

BAY VIEW CARAVAN OWNERS' ASSOCIATION
email: bayviewcaravanownersassociation@yahoo.co.uk

DRAFT MINUTES OF GENERAL MEETING 28 MARCH 2015

PRESENT:

Richard Swan	New Chairman
Marjorie Edwards	Secretary/Membership
Rosemary Burbidge	Liaison Officer
Dan Ellacott	NACO Representative

Approx 80 Association members

The Chairman opened the meeting, welcomed all the members and explained the resignation of Phil Davy, previous chairman.

APOLOGIES.

Apologies were received from two committee members, Lisa Murray and Val Moore. Several other apologies representing 13 caravans had been received by the Secretary and Chairman by email and have been recorded.

MINUTES OF LAST GENERAL MEETING ON 27 SEPTEMBER 2014

These are available on the owners website for all to see.

Matters arising will be covered through the rest of this meeting.

There were no other changes to the Minutes so they were agreed and signed.

TREASURERS REPORT

In Lisa's absence, Richard reported that the accounts for the year ended 28 February 2014 had been audited by Mike Hardiman and that there was a balance of £2380 in the account. Only £600 had been spent during the course of the year (paper, postage, printing, telephone calls etc) so we do not need to accrue a lot of money in subscriptions. Therefore, as a token of paid up membership of the Association, a yearly subscription fee of £2 per caravan had been agreed by the committee.

SECRETARY'S REPORT

Membership has started slowly this season with a few subscriptions being received prior to this meeting, however, with good attendance today, the numbers of paid up members will increase. It is very important that we maintain membership at well above the 51% occupation of the park. With this in mind, it would be good to have an 'Owner's Rep' in each flower section of the park so that new owners to the site can be approached, welcomed and signed up! The committee itself is quite small and doesn't have time to 'police' the whole park so 'Owner's Reps' will be a good way of keeping a check on each area and each rep can report back to a committee member on any issues.

It's also important that current owners inform us of changes to their details – new email addresses, moving to new pitches etc. That way, we can keep the database as up to date as possible and keep members informed of any news and issues by email (and post for those not on email).

LIAISON OFFICER'S REPORT

Rosemary's role is to maintain good relationships between owners, park manager and staff and other bodies where necessary. She has sent out cards for those we know are ill, for bereavements etc. She reported on Phil and Anne Davy's work as Chairman and wife for the last couple of years and a vote of thanks was given. She has also

communicated with Anthony Esse and sent him a copy of the latest letter from the Park Manager, marked in red pen for all the grammatical and spelling mistakes!

SITE ISSUES

1. **Communication** – within the Association is good with regular newsletters going to all members. Communication between Park Manager/staff is not so good. It appears that some of the letters we receive as owners do not actually come from the Bayview Office but from a 'Head Office' from Claire Dyer (such as the insurance letter which was a really bad example of marketing) and the Swanage office may not know such letters have been sent.

If you have any issues with your van/pitch/landscaping, it's best to approach Ann Foulkes first on a personal level. Please copy the committee in on any emails you send. If you have any problems or issues with anything that appears to be unfair, approach Richard Herringshaw at Dorset Trading Standards in the first instance. If you have problems with any form of planning, approach Steve Boyt at Purbeck District Council. All these email addresses are on the website. Other issues can also be reported to NACO.

Anne Foulkes – anne.foulkes@swanagebayview.co.uk

Steve Boyt – steveboyt@purbeck-dc.gov.uk

Richard Herringshaw – r.d.herringshaw@dorsetcc.gcsx.gov.uk

NACO – info@nacosalices.com

2. **Entry Barriers** – Don't we all love them! Several years ago, similar barriers were erected at a cost of £16,000 and they didn't work so were subsequently removed. There has been no planning permission granted and it looks like PDC say no permission is needed despite the many complaints they have received, however, they do say they do not like them! People with hearing problems cannot hear what is being said over the Intercom. The number pad is not lit up so it cannot be read after dark without a torch. The stones in front of the machine hinder access to the button pad. All in all, it's a terrible example of customer/staff relations. Please do continue to complain to the Park Manager if you have any issues with the barrier.
3. **Insurance** – Once again, this could have been an opportunity for Darwin to conduct a good marketing operation. Instead, their letter practically forces their insurance on us AND an invoice! However, there is no requirement for us to take up their 'offer'. Every owner is free to go with any insurance company they choose but you must let Darwin have a copy of your policy schedule to prove that you are insured. There is no charge either for their 'inspection' of your insurance schedule. There is nothing in the licence to say that there is a checking fee. (However, Dan E from NACO pointed out that other licences in Darwin parks do have this written into their licence but Swanage does not.)
4. **Pitch Fees** – Apart from using the wrong CPI figures for calculating the fees and then amending it, the pitch fee review process went quite smoothly this year. They were actually late in informing us but did rectify that by giving us a small credit.
5. **Electricity readings** – The information from the Smart Meter readings is supplied direct to the electricity supplier who then inform Darwin of the units used by each caravan. Our bills do not give meter readings, just the amount of electricity used. If you wish to keep a check on electricity use for yourself, it is advisable to read your own meter and ask for specific meter readings from Darwin if you think your bill has been miscalculated.

6. **Winter Landscaping work** – There has been some tree felling on Townsend Nature Reserve over the winter which some people will notice. Leslie Burgess has now taken over the role that John Sutton played in keeping an eye on the sycamore growth. There has also been tree and hedge cutting on the park through the winter to some extent. If you have problems with landscaping around your pitch, please go to Ann Foulkes in the first instance.
7. **Recycling** – We have been asking for recycling for a long time. There are now some bins for cardboard, paper, glass and tins in the scrapyards which will help with overflowing bins on the site. Darwin appear to be moving some bins on the park which necessitates journeys by car for owners right at the top and in Poppy section. Please inform the park manager if you are unhappy about this.
8. **Gym** – Joe's Gym has a reprieve until July 2015.

NACO – Dan Ellacott

Dan was present at the meeting to talk about holiday park issues. He said that NACO are keeping in close touch with the government and MPs regarding legislation for holiday parks and trying to make changes which will benefit owners. The way forward is definitely via Owners' Associations as there is definitely power in numbers of owners joining associations. In NACO's opinion, the Swanage one is the best in the country. (Hooray!) However, there are many sites that do not and will not recognise associations and NACO are working towards changing this mindset by park owners.

If you have any discussions with park Managers, please do try and get written confirmation of the points discussed so there is proof of what was said, as park owners are notorious for going back on their word!

NACO is not there just to provide insurance – they are there to represent owners in any matters that caravan owners have difficulty with. This includes licence wording, legal representation etc. and you do not necessarily have to be a member of NACO either.

Dan was hoping to set up a meeting very soon with Ann Foulkes and Derek Pooley (Darwin SW area manager) to discuss some Swanage issues, including the four or five different types of licence on the park when only 2 years ago, just one all-encompassing licence had been agreed with NACO and Darwin for permanent use.

ANY OTHER BUSINESS

One question – Alan Skinner reported that there appears to be a toxic water leak in the top area of the park from the old tip. He would report it to Ann Foulkes in the first instance and advise the association of the outcome.

There were no further items for discussion and the meeting ended at 6.15pm.

DATES OF NEXT MEETINGS FOR YOUR DIARY

AGM for 2015 – Saturday 19th September (5pm)

2106 meeting dates

General Meeting – Saturday 19th March (5pm)

AGM – Saturday 24th September (5 pm)