Management Meeting Minutes

Sandy Bay Management and QRA

DATE	9 November 2026
TIME	10.00 am

ATTENDANCE

Sandy Bay Management

- Tracy Clark – General Park Manager
- Delia – Bar Manager
- Dale Horner – Incoming Interim General Park Manager

QRA Representatives

- Dave Phillips – Chairperson
- Mick O'Brien – Vice Chairperson
- Amanda Bastable – Secretary
- Kaz Duffield – Under Secretary

OPENING

Tracy Clark opened the meeting and announced that she was handing over to Dale Horner as the incoming interim manager.

1. GENERAL UPDATES & REVIEW

Operations

Remembrance Day went well. Amanda complimented and thanked the bar team.

Communication & Structure

Tracy requested that future meetings strictly follow the agenda. Management and the committee agreed to continue working constructively together.

Amanda requested that the next meeting be arranged at the end of each meeting to ensure continuity. It was agreed that Dale would need a settling-in period before meeting with the QRA again.

2. BAR, CATERING & RESTAURANT OPERATIONS

Queue Management

Bar queues were discussed. Several suggestions were made, but no final resolution was reached. Delia explained that staff try to reduce queues and encourage residents to use the whole bar rather than queue in one area.

Residents ordering hot drinks should move to the preparation area and wait to collect them, unless they are unable to carry them, for example because they use a wheelchair or crutches. Residents should be encouraged to collect their own hot drinks, particularly when the bar is busy.

Portion Sizes

Portion sizes were queried. It was clarified that meat portions arrive according to weight and that the size of the meat cannot be changed from the stock supplied.

Pricing Structures

The drinks price menu needs to be available and visible at the bar. Compatibility adjustments are required for the bar and till system.

Action: Delia to chase the updated price menu.

Food Complaints & Recruitment

Several residents had received refunds following recent food issues. Management is actively recruiting a new Restaurant Manager.

3. ENTERTAINMENT & SOCIAL EVENTS

Quiz Nights

Amanda asked how quiz nights could be made more inclusive and accessible. Tracy asked whether the QRA had a dedicated Social Representative; Mick confirmed that it did not.

Delia suggested a weekday quiz, potentially on Tuesday, in addition to the fortnightly Friday quiz, to enable new residents to take part.

Tracy suggested a weekly Friday quiz with alternating attendance: residents attending in the first week could attend again in the third week, and those attending in the second week could attend again in the fourth week.

Next steps: Review attendance, consider alternating odd/even schedules and review the format for next year. Investigate the options with the quizmaster to establish what he can accommodate.

4. INFRASTRUCTURE, FACILITIES & AMENITIES

Roads & Paths – Cliff Drive

There is currently no path along Cliff Drive. Amanda stated that plans had existed under previous park management. Kaz, a former QRA committee member, confirmed that a perimeter path/cycle lane had been planned to allow residents to socialise, walk and cycle for their physical health and mental wellbeing.

Dog waste bins and general bins were requested. Tracy noted the formal request for a path and cycle lane along Cliff Drive and the request for bins. Road markings will be renewed in the spring.

Road Signage

Amanda reported confusion about Coral Drive, which leads off Shore Drive, and Bay Beach, which leads off Sandbank.

Action: Tracy to enquire about clear signage from the main roads.

Estate Maintenance & Access

Dog bins are in stock. Faulty bins will be replaced and new bins installed. Fobs must only be issued to verified residents. Residents having difficulty exiting the gates should return their fobs for replacement. All pedestrian gates have been repaired and are working.

A resident had recently been unable to pass through a pedestrian gate and was refused exit. Tracy confirmed that she had addressed the incident directly with the staff member involved.

Bathroom Facilities

Amanda reported continuing problems with the urinals and hand basin, which are awaiting repair. Tracy confirmed that the repairs were in hand and would be completed.

Cleaning Standards & Staffing

Amanda stated that cleaning was not up to standard and that the Residents' Association had received several complaints. Delia explained that staff undertake the work for additional hours to cover living costs and, in some cases, university costs.

Kaz asked whether staff could be given a cleaning rota to ensure a consistent routine. Delia confirmed that a rota setting out the required tasks was already in place.

Dave described an incident at 10.00 pm when a female member of staff knocked and entered the men's toilets while a man was inside. The question was raised whether a male staff member should have undertaken the task instead.

