

Rockley Park Owners' Association
Spring(er) Edition 2015



Chairperson:-

Hi Owners

This is my first newsletter of the year and as many of you may already know, my first as chairman. Sadly, due to ill health and after many years of great work, Mavis has had to resign, with all of us here on the association wishing her a speedy recovery.

I would like to welcome two new members to the committee, Peter Jones and John Thompson, who have both been owners at Rockley for many years and have a vast experience of the good/bad of being an owner. We are also losing Penny and Eddie from the committee as they no longer own a caravan here at Rockley, we have however, asked both of them to stay and help the association. They have both agree to stay and help us anyway they can. Eddie would like to receive letters so he can have a better view of what's going on at Rockley.

The new committee will still work along the same lines as before and that is to work closely with Geoffrey and the Park (whenever possible), to get the very best we can for the owners! We held the AGM meeting, which was a very successful one with lots of airs viewed. I have good feed back from those who attended,(the tea, coffee and biscuits went down well also) If anyone knows of anybody who wants to join the association, please feel free to come and see me or any other members of the committee for a form.

I know many of you have had a problem with the £306 site fee increase and also Health and Safety in Tides which is a problem that was not fully resolved last year. We aim to continue to resolve both these issues and all issues that were raised at the last A.G.M.

Also before I go I would like to congratulate Geoffrey and his team for the great work they put in, over the shut down for making the Park so good. Also after a long while and numerous meetings with park and Stuart continuously broaching the subject, the lights outside tides on the pathways have finally been improved and it all seems a very welcoming sight, especially at night.

See you soon **Oscar**
Chairman.

Cream Teas news

A Very big THANK YOU to everyone who supported the Cream Teas last year. We raised in total £429, which was sent to Cancer Research. We are back again this year with two events. The first is on the 18th July at Stuarts, Harbour View 90 at 2 p.m. Bring yourselves and some sunshine and come and support these events, where all proceeds go to charity. And just when the waistline is getting back to normal, we spring the second on you, which is on the 30th August at Oscars, Central Park 61 and back by popular demand it is a Cream Teas with Pimms event (soft drinks will be available for children) so make room in your diaries for these two events and see you there.

Secretarys Report

A.G.M.

This years AGM was held on Sunday 19th April at Yarells Preparatory School, with tea coffee and biscuits made available to those attending. Oscar Howlett, Vice Chair took the meeting because of the unfortunate resignation, due to ill health of Mavis Handy-White, during her term as Chair, adding that we all thanked her for the past and wished her well for the future.

Penny and Eddy Kapp had also had to resign as they left park late last year. However he was most grateful that Penny had offered to continue with the membership records role and Eddy the Newsletter compilation and distribution together with the Web site for as long as needs be on a no cost outsourcing basis. With Oscar himself, currently as Treasurer, he then introduced the members of the committee present and their respective roles over the last season, and also two new committee members, Lynda Diffey and Pete Jones. Apologies being given for John Thompson and Sharon Evans who had been co-opted previously, all of whom were subject to election in Resolution (3) of the circular (subsequently carried, see below).

Resolutions 1 to 10 were passed unopposed by those present.

Oscar told the meeting that everything the association did should be driven by the members, reflecting their concerns and as such he wanted to hear from them. He also told those present that the Newsletter should be for the membership, by the membership and Eddy would be waiting for their articles.

In his role as Treasurer Oscar read extracts from the relevant report, copies of which had been made available for scrutiny.

The Secretary reported another busy year and told the meeting he was disappointed on occasions regarding input from the membership particularly letters of complaint to Park which although the committee were usually made aware of, the number of copies it received were not in proportion to complaints made! Often we needed a dossier of letters to move a problem forward and he appealed for more help.

Stuart Chinery in his previous role with responsibility for Health & Safety began his report, telling the meeting of the many issues raised, some being resolved and others ongoing from last season. As an example, Tides outside lighting was much improved (but still lacked bright overhead lighting adjacent to the entrance door). Despite repeated requests for a 'No glass or ceramics in the pool area' notice over the last two seasons nothing had been put in place. After taking a couple of questions from the floor regarding H & S issues it was agreed to move to item 6, Any Other Business, continuing with H & S as this seemed of deep concern. Stuart continued explaining that without overhead lighting at Tides exit, the small deck lights become trip hazards, two owners at the meeting had actually stumbled over them. One member with a professional knowledge of water safety was astounded Park had ignored our warnings of glass in the Tides pool area. It was noted that the Complex pool Had such a notice!

