

BAY VIEW CARAVAN OWNERS' ASSOCIATION  
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8 November 2012

**To all members of the Bay View Caravan Owners' Association**

Some of our members have received what we believe to be an intimidating and threatening letter addressed to them from Darwin.

This particular letter should have been sent to the BVCOA, not to individuals, but of course Darwin have stated that they no longer recognise the Association. The letter from Darwin refers to the email postpone note sent by the Association to its members only on 24th October (and not to Darwin)! This note was responding to concerns expressed by our members. Darwin's letter suggests that this note in fact came from a number of owners rather than from the Association because the Officers' names were at the bottom of the note (as is usual). The letter from Darwin suggests that part of this email note could be grounds for them to terminate the licence agreement of these owners under the Behaviour Standards section, if repeated. However, we believe this section is open to differing views, there being no definition of "Behaviour Standards".

This appears to be an attempt to intimidate and threaten individual owners and is further evidence of a desire to undermine the Association in our view.

It seems to have missed the attention of Darwin that to withdraw the Quarryman facilities from use by the owners at just 4 days' notice for their meeting in October, could be considered to be a breach of the Behaviour Standards placed upon them as park management; it was neither courteous nor considerate, as we have experienced on previous occasions as well.

In fact the Behaviour Standards section says that we are "to act in a courteous and considerate manner towards us and other customers of ours". We believe that we have complied with this standard when we wrote to members of the Association to tell them of the postponement of the General Meeting due to be held on 27th October.

Having experienced Darwin "courtesy" at a previous General Meeting of the Association where a member of Darwin staff, under the instruction of the then manager, walked into the unfinished meeting, aggressively announced that the meeting was over, and turned on extremely loud music to drown out and prevent more than 100 owners from continuing their conversations, we knew that we must act in a considerate manner towards all the Darwin customers who might be attending on 27<sup>th</sup> October. With this previous experience in mind, and the urgency of action needed due to the inconsiderate short notice of

cancellation given by Darwin, and the forecast of very cold weather, and their comfort, we wrote the postponement note of the 24<sup>th</sup> October.

We think it is such a shame that at a time when we could all be celebrating the refund of £150 and the prospect of a new licence agreement, Darwin should be continuing to show such intimidatory and threatening behaviour.

It is clear that Darwin are upset about a part of the email that we sent to members on 24th October, and whilst we accept that hundreds of owners are also upset by what we think is Darwin's unreasonable, discourteous and inconsiderate behaviour towards them, the Association has always tried to be reasonable. With this in mind and as the postponed meeting is now in the past, we will remove the postponement note from the website. It is always our aim to show how reasonable the owners are in our dealing with Darwin. We do hope that this will be reciprocated in the future.

We do hope that in the weeks and months to come we will be able to reach a situation where we can all work together and enjoy our homes on this beautiful park.

Bay View Caravan Owners' Association