Swimming Pool & Changing Room

A full schedule of works has been compiled and will be provided. The works will be completed during the closure period.

Potholes – Second Security Gate

Amanda reported that she had fallen in a pothole by the second security hut three times. Some potholes had been repaired, but others still needed attention.

Action: Tracy to arrange repairs to the potholes at the second security gate.

New Facilities

Tracy had no new information to share. She acknowledged that the QRA wished to speak with senior management but indicated that they would likely have nothing further to report. All infrastructure will be changed as part of the upcoming new facilities and bathroom works.

Action: Management to inform the QRA of any updates.

Security – Oakside Gate

Kaz reported that the key-coded gate from the bar to Oakside opens without use of the keypad.

Action: Tracy to arrange repair or replacement of the gate.

5. TRAFFIC, SPEEDING & TRAFFIC CALMING

Speeding Controls

Traffic-calming measures, including chicanes, had been proposed, but Tracy did not expect them to proceed. Mick noted that speeding was not caused solely by residents. Tracy maintained that residents were responsible and that management could not easily control their speeding. The wider community and extended families were also discussed.

Residents were asked to follow road usage rules as they would on any other road. Tracy emphasised that vehicle registration numbers are needed for management to address speeding.

Junction Markings

Dave asked whether stop markings would be applied at every junction along Mermaid and Neptune. Tracy confirmed that the markings would be implemented across all streets when the works take place.

6. LAND BOUNDARIES & PROPERTY PLANS

Amanda showed Tracy a land plan obtained online from the Land Registry / UK Land Registry portal. Amanda stated that it showed “our land”. Tracy confirmed that management holds plans outlining the official boundaries.

7. CONCORD FOOTBALL CLUB

Proposed Access

Concord Football Club wishes to open a gate between the club and Sandy Bay. Mick explained that the club was seeking to commercialise its bar. Tracy asked whether it operated strictly as a members' club. Mick stated that people could "just go in" and that Declan Hogan's plan was to increase footfall.

Dave raised concerns about the additional traffic that could be directed towards Cliff Drive if the gates were opened.

Gate & Security Integrity

Tracy stated that site security must be maintained and that the gate would not be opened for people to come and go. She noted that she would have to comply with fire regulations if an official Fire Risk Assessment (FRA) were produced. Declan had spoken with Tracy, and a coded lock had been mentioned.

Explanatory note recorded: An FRA was described as a legally required, structured review of a building's shared areas to identify fire hazards, evaluate escape routes and ensure compliance with the UK's Regulatory Reform (Fire Safety) Order 2005.

Mick provided a historical overview and stated that the fencing belongs to Sandy Bay, having been installed by Jeff King. He maintained that the fencing should remain locked; Tracy agreed. Tracy was fully up to date on the club's plans.

Mick challenged the plan layout, noting that the land was originally acquired in 1979 but Concord did not move there until 1985.

Action: Tracy / Dale to ensure the gates remain locked.

MEETING CLOSE & NEXT MEETING

The meeting closed, and attendees wished Tracy good luck in her new role.

The next meeting date was not recorded. Dale is to have a settling-in period before meeting with the QRA again. A process for agreeing future meeting dates before meetings close was requested.

SUMMARY OF KEY ACTIONS

Action
Chase the updated drinks price menu, ensuring it is visible at the bar and compatible with the till system.
Remove dirty tablecloths.
Oversee and monitor cleaning standards and rotas to maintain consistent cleaning.
Review how food is prepared.
Review quiz attendance and format options with the quizmaster.
Enquire about road signage leading off Sandbank and Shore Drive.
Implement white stop lines at junctions along Neptune and Mermaid, with markings across all streets as discussed.
Arrange pothole repairs at the second security gate.
Ensure gates to Concord Football Club remain locked.
Look into the existing park path and cycle-lane plans for Cliff Drive.
Install dog waste bins and general bins where appropriate, including Cliff Drive; replace faulty dog bins.
Monitor and share any new facilities updates with the QRA.
Follow up on repairs to the men’s bathroom facilities, including the urinals and hand basin.
Arrange repair or replacement of the key-coded gate from the bar to Oakside.
Implement a process for agreeing future meeting dates before meetings close.
Provide the swimming pool and changing-room schedule of works and complete the planned works.