

MINUTES OF SWANAGE BAY VIEW OWNERS' ASSOCIATION A.G.M. held on Sunday 11th October 2026 @ 3pm at 'The View'

1. Address: Lee Grey (Park Manager) welcomed the owners and committee of our association, summarising the works done on site this last year. The room agreed the park was in a much better place than previous, with the infrastructure and team achievements. Lee concluding by stating 'it is not where he wants it to be' with areas still to be addressed, and the future was looking rosie. He thanked Kelly and Adam for the post meeting buffet. The AR staff left the room.

Attendees: over 70 had confirmed attendance but only 61 turned up; on checking in they were given their new SBVCOA sticker

Apologies: received from Sue Emery, Rhoda Goodwin & Andrew Langford

Kevan opened the meeting. (Kevan had already resigned from his role as Chairman) Some of the last five years in office had been challenging with many issues on park under three ownerships. This last year had seen major improvements in communications and standards, and owner satisfaction.

2. Derek: presented his and the committee view on the Future of the Association

Future of the association

Firstly you might ask why do we need an association. Since 2014 the park has had 3 owners. Prior to Away Resorts we had Darwin and Aria. Unscrupulous owners may be a bit of a strong word to use but they clearly were out for maximum profit with little regard for owners. Since Away Resorts have owned the park, over a period of time we have seen some changes and I think these have been for the better especially since Lee has become general manager. There are a lot of park owners in this country that get nothing but bad press and treat their customers/owners appallingly. You can read about horror stories daily on social media. I believe Away Resorts have taken this onboard and have done a lot to improve their image with owners.

The association has built a good relationship with Away Resorts and they do not ignore us out hand which is common practice with owners associations within the industry. It is therefore very important that we keep the association alive so that we can continue to work with the current and any future park owners. Having strength in numbers means we are a voice to be listened to.

Collectively as owners we need to be able to react should the park owners try and apply terms and conditions upon us that are unreasonable and unfair. We exist in an unregulated industry that is not covered by any statute other than the consumer rights act. We are lucky at SBV as Away Resorts understands what is required to maintain a good relationship with owners. However this could easily change should they sell or go in a different direction. At the moment they are committed to keeping SBV an owner only park

As owners we need to consider how we can ensure that the association can continue to exist going forward given the fact that we now currently have only 7 committee members which is down from 9. People's circumstances can change unexpectedly as we have seen this year. We do need a few more volunteers to come onto the committee. It is not an onerous task. We have committee meetings on an ad hoc basis and these are usually via Whatsapp. We have a face-to-face committee meeting prior to our two annual meetings. Regarding area reps all we ask is that if you are aware of new owners that you make them aware of the association.

The roles within the committee are chairman, treasurer, membership sec, owners liaison, newsletter editor, webmaster and area reps. The chairman takes responsibility for liaising with the park and keeping the committee members up to date on relevant matters. The Committee members maintain

communications via the Whatsapp group and email ensuring that everyone is kept in the loop. This process works well.

The lynchpin making sure that everything works is the chairman and we need to ensure that we have someone on the committee who would be prepared to take over the role when the chairman retires. At the moment I am prepared to take over from Kevan but have no idea how much longer I am going to be on park and I wouldn't really like to guess. Definitely next year but beyond that may be in doubt.

So please think about what I have said. If you want to be co-opted onto the committee please talk to us at the end of the meeting. We have two area rep vacancies Poppy and Bluebell and the Buttercup rep is temporary.

It was noted that the association is recognised by Away Resorts Central Office – our queries and feedback are acknowledged and dealt with.

3. Derek: presented 'Changes to the Constitution'

We currently have an amount which we think is excessive in our bank account. If, when the next round of subscriptions is due in 2028, we could end up with an even larger amount in the bank if the membership fee stays the same. We feel this is too much and given the stability that Away Resorts has brought to the park since acquiring it we feel that a contingency fund of no less than £5,000 and a membership fee that covers the running costs of the association should be written into our constitution to replace some of the current terms.

In addition to the issue of how much money should be held on account we also feel that to ask elected officials to serve for three years is unrealistic given the fact that peoples' circumstances can suddenly change.

Therefore, we propose the following changes to the constitution.

Committee rule 2. Instead of being elected for three years change to one year.

Administrative and Financial Arrangements -

REPLACE: Electronic payments may be made under the single authorisation of the Treasurer subject to agreement of the Committee.

WITH: Electronic payments may be made subject to two authorised signatories and agreement of the committee.

ADD: section 8

The Association shall maintain a credit bank balance to be used as a contingency fund determined by the committee from time to time but subject to a minimum of £5000.

ADD: section 9

The committee shall set the three-year membership fee sufficient to cover the tri-annual running costs of the association.

ADD: section 10

Should it become necessary to use all or part the contingency fund then an Extraordinary General Meeting shall be convened to agree that the funds can be spent and to decide the most suitable way to replace spent monies.

These were well received and understood with a unanimous vote of approval. It was explained that whilst the current membership was £18 for 3 years, from 2028 it could only be £5-£6, so our funds remain sufficient e.g. £5K, but not excessive. We have had to seek legal advice in the past over serious issues.

4. Chairman's overview

Water outages: new pumps were installed earlier this year plus an annual service plan. Since then there have been no issues with water outages.

