's address.

EL reiterated that 'we MUST stick together, Strength in numbers, we are a legal recognised RA. debates or not there can be no splits in the community.' He



reminded all present that we are all residents and that we are ALL concerned with what is happening here at Sandy Bay.

EL stated that we would all receive a letter from management with the week regarding the outcome of the security consultation. **NB: this letter was delivered on Friday 17th October to all residents.**

EL advised that a pedestrian gate/gate would be added to the park to compliment the ANPR and existing arrangements.

The gate onto the Sea wall at the Pump House has now had the pin code removed for all residents and visitors, this can now only be accessed by your gate card. This has been an ongoing complaint taken to Tracy Clark by the RA, that is now resolved.

The RA committee has been lobbying since last winter for additional lighting to Mermaid Way, Tracy Clark has now agreed this, and works have commenced; the lighting will be temporary lighting (details to follow) as this will soon be under construction for the new roads.

Lighting to the new residential roads is being arranged by Park Holidays and will be undertaken in a manner to cause least disruption, again, details to follow.

Facilities are still under consideration, but an email from Andy Shutlar states that plans will be submitted to Castle Point Councils Planning Dept over the next 3 weeks. The RA will notify all members the moment that we are advised that planning has been submitted... **NB TW spoke to the Planning Dept again today, (22nd October) and at this stage no plans have been submitted**

EL advised that the Committee had asked Tracy Clark if a reduced Pitch Fee would be considered, given that items were still outstanding. The response from Tracy was no. EL stated that he advised Tracy that the RA had for several years requested a breakdown of the Pitch Fees, he had shown Tracy a breakdown from when the King Family had owned the park. Tracy took a copy of that and agreed that she would provide a breakdown.



Wrist Bands should now have been given to all those that wanted them, they may be used for Resident Only functions, Cath from the Bar will advise. If folks do not have their wrist bands they can collect them from the Lifeguards.

All agreed that the new Bar Managers have brought a great atmosphere to the bar, which has been lacking in the past.

EL stated that the Sandy Bay RA accounts now stood at £8,949.00 This does include some monies raised (on going) for the two chosen charities at Sandy Bay. EL asked members to think about how they might like the money to be spent. Suggestions welcome via email to Sandy Bay RA.

EL then introduced the committee by name to the audience. He then invited Belle Robinson to read a statement on behalf of the Committee regarding our constitution and legitimacy and requesting respect from all residents whether verbal or online.

‘Good evening, Everyone

For those who don't know me my name is Belle Robinson. I have been a resident for over 4 years and a Committee Member of the RA for 3 years. My main position on the RA is to take the minutes of RA meetings and present them to Emmett prior to circulation to RA Members. I am also Street champion for Clearwater Drive.

ABOUT THE RA

The RA is constitutionally and legally formed; it is for everyone's benefit and is run in accordance with the Qualified RA Rules. We are all residents of the park and none of us are connected personally with the Management staff. We are volunteers and therefore unpaid and give our time freely for the benefit of all our members. Bearing that in mind what we do ask is that you are respectful when



addressing us whether in person or on social sites. There have been instances recently where this has not been the case, which has unnecessarily and disappointedly upset certain members of the Committee. At all times we are respectful to you, and we expect the same in return. We have a genuinely good rapport with Tracy Clark and her team, and this helps in discussions with Management to work towards what we aim for. Going in with all gun's blazing does not work and is not our ethos. Tracy meets us and we treat her with respect. She is a manager here; she can make day to day decisions but has to refer larger issues and requests to the directors and owners of the Park.

All members of the Committee must take on a specific role best suited to them because of their professional working background where applicable and this enables that role to be carried out in the best way possible. Members of the Committee will introduce themselves and tell you of their specific roles in a moment.

Near the end of our term of office in July, application/nomination forms are distributed to all residents on the Park requesting them to complete the form if they wish to join/rejoin the RA, they are also asked if the wish to join the committee, they can then fill in a form and give some personal preference information as to what role would best suit them. If more than one application is received for a particular role then these will be put out to all Members to vote. This did not happen this year. We had four applications for committee members in general capacity, three were accepted and are now members, one was accepted but the member subsequently withdrew. Our Committee members' residency on the Park varies from 7 down to one year.



