

Owners Association Meeting:

Hello,

Following on from my notes provided to you in your August AUM meeting. I will cover the same areas and any additional questions I have been passed.

Thank you for your support through 2024 season. I am very excited for 2025 with an entertainment offering and the launch of link bingo.

Swimming pool:

We have recently had an issue with a cracked pipe which subsequently burst causing 2 closures. This was within a week and has been fixed. We are due to have a new sand filter fitted in the next month. This may cause a closure for this to be done however, we will communicate this with as much notice as possible.

Any closures that we have incurred so far this season have been due to health and safety reasons, we physically cannot open the pool if the chlorine levels are not within the readings. The pumps have been serviced and we do not envisage any further issues however, this can and most probably will happen at some point and we would appreciate your patience and courtesy towards the team if and when this happens.

The View Bar:

We are open daily from 12pm to 10pm during the Easter Holidays. Following the holidays we will be open 3pm – 10pm Wednesday to Sunday. Please collect timetables from Guest Services to avoid any disappointment.

We have live acts scheduled throughout our peak weekends. Attached is a list for your diaries. Please do ensure if you are here that you support with these, if they are not well attended, it does not justify us doing this next season therefore, we need to show that the park warrants entertainment.

Owners get 10% discount with their owners pass. For reference:

- Pint of Carling = £5.04 after discount.
- Small glass of El Tiempo = £5.22 after discount.
- Cocktails – range of = £8.95 after discount.

We are very excited to welcome linked Bingo to the park. This will start on the 18th of April. We will communicate the times and dates by next weekend.

Owners events:

Please see attached owners event calendar. Please remember that these are bookable a week in advance.

The next owners event is an Easter Raffle and cocktail tasting – weather permitting this will be outside the sales office.

GM Clinics:

I rarely have any owners book onto these. These are again available to book a week in advance and always falls on the last Saturday of the month.

Grounds:

We received feedback from Dorset Wildlife last year to say that the trees are protected. I will request a meeting to discuss this further.

In regards to our trees and hedges, we are working on a date in September for the large trees on our park and some of the larger hedges. These will be cut by the contractor if deemed safe to do so and no risk of birds nesting. This is later than we wanted however, due to the large cost of this, we have had to wait until the funds are available and this unfortunately is not in my control.

We now have a full grounds team, we have a new Park Services Manager starting on the 7th of April. He will be communicating with you all on THIRD Place Social to give you a better understanding of zoning and what the team have planned for the week.

Please do remember that I do expect a level of courtesy towards the team. We have had numerous occasions where the team have been shouted at and spoken to in a way that will not be tolerated. There will be times when owners grass is longer than others due to zoning and I do hope that the communication from our new PS Manager will help with your timelines and expectations.

The GM clinics are available for owners to meet with me with any frustrations or concerns. I would urge you as an owner to use these meetings to your advantage.

Private Letting:

We have a large number of owners who are advertising their homes for private letting but have not completed the private letting form as per your licence agreements. I have printed some of these and if you are letting your home, please complete and return to Diane Bugler (Guest Services Manager).

Owners jobs:

If you would like us to manage a job for you, this can be requested by calling Guest Services on 01929 422130. If we attend your home to carry out a request or job on your request, this is chargeable to you at a rate of £11 per quarter hour. We have received feedback that this should not be chargeable however, please remember that your homes are your responsibility to maintain. If my team are constantly re pressurising boilers, closing windows, emptying the fridge etc.. for the 297 owners we have on the park, we would not get anything else done.

Third Place Social:

We now have a fantastic following on Third Place Social, thank you so much for your support on this. It really is a great platform to communicate with as many of you as possible at the same time.

To join Third Place Social, please follow these steps:

- Open Facebook App
- Search in the search bar 'Third Place Social – Swanage Bay View
- Request to join
- Answer questions – you will not be accepted into the group if the questions are not answered with plot number matching owners name.

Owners App:

We now have an owners app that you are able to download, this will enable you to:

- Order gas bottles
- View statements
- Pay Bills
- Request a quote or job
- View sublet calendar if you use our sublet service

Please pop into Guest Services and speak to one of the team who can talk you through how to set this up.

Laundrette:

We are awaiting a new contract to be signed off. As you can imagine, this is a lengthy process due to the contract terms and the number of parks we have within the company. Once signed off, we will have more information on replacement machines. We currently have 3 washing machines and 2 dryers in working order.

Team Structure – Heads of Departments:

Penny Ogden – General Manager

Katherine Atkinson – Operations Manager

Diane Bugler – Guest Services Manager

Lewis Harrison – Park Services Manager

Cody Moore – Leisure Manager

Connor Martin – Senior Sales Advisor