The hazardous parking of caravans and vehicles on Napier road in contradiction of the apparent restrictions, let alone common sense, raised a number of concerns and confirmation of near accidents. Many wondered why no Police action was taken. Secretary told the meeting, caravan parking had frequently been raised and some improvement had been seen. With regard to Police action he said that the road from the roundabout to the beach was a highway, the restrictions, although very laudable had probably been Park imposed and may not be enforceable.

Poor reception of owners WiFi in some areas was discussed. Members asked about fibre optic options being available soon.

Some present thanked the committee and suggested the Association should promote itself more forcibly to aid recruitment of new members, but with a ban on activity 'on Park' and no notice board it was a problem, said the Secretary, however the committee were aware of the problem and plans were afoot.

A possible endemic problem with late model Worcester Boilers, was raised and members were asked to report any problems such that the manufacturer might be approached. Another owner said he had been told the new 'Condensing' boilers would not work at their high efficiency due to caravan 'ventilation'. Secretary said there was no

rationale for this as both old and new took combustion air from outside but some caravans had high heat losses, in part due to necessary ventilation and would be proportionately more expensive to heat compared to a new built property, particularly using LPG.

On a show of hands those present supported the Associations challenge to the 2015 site fee increase. One member suggesting obviously RPI stood for Rockley Park Increase and not Retail Price Index as we all previously thought!

Oscar Howlett in the Chair closed the meeting at 12.40 p.m.

Following the AGM a short committee meeting took place and the following roles were confirmed.

Oscar Howlett:- Chair / Treasurer

Stuart Chinery:- Vice Chair

Terry Warner:- Secretary

It was agreed other committee roles would be confirmed at the next full meeting with all committee members present and would include.

John Thompson

Lynda Diffey

Pete Jones

Sharon Evans

Stuarts Area.

We have some changes to 'Tides' road crossing, but still needs some work. The path lighting is very good but still needs a light over the door and the floor lights removed. I have seen 4 people trip on them, on or off. The new decking looks good, as does the children's playground. The staff need to keep checking passes over the bar as we all know one pass holder will have some people with them with no passes.

My thanks to Anna and Chris for booking Sarah Yeo for my party and to Rachel and her staff for their hard work on the night and the food. As you all know, Sarah is my favourite singer and a very good friend. My thanks to everyone that came, Sarah said to pass on her love to all and thanks for the night.

Best Regards

Stuart

New to the Committee:-

Hi all I am Pete,

I have been an owner for 20 years and during that time I have seen many changes. Most for the better but unfortunately not with the amount of visiting acts we have at weekends and during the week.

We used to have a resident band called Wishful Thinking who would play in the Showbar most nights. On a Friday and Saturday evening we would usually have 3 visiting acts consisting of a band, a vocalist and comedian/magic act or similar. Then at about 11.30 most owners would go upstairs to 'Heavens Above' to see a late night adult comedian followed by karaoke. For those that do not know where 'Heavens Above' was (still possibly is *Ed*) it is above the shop and the bar of the Showbar.

On a brighter note, I will say that we are lucky to have Chris and his team of Fun Stars who I believe are one of the best we have had.

For those of you that went to the New Years eve party that Rita and Cliff arranged, it was the best we have had since Rockley put them on. I would like to say a big thank you to them and hope this years will be as good.

All the best.

Pete Jones.

View from the Top:- **Life After Rockley.**

Yes it's true, there is!! Having spent a very enjoyable long weekend at Sandford Park in Wareham, we were pleasantly surprised at the site, from the comfort of our tourer. So happy were we, that when we had visitors, they too were impressed and signed up for a Christmas break, with 'the competition'.