If you want to air a concern, please do attend the Chairmans weekly surgery in the bar from 10am on a Monday. It is of no help at all to post moans and groans on chat sites. If it concerns us all, then bring it to the table so that it can be discussed and hopefully addressed. Please also be mindful that the Association Committee members wish to enjoy their free time on the park and in that regard kindly ask that you too respect their social time with friends, family and dogs and keep RA business/queries /questions and comments to a minimum at those times. If you wish to say a thank you or confirm you support, then that is acceptable at any time of course.

We hope you feel we do our best for you all. The Park looks lovely at Christmastime with most of the bungalows decorated. Santa has been booked and you need to get your lists ready. The Committee have done theirs and the first three things on theirs are, a crystal ball, and magic wand and a game called hindsight

Thank you all for listening.

EL introduced the committee and advised that most were last year's committee members as, although the offer of application to become a member had been shared by the Street Champs there were only 4 applications resulting in four new members, they are Tracey Harris, Harry Toms, David Phillips. Amanda Bastable had been appointed but stood down for personal reasons a fortnight later. There are now 84.1% of homes registered with the RA and this number hopefully would increase with the new bungalows coming on. There were no objections or questions on the Committee make up.

EL then announced that he intends to step down from the Chairmans position at next years renewals and said he welcomes anyone to apply for any position (as per previous years) on the Committee when the time comes.



Each member of the committee then stood to advise the audience of their role on the Committee. All role descriptions can be found on the Sandy Bay Website.

It was suggested that some folks did not know that they could apply, EL explained the process that had taken place, but it was agreed that this would be looked at for the next year.

EL reminded all that the Chairmans meeting takes place each Monday, comments were made that some folks work. It was reiterated that the meetings had taken place on a Saturday and a Sunday and that no residents had attended those meetings. The committee members give their time freely and if not in person you can email any questions/concerns to the RA email.

The pre submitted were then raised.

Plans for facilities: One member raised the point that although the plans had been promised in August, they were yet to be seen. It was agreed through out the meeting that this was annoying for EVERYBODY, that the RA had this question on their agenda every week, and that the response was that these are ongoing, Changes had been made by Park Holidays as well as some valid suggestions from residents once they had seen the proposed CGI's on email. Eg: a lower bar area for those with disabilities a raised area for the dance floor, an area outside for sunbeds away from the pool area.

Response times to questions: Why do the RA not ask for dates for response to questions: a member raised this, JT replied that it is always a question at EVERY meeting with Tracy Clark, we ask and ask, they reply is 'imminent or 2 weeks or we will be back to you' We as the RA, you as individuals can do no more than ask. It is annoying and frustrating.

10% pay back on sales: This is a charge levied on ALL parks throughout the country and not just Sandy Bay. There is a lot of talk across the country of this



being changed through Parliament to have this percentage stopped or at least reduced.

Pool Closure and temperature: The pool has closed without notice on some days, this is due to chlorine levels and PH levels being dangerous, and a Health and Safety Issue. The average temperature in the pool is 29 to 31 degrees.

Memorabilia on sides of decking: HT explained that there had been some complaints regarding this and that delivery drivers/visitors had been confused as to what road they were in. It would be beneficial if these could be moved to a more discreet location.

Smelly Drainage: DP explained that the smells from the ground were in fact from the manholes and not the gullies, he stated that it is the covers, that are causing the issues and is hopeful that this can be rectified. he has written a report that will be chased, but in the meantime, he is working with maintenance staff on this issue.

Pitch Fee increase: AG stood to take this question, he explained that 3.8% was the proposed increase and that it was in line with CPI for this year and came under the Mobile Homes Act for all residential parks. As previously stated, the RA had requested a reduction but was flatly refused.

Many residents thought that this percentage was too high as we do not as yet have the new facilities and we have a lower manual security presence, as well as other smaller issues.

EL asked how many of those in attendance would not pay the increase in fees. There was a large show of hands, significantly more than those that said they would pay.

AG explained that those that did not pay should save that money to have it available if a Tribunal was sought and lost. He also made it very clear that every resident should continue to pay the pitch fee they are charged at this time.

If a Tribunal went ahead which could take the best part of a year, before a ruling was made it was very important that the percentage increase should be set aside



by residents. If the Tribunal was lost, then they would have to pay that 3.8% increase backdated.

This procedure would be repeated each year that the percentage went up and residents did not pay.

