



1. Will owner only swimming sessions be reinstated? Owners are not happy that they have to compete with locals for access to the pool.

Owners Swim sessions have been reinstated and communicated - Sundays & Thursdays for now.

2. Gym – reports have reached us that the cleanliness of the gym leaves a lot to be desired.

Gym Standards have improved and new S&L manager in place from the 27/3/23 and he will drive standards heavily.

3. SBV plans for the future.

To learn and understand the park and its needs to develop a vision for the future.

4. Explanation of how the DDM payment method works in respect of pitch fees and why does the first payment have to be taken in February when fees are not due until 1st March.

The Direct debit first payment is taken in February to ensure that fees are paid in full prior to the coming year being Invoiced.

5. Confirm the correct procedure for owners who wish to replace existing decking.

The owner can contact the guest services team to request quotes, including details such as size and colour. We will then provide up to 4 different quotes from our approved suppliers and once one has been agreed, we will instruct the contractors to carry out the work and charge accordingly. It is vital works such as these go through the park as we need to take many different health and safety aspects into account including ground movement.

6. Provide owners with a list of approved tradesmen.

We can do this for works such as obtaining gas safety certificates and electrical testing. Any other works required will need to be discussed with the team then we can advise you on what would need to happen next. Owners are not able to go direct to contractors / tradesmen for any work on the holiday home, pitch or surrounding area.

7. Why weren't owners advised that Jamie had left the park and who was put in charge on a temporary or permanent basis.