

BAYVIEW CARAVAN OWNERS' ASSOCIATION  
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### **Newsletter 65 Late Spring 2015**

#### **General meeting on 28<sup>th</sup> March 2014**

A big thank you to all members, especially new members, who attended the meeting on the 28<sup>th</sup> March. We had a very good attendance with over 80 members attending and a further large number of apologies. We also benefited from the presence of Dan Ellacott from NACO who was able to answer some of your questions and give us some insight to what is happening on other parks around the country. He was very impressed by the number of members attending the meeting and the quality of discussion that took place. Also a big thanks to Marjorie and Rosemary for the refreshments they provided at the end of the meeting. The draft minutes from this meeting are now on the Association website.

We appreciate that not everyone can travel the sometimes long distance to attend our meetings but we hope that by giving meeting dates in advance you may be able to visit the park on a meeting weekend. Our next three meetings are as follows

2015 AGM – Saturday 19<sup>th</sup> September 2015 – 5pm  
2016 General Meeting – Saturday 19 March – 5pm  
2016 AGM – Saturday 24 September – 5pm

#### **Committee members**

Following a request at the meeting we now have 6 new committee members, with all vacancies filled. Each committee member now covers one of the flower areas of the park. Your committee for 2015 is as follows

Richard Swan – (189) – Chair (Poppy section rep)☐  
Rosemary Burbridge – (311) – Vice Chair (Bluebell section rep)☐  
Marjorie Edwards – (66) – Secretary/Membership (Sunflower section rep)☐  
Lisa Murray – (274) – Treasurer (Sweetpea section rep)☐  
Richard Edwards – (66) – (Sunflower section rep)☐  
Jean Adams – (306) – (Bluebell section rep)☐  
Val Moore – (16) – (Tulip section rep)☐  
Leslie and Linda Burgess – (226A) – (covering Buttercup section rep)☐  
Michael Hardiman – (62) – (Sunflower section rep)☐  
Val and Roy Gill – (244) – (Honeysuckle section rep)☐  
John Hawkins – (52A) – (Buttercup section rep)☐  
Frank Carter – (84) – (Daisy section rep)☐  
Rhoda and Damian Goodwin – (19)-(covering Rose section rep)

#### **Subscriptions**

Due to the large numbers of members we have in the Association, subscriptions have been set this year at £2. It is vitally important that we maintain over 51% of paid up caravan owners on the site. Many thanks to those of you who have already paid your subscriptions but if you have not done this already could you pay by one of the following methods

- cheque or cash payment to Marjorie Edwards at caravan number 66 (your caravan number on back of the cheque)
- bank transfer to Lloyds Bank. Payable to sort code 30-99-12, account number 01819778, please put your caravan number in the "reference" space
- cheque posted to - PO Box 5534, Swanage, Dorset, BH19 2ZN - please put your caravan number on the back of the cheque

All cheques payable to "Bay View Caravan Owners' Association" please

**We are aiming to collect all subscriptions by the end of May, so it would be an enormous help to the committee if you could pay over the next couple of weeks. After that date members who have not paid their subs will not receive any further mailings from the Association and we will not be able to provide any assistance to you.**

Next year we are aiming to introduce a new way of paying subs that is less onerous for both payment and collection

### **New members**

If you notice any new owners around your caravan please tell them about the Association. If they wish to join they only need to send a cheque for £2 plus their name, address, telephone number, caravan number and email address to the PO Box number above. Once we receive their details they will be added to our mailing list.

### **Insurance**

Our license allows caravan owners to choose where to purchase their caravan insurance, but we must provide the park with a copy of our insurance details. For those owners who would like to take advantage of the park insurance scheme we are now pleased to be able to report that for the first year it is possible to pay only for the period where your current insurance runs out and the start of the next insurance year. The park has provided the following information *"As long as we know the exact date their current insurance runs out we can get a quote. The quote will run until 29/02/2016 regardless of the start date. Then they will be invited again to our group insurance policy for a full year."*

Please contact Claire Dyer, Head of Finance at Darwin on 01745 858001 if you would like a quote as described above.

We also understand that the £20 administration charge, mentioned in the letter, if you use your own insurance does not apply at Swanage Bay View but does at other Darwin parks

### **Communication with the Park**

Could we please remind owners that some park issues, including all financial matters, are now managed by Darwin Head Office and not at the park. Please be aware that, due to this, the park may not always be able to answer your queries immediately. It has been reported that there has been some examples recently of owners raising their voices, and using abusive language to Park and Darwin staff, both in the office and over the phone. While we appreciate the frustration owners have when they are not able to get the information they need, could we please ask owners to be respectful to the Park and Darwin staff at all times. If you are not able

to obtain the information you need please contact Anne Foulkes by email or arrange a meeting with her (via Lucy, her PA in the office).

The Park have also asked that if you require some work to be done on or around your caravan, or a quote to be obtained for work, then this should be logged in the Park office with a member of the reception team. The Park management can then monitor progress on this work. Please do not ask Park staff to complete pieces of work as you see them around the park as there is then no formal record of the request.

### **Entry Barriers**

The entry barriers are still a considerable inconvenience to owners, especially owners with a disability. While some members approve of the increased security on the park there appear to be 3 issues that need addressing. The keypad needs to be moved outwards so it is easier to reach from a car window, the rocks need to be removed so drivers can get nearer the key pad without worrying about scratching their cars and the keys need to be backlit so they can be read at night. The Park is aware of these issues and we hope that they will be able to modify the keypad to address these issues. Please contact the Park Manager if you have specific issues relating to the barrier system. A swipe card system, which also automatically signs you into the park, would be more preferable to the current keypad system.

We understand that the 999 emergency number has the code for the barrier and this would be passed to any emergency services attending the Park.

### **Gas Bottles**

Following several questions at the meeting we have identified the following information Calor Gas (Southampton) does not supply gas bottles to Swanage based parks.

Calor Gas (Poole) will only supply Darwin as the park owner, not individual caravans. We understand that the cost to the park is £45 per bottle (large bottle)

The Park provides a daily delivery and connection of gas bottles, currently priced at £63.50 including VAT (large bottle).

Flo Gas provides delivery and connection of gas bottles with 5 working days of the order, currently priced at £55 including VAT (large bottle).

VAT - When you rent your first bottle the VAT is 20% (hire of the bottle), but when it is refilled the contents are rated at 5% (the same as electricity and piped gas)

If you wish to purchase from Flo Gas then orders can be placed by ringing 0800 574574 and quoting "Swanage Bay View Park Account". You need to give your name, telephone number and caravan number. You can pay over the phone when you order or on delivery.

### **Rubbish collection**

We understand that the Park is currently re organizing the position of their bins to accommodate recycling. However this has meant that at least two sections of the park have been left without rubbish bins over the whole Easter holiday period. We feel this is unacceptable, especially for owners who find a long climb up the hill to a bin difficult. Owners in these sections have contacted the Park manager. We understand that the new arrangements

for rubbish bin location and recycling will be communicated soon to all owners in the next Park Newsletter

### **Electricity**

We understand that if you require the exact electricity meter readings that have been used to calculate your electricity bill then these can be requested from the Park office, who will obtain them from the supply company.

### **Christmas social event**

Committee members are currently planning an Owners Association Christmas social event during the weekend of December 5<sup>th</sup>/6<sup>th</sup> 2015. This is the weekend of the Swanage Christmas Street Market and Fair, which is an excellent opportunity to stock up on festive gifts and food while at the same time supporting local traders. More details will be available later in the year but perhaps you could pop the date in your diary, as we would like to meet up with as many members as possible during the event.

**Best wishes for the summer season from all the committee**