He reminded all that proof and details of the points that you want to object to eg: facilities/security etc have diminished or have been taken away in comparison to the previous year. At this point Gary Wakeling stood in the audience to say he had organised a Tribunal application 2 years ago which 8 residents had won.

The RA added here that the following year there was no increase at all, due to the management company at that time missing the timespan for advising residents of the increase.

GW said that in his opinion residents had nothing to lose by going to Tribunal and that he would help and that it would cost the resident nothing.

AG reminded everyone that at least 50% of residents would need to go to tribunal for strength. He also agreed to draft a letter which would be distributed via the RA to each members home, which they should (if they wish to not pay) complete with their own name and address and send it in.

This would need to be done as soon as possible as there is a time limit for refusal to pay.

Pitch Fee differences: It was explained by LS that your pitch fee is based upon the size of your home, when you purchased your home, if you paid the previous pitch fee increase and won at tribunal, and the amount of money each purchaser agrees to when purchasing our homes. A resident stated that she feels it is very unfair that she had previously paid a pitch fee increase and then the pitch fee was reduced. She asked why it was not possible for her to have her fees reduced. This is something that she is now meeting Tracy Clark on.



Speeding on site: BR stood and addressed the audience on the dangers of speeding on what are effectively public footpaths, she asked that residents tell their family and visitors that they have to abide by the rules of the park if they do not want serious injury or death to occur.

There was much debate on what should be a safe speed, and it was agreed that even at 9 or 10 miles an hour, it may be acceptable, but that some vehicles are assumed to be travelling at 25 miles an hour. Tracy Clark has asked for any full or part registration numbers so that she can trace those cars but advises that so far none have been put forward.

It was agreed by ALL that it is not our responsibility to undertake this task, but that also as residents here, we should all adhere to the speed limits.

Warranties: TH confirmed that there are companies that will survey our properties for a fee, they may also do the necessary works. TH had leaflets that she shared with those in attendance, the two companies that TH had information on were, Oak House, Omar Gold and Prestige Platinum and Blue Chip.

Some companies charge the same each year whilst others reduce the cost, for the following year.

To validate your roof warranty, a yearly inspection is required. Omar does offer a yearly inspection package, however, Prestige and Stately do not offer this service.

As well as the roof, jacks underneath the Lodge need to be checked and oiled yearly, gutters cleaned yearly, and any cracks that appear on the outside need to be sealed correctly.

One company that will offer the above in one payment is Blue Chip (this is only a suggestion, and we are NOT suggesting that you have to use this company)

Blue Chip do offer a yearly service also which has been mentioned on site by residents. However, they only do the inspection they will not carry out the



works. The report will be sent to you, and it would be up to you the resident to get quotes and have the work completed.

Sales have confirmed that this information is now in the information packs that they hand out.

Park Holidays have now confirmed that your warranty begins on the date that you move in and not the date of purchase.

Maintenance around the park: The point of a lack of gardening was raised. **NB The RA have raised this on many occasions and we are pleased to see today that additional weeding etc is taking place.**

Security Patrols across the site: EL confirmed that yes we have been advised that these have now stopped and that NO we were not made aware prior to this happening.

Direction of the Committee: a resident stated that they raised the point of does the pitch fee cover security and maintenance? AG stated that yes, as we have said this is why we are looking into pitch fee increases.

More questions were raised from the floor, EL made it clear that all members had had several weeks to raise questions to the RA, enabling them to source answers for the evening. This can be via email, attending the meetings etc. it was reiterated again that on most Mondays the Chair, Vice Chair and Secretary sit in the bar with NO residents. Which is great if all is well, but not if you have issues. So why the ad hoc questions now?

Some residents became irate at this, with one shouting that the RA had no backbone and should go to Management and bang on TC's desk stating that we have had enough! EL stated that we have a good mutually respectful relationship with management and that this was not the way to move forward.



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Other members suggested that this outcry was out of order that the RA worked hard and needed all the support that the members could give and to remember that the RA was trying to help ALL of the residents!

EL thanked everyone for attending and their contribution to the meeting. EL stated that if there were any other questions that needed to be raised that he and others of the committee would be in the Sandy Bay bar at 10.00am as usual on Monday.

The meeting closed at 8.30pm

Minutes taken and typed by Belle Robinson.

Signed off by Chairman and Vice Chairman. And full committee

22nd October. 2025