

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

**MINUTES OF ANNUAL GENERAL MEETING 1 OCTOBER 2016**

**PRESENT:**

Richard Swan	Chairman
Marjorie Edwards	Secretary/Membership
Rosemary Burbidge	Liaison Officer
Rhoda Goodwin	Treasurer
Derek Keller	Rep
Trevor Bradbury	Rep

Approx 60 Association members (Signed in) 36 caravans represented

The Chairman opened the meeting and welcomed all the members. He also thanked Rosemary and Marjorie for providing the refreshments after the meeting and thanks to Rhoda for collecting subscriptions.

**APOLOGIES.**

Apologies were received from committee members Roy and Val Gill, Ian Hills, Damien Goodwin, Mike Hardiman and Harry Horton. Several other apologies representing 9 caravans had been received by the Secretary and Chairman by email and have been recorded.

**MINUTES OF LAST GENERAL MEETING ON 19 MARCH 2016**

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

Any 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**

Rhoda reported that we have approx. £2300 in the bank but we must remember that there will be no more renewal of subscriptions until 2019. Expenses incurred are for printing, postage and hall rental for meetings. There is a raffle today just to add to funds (£35 raised – thank you!). The audited accounts for 2015/2016 can be seen on the owners Website.

**MEMBERSHIP**

Marjorie reported that last year, we had 200 members. This year, we have 155 members as of today's date, which takes us to just slightly over the 51% of owners needed should we need to object to any issue on the park. So we just need to reiterate the fact that we still need to encourage new members. Please be aware when there are changes in ownership around you. The full membership report is on the website.

**LIAISON SECRETARY'S REPORT**

Rosemary reported that by talking to other owners, they feel that there has, at times, been some improvement in grass cutting and tidiness of grounds during the season. There is still a problem with hedge cutting so do persevere with asking if you need hedges cut. Get a job number and pester the office! Rosemary also reported that some new owners are often disgruntled with after sales service. Once they have bought the caravan, they sometimes takes a long time to get things done if things go wrong. However the number of complains this year regarding the sales office has fallen dramatically compared with previous years.

At the committee morning in the morning, it was agreed that we should ask Darwin for copies of their annual accounts so we can see how our pitch fees are being spent at Bayview.

**MEETING WITH DREW CAMPBELL**

Richard reported back on his meeting with Drew Campbell, the Operations Manager. Richard reported that these meetings were very useful and a good relationship has been developed with Drew. Together they are trying to make the

park better both for caravan owners and Darwin. We would like to thank Drew for the work he is doing to liaise with owners. This year has been one of the best for many years with the lack of issues and confrontation with the park owners.

Amongst the things discussed and agreed/amended were the following:

1. Following concerns from owners about the way the Capital Expenditure was implemented last year, which was not in line with the NACO/Darwin 2013 licence, a 25% reduction in the capital expenditure fee (for barriers, the gym and lighting in the centre) was achieved. It has now been agreed that the NACO/ Darwin 2013 licence requires at least 3 months notice of capital expenditure items and that if a large amount is proposed then it should be spread over a number of years.
2. Between the two meetings had with Drew, we provided photographic evidence of comparisons between our grounds and Shorefields. This may have helped with the improvement to the frequency of our grass cutting. Drew visited Bayview in August to see for himself whether things had improved.
3. Park rules – there is a process in our licence for the amendment of park rules where consultation is needed. As a result, there was a consultation during 2016 on several proposed additions and amendments to the rules. The rule about buying metal storage bins has been amended. The whole process went smoothly and just shows what can be achieved by consultation
4. Restaurant and Bar – the service is sometimes poor, there is little promotion of events and it appears that few owners use these facilities. It was suggested that more promotion of these facilities are needed, preferably by email. The park currently does not communicate with owners by email, which would save heavy postage costs. It appears that in their latest owners newsletter, the park has taken this on board and asked for email addresses.
5. Gas bottles – the price at the beginning of the year was too high in comparison with Flogas and the park next door. As a result of discussions, the price of bottles has come down.
6. Invoices – the park has agreed to provide more information so we can see breakdowns of what we are being charged for e.g. for capital expenditure items
7. Licence extension – Drew took this request back to the board of directors but it will not be their policy to extend licences.
8. Park signage – hopefully this will be improved so that numbers of vans in each section will be signed. This is particularly important for the emergency services and for renters/visitors trying to locate their caravan.
9. Site fees will be notified in good time (3 month's notice). CPI in September was 0.6% so site fees for 2017 should go up by about 0.6/0.7% for the standard licences, in addition to the C.E. fee. We understand there is no clause for fees to be set in line with CPI in the new licences.

