

## **BAY VIEW CARAVAN OWNERS' ASSOCIATION**

**Document circulated to members with Newsletter 55, February 2013**

### **Meeting Monday 28<sup>th</sup> January 2013**

**Attending: Anthony Esse, Lindsey Bamford, Anne Foulkes, Rosemary Burbridge & Phil Davey**

#### **Points discussed**

- It was mutual that Darwin (Swanage Bay View) & OA would both like to see an improved relationship moving forward.
- Anne Foulkes has been appointed by Lindsey Bamford for her number of years working with Lindsey, and Lindsey felt that Anne with her experience and with being people orientated was the best choice moving forward. Smilies are no longer involved at SBV. We have an open door policy now at Swanage Bay View and Anne will be more than happy to meet with any owners if they have concerns moving forward. We will be arranging coffee mornings once the season gets underway.
- Anne will endeavour to check letters before being sent out and look at wording. A new accounting system is being implemented and this should stop any letters being sent incorrectly.
- Subletting: It is concerning with our Duty of Care that owners are subletting there holiday homes through another business. This takes away the control from a safety aspect and in the case of an emergency or to protect our existing customers. Darwin as a business need to know who is on site and consistently require guests to sign in at reception. Darwin are currently reviewing signage and our security systems.
- At present due to the agreement with STC the public will be able to come in and use the facilities.
- The old quarryman space is now being used by Joe's Gym.
- As the restaurant is presently located in the Entertainment area, Anne is looking to re-locate due to the noise element.
- Anne and Sam (Complex Manager) this year will be work with the owners to look at the kind of Entertainment & Activities they would like to enjoy.
- A list of dates for Owners events will be produced and communicated.
- It was suggested by Rosemary that an outside play area is needed and this will be investigated.
- A newsletter will be produced and sent out soon.
- It was agreed that in an emergency situation that post will be accepted at the Park. (Please see Jen in the office to arrange).

- Darwin has recently met with NACO to review the new Licence and they are both working hard together to get this finished. Darwin confirmed that in all cases the buyer pays the commission and will be looking at the PSA .
- Darwin intend that there be only two Licences the existing STC with a 15year term and one with no fixed term.
- Darwin are happy to meet with Jon & Eva to discuss the Sycamore tree problem on the Townsend Nature Reserve.
- Projects being looked out for the future at Swanage Bay View include
  - Roads
  - Lighting
  - Signage
  - Accounting System
  - Staff Training
  - Group grounds, Landscaping and maintenance Manager appointed to share best practice and push standards.
- Although Darwin do not recognise any OA on any of their Parks they always happy to work with and communicate with their owners.