

BAY VIEW CARAVAN OWNERS' ASSOCIATION
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Note from Anne Foulkes, read out to members at the AGM in August 2013

(this should be read in the context of the Chairman's note to members, about the AGM, issued on 7th August 2013 and available for download here:

http://bayviewowners.co.uk/wp/wp-content/uploads/2012/09/email_to_members_7thAugust2013.pdf)

A lot of excellent things have been happening at Darwin since the park management came under Lindsey Bamford's control. We have seen this at Swanage and I am sure that you have all seen and witnessed the improved facilities and amenities at Swanage Bay View. This trend will continue for the long-term as we will continue to invest in the park to create the best park on the South Coast.

We are very aware of our carbon footprint and environmental issues are very close to the heart of Darwin. We have outside consultants that advise us on energy saving and we have invested in new lighting systems across all parks moving forward including Swanage Bay View. We also have an independent company that monitors our water usage and can identify any unusual activity so that any leaks can be detected and rectified almost immediately. This same company independently comes in and tests all our water once a month including the swimming pool, this includes legionella testing. We also have independent consultants for Fire Safety, Health and Safety and Security. Darwin strives very hard to keep both customers and staff as safe as possible.

As you are aware our computer systems are changing and all of our Parks will now be linked. This unfortunately has taken a lot of time and effort, as information from sixteen parks is fed in. I thank you for your patience the workload of our reception staff has significantly increased whilst this transition takes place but will be much more efficient once in place.

Andy and his small team have been working tirelessly and I am sure you will agree the grounds are looking a lot better and we have a long term programme in place and I am sure the results will be evident.

We had a fantastic visit from NACO in celebration of the new licence and it is great that we have such a good relationship with them meaning that we can get a balance view. I thank all the people in the past and present who worked so hard on the licence from all areas especially Mrs Pat Speller and Mrs Audrey Card who helped myself with NACO to get it finalised, in meetings in London when I first started her as Park Manager of Swanage Bay View.

Don't forget if you have any issues or would like to discuss anything pop into reception and see me, if I am unavailable Jen and Penny have my diary and can book an appointment. I am sure we can get things resolved. We are also going to have a suggestion box in reception now, so if you have any ideas on ways to improve the park or facilities just pop in and ask for a form.

Thanks you

Kind Regards and Best Wishes

Anne