#### **CAPITAL EXPENDITURE ITEM**

A new electricity transformer is need for the park to cope with the greater demand for electricity. This will cost around £150,000 and will be a C.E. item on our next site fees. Some licences allow for this cost to be spread over time, others don't. Darwin plan to charge each van about £500 for this expense, so if it is spread over 10 years, it will cost £50 per year per van. There needs to be discussion with Darwin about how to spread this cost if contracts do not have 10 years left. i.e. if an owner has only one year left, it would be unfair if they charge the full £500 cost for one year's benefit of the new transformer. Darwin needs to come up with another plan for C.E. charges in cases like this, but we will not now until November how they plan to charge us. We may need to take legal advice on this. Many comments received about whether we should be charged at all as Darwin have an obligation to supply us with electricity.

#### **WI FI**

This is still an issue and many owners would love to have this facility.

#### **RENTING OUT CARAVANS**

Discussion followed on owners' experiences during 2016 when renting out caravans through Darwin. Comments received were that Darwin charged too much to holiday makers, the cleaning was not thorough, (Darwin charge owners £40 to clean), and marketing was poor with some Darwin rented caravans only receiving 2 or 3 weeks rentals for the whole year (one owner only had 10 days rental). Owners who rented privately reported being fully booked for the whole of June, July, August and most of September. Renting privately seems to be much cheaper and achieves much better occupancy rates.

## **DARWIN OWNERS PARTY**

This is on November 12. If you book tickets, please do let Darwin know if you can't attend as many people took tickets last year and didn't attend, resulting in wastage.

## **QUESTIONNAIRE**

Last year's questionnaire involved a huge amount of work but it was very satisfactory, showing up areas where Darwin needs to improve on services. A copy was passed to Drew Campbell. We would like to repeat the survey next year to identify which services have improved. The association is now looking at carrying out an online survey.

## **CHRISTMAS SOCIAL**

Last year's event was very good and well attended. We have booked Saturday December 3<sup>rd</sup> for the venue at Emmanuel BC from 5-7pm. Members will need to book via email (or phone/post) in advance so we can cater correctly.

## **COMMITTEE**

15 people are on the committee sharing the load of the work. There are still 3 vacancies. Any volunteers would be more than welcome! Please come forward!

## **ANY OTHER BUSINESS**

Some people had received what they felt to be 'bullying' letters re upgrading their caravans, which identified that their visits to the park had been monitored. It was felt that this type of marketing was inappropriate .

There have been no complaints about sales since Alwyn and Charlie have been recruited.

Prices for annual services e.g. drain down, have remained at 2015 levels. While this is very much appreciated, the park is still more expensive than local contractors

Limescale in caravans – recommend a Combimate installed at a cost of £100 approx.

Noise levels and exhaust fumes reported from car engines whilst emptying rubbish at the bin area on the road down to reception. Please be aware of this.

More bins are needed around the park so people can easily walk to their bin. Some owners are unable to walk up the steep hills to bins which are now at some distance from their van. More dog bins would also be appreciated

## **DATES OF NEXT MEETINGS FOR YOUR DIARY**

Christmas Social: 3<sup>rd</sup> December, 5 – 7pm.

2017 General meeting – Saturday – 8 April at 5pm and 2017 AGM 30 September at 5pm

## **USEFUL CONTACT DETAILS**

### **For issues pertaining to the running of the park**

Anne Foulkes, Park Manager

[Anne.foulkes@swanagebayview.co.uk](mailto:Anne.foulkes@swanagebayview.co.uk)

### **For issues pertaining to planning**

Steve Boyt, Purbeck District Council

[steveboyt@purbeck-dc.gov.uk](mailto:steveboyt@purbeck-dc.gov.uk)

**For issues pertaining to trading**

Richard Herringshaw, Dorset Trading Standards

[r.d.herringshaw@dorsetcc.gcsx.gov.uk](mailto:r.d.herringshaw@dorsetcc.gcsx.gov.uk)

**For issues pertaining to park finance, insurance etc.**

Claire Dyer

01745 858001

**For issues pertaining to Health and Safety**

Stephanie Shimmons, Health and Safety, Purbeck District Council

01929 557393