EV charging: No further updates as to when points will be installed on the park.

Hedge trimming: since Lee has been GM hedge trimming and grounds have been much improved. Grounds staff always seem happy to assist with hedges when asked.

Flogas: simpler process for signing up for Flogas. Details on our website.

Owner queries: All enquiries from info@bayviewowners.co.uk will be dealt with by Sue Langford who is the Sweetpea rep.

Area reps: we had two resignations this year, one for health reasons and one because they sold and left the park. One was Buttercup and the other Poppy. Allan Dawson has stepped in for Buttercup until an owner on Buttercup volunteers. Poppy is still vacant.

Member sticker: you should have been given a new window sticker on arrival and we will endeavour to get these out to owners as soon as possible.

5. Membership report

Currently membership stands at 170 up from 157 last September which is about 60% of owners. New members currently pay £12 for membership up until March 2028. If you are aware of new owners as neighbours please encourage them to join the association. There is strength in numbers.

6. Treasurers report

The current balance is £7312.03. The full financial statement is on the website under information/AGM2026. We have not issued a copy of the statement for the meeting for privacy reasons but we have a copy with us if anyone has any questions.

7. Matters from previous A.G.M. – offered to the room, none raised.

8. A number of questions were raised pre this meeting; Lee Grey shared these with his Central Office, and answered as follows:

Questions we put to Lee with his response.

1. When will you be reintroducing Sunday Lunches.

Answer. Currently no set date, last Sunday lunches were c.6 years ago

2. What is the current situation regarding hot food in the View Bar

Answer. Work in progress, minimal offering currently available

3. Is there a fairer way to allocate spaces for the owners events that include food as there are a number of owners who report that they cannot book in as all the spaces go so quickly.

Answer. In a word, no, the most fair approach is first come first serve, as per the foot note, up to 4 weeks in advance

4. What are you going to do about non owners attending owner events.

Answer. This does not happen, to be clear, each owner can have up to 8 owner passes

5. We have heard anecdotal comment that owners have requested and received approval for an extension to their licence expiry date. Could you please give the Away Resorts policy regarding requests by owners for licence extension.

Answer. The only owners that have this are those of historical licences and have year on year rolling licences

6. Owners would like to know what the take up has been regarding the new installed park Wi-Fi and what feedback has been provided regarding service and download speeds.

Answer. This is a third party provider that we do not monitor

An owner queried the wi-fi arrangement, it was clarified that the installation at all of the Away Resorts 26 sites was well underway, with 11 completed so far. A podcast has been issued on the AR Facebook Third Place, worth watching. It is a private contract between Infinium and each owner, which has meant it has not gone onto our plot rents. No one in the room had committed to Infinium yet, others have a multitude of providers.

9. Election of officers. All proposals were supported by the room.

Chairman – proposed Derek Kilner

Treasurer – proposed Rhoda Goodwin (existing)

Membership Sec – proposed Sue Langford (existing)

Area Reps:

Buttercup – proposed Allan Dawson (temp until someone from Buttercup volunteers)

Poppy – Les Sweet (volunteered after the meeting had ended)

Bluebell – vacant

Sunflower – proposed Dave Jones (existing)

Sweetpea – proposed Sue Langford (existing)

Rose – proposed Heather Ransley (existing)

Daisy – proposed Sue Emery (existing)

Tulip – proposed Rhoda Goodwin (existing)

Honeysuckle – proposed Derek Kilner (existing)

10. Any Other Business:

1) Some owners do not use Facebook (nor email) but wanted to be included in communications. The owner events calendar is published for the year ahead and rarely amended. It is on the owners' noticeboard in reception and owners' website, reminders are sent out too. Put dates in your diary or print it off for referral? (* Lee Gray has now kindly offered to Text these individuals to keep them in the loop)

2) Whilst over 70 owners committed to this meeting; we had over catered by 19x because no apologies had been received, despite reminders being sent twice pre meeting. We ask all owners to PLEASE cancel any owner events organised by Away Resorts or the Association, they subsequently are unable to attend; to leave room for others and stop unnecessary waste of funds and food.

3) Leslie Sweet has offered to be POPPY representative.

4) It was reiterated by Kevan that there must be NO electric car charging on site, no exceptions. Away Resorts are not insured and neither are the owners. Visitors and rentals need to reiterate also. The voltage on site is not geared for it. Electric car charger units are in the future plans, no details at this time.

5) The area representatives would be distributing SBVCOA stickers to those not at the meeting.

6) The subject of the gym was raised, questioning the equipment and need for updating.

7) An owner asked how has Lee Grey achieved in the last year, that his predecessors had failed on? It was felt from the wider room that Lee was an experienced enthusiastic manager, with good leadership skills, building a team with a can-do attitude, who are taking pride in their roles, and building good relationships with owners.

8) As the meeting closed Lee Grey informed the committee that he was now able to increase the head count for owners' events e.g. breakfasts etc from 50 to 70 due to demand. But if you book and cannot attend PLEASE cancel! PS. The View room is only licensed for 100 head, there is no flexibility on this e.g. End Season Party and private functions.

The meeting concluded around 3.40pm and followed by a most excellent buffet prepared by Kelly, Adam and team. This was funded by your association.