We even invested in a newer tourer, and all for less than the rates we were going to be paying to Bourne Leisure. An expensive weekend for all concerned. We now have trips booked to Cornwall, North Devon, Gloucester and Somerset and anywhere we want to venture. We shall be back to Sandford later in the year as well, freedom to move where we are comfortable, and if we don't like it we don't have to go back. Thank you for your kind wishes.

Talking of which, a member did comment on our final piece in the Winter Newsletter wishing us 'good riddance'. Well we were very glad you did read it, it was all true, and we would not wish ill thoughts on anyone, or so I thought, so if we offended members, it was purely un-intentional. If it made management think, then that was good too.

I am so glad we made the right decision, and respect your views to criticise me and I'm glad we stimulated some feedback. I wish you all, the very best in life, live it to the full, whatever you do with it.

I now leave it over to you, to supply the newsfeed or anything you wish to comment on, whatever it may be.

Eddy

p.s. Feedback of the members who have left park, most were leaving because of the unfairness of the rate increase and a lack of respect from management, with at least one person buying a tourer and doing the same as us.

(Newsletter Editor).

Editors Corner :-

Bet you thought that was it down the left hand corner!! But No!

I have re-introduced the Editors corner, as this will be my only spot in future.

So my first story is about something I witnessed, of an attack on Facebook over the closed period. It was all started over the joys of Park dishing out free food etc to come and check your caravan, during the week and weekends, and turned into a them and us situation between 'locals' and 'non locals' (for want of a better word) and about the thoughts of having a Holiday Home near where you live, being better than one many miles away. I must say Weston-Super-Mare has never really appealed to me, which was why we chose Rockley for our 'Holiday Home'. I only watched from the sidelines but it was sad to see that something like this caused such division. Maybe it's what someone at the top wants to happen, to make people leave by causing division, or maybe it's the world we live in full on apps which state what is happening 5 minutes ago. I don't remember this sort of thing happening way back when, except to pop in for a tea/coffee and a drop of soup if it was in the pot, at a weekend. Maybe because of this happening almost every day, it is getting everyone ready to have a 12 month season, as obviously gas and other services must be on, as it advertises to get you down to keep an eye on your caravan, but every day!! On a last note, having left Park in October, we had a very nice card from the sales team, to "Take a trip down memory lane. Fancy falling in love with us again". It is very strange that the management team at Rockley never bothered to send a card, to wish us well, unlike Hemel who did, but oh! "We remember you, do you remember us?". Well yes we do, that's why it is going in the bin, sorry but you lost us way back then, and as far as memories, we liked it whilst it was good. As the advert says, "when it stops being fun, Stop!!".

For info on the wonderful card you might receive if you left please see the card in all it's glory on the web site. Would you come back for less?

Ed

Just as I was overtyping this I noticed it was the RPI business. I would just like to add, that most bills I have had, around, or since Rockley sent theirs, have come up with the RPI as 1.3 to 1%, not the 7% ish that we had as an excuse. Even on another park (not a Bourne Leisure site) they even had the rate set at 1%, with a separate bill being supplied for any park improvements and what period of time that would be on the annual rates charge. What a refreshing breath of fresh air that some operators are able to uphold the OFT document and make it work.

BEWARE Topsy Toads:- A Plea to all car drivers, and certain skateboarders, to please obey the speed limit on the Park whilst we have the Summer season and Topsy Toads rolling around, especially near the complex area, and other caravans.

Thank you for your consideration.

And now a cut out and keep section for you with the lists of trades people recommended to us.

Please feel free to contact us about their services, good or bad so we are aware, to pass onto other members.

K.C.S

A Private Caravan Cleaning Service.

Phone Kate on:

07765811227

Electrician Services

Electrical Periodic Testing, 3 year one.

Electrical work undertaken.

Call Adam on 07804 672 949 or email

Amjd@blueyonder.co.uk

Locksmith

GB's Caravan Key Cutting Service

We come to you, No call out charge.

Call 07747 488 587

SCS Static Caravan Services

From Appliance spares and repairs, though to wallboards, decking and panel work. Call Steve on 07932018880 or see our web site www.staticcaravanservices.co.uk

Any other trades people you may know of that would like to offer their services at reasonable rates, please enquire.

We can advertise them for free to our members and the world on the web. Email us on rockleyowners@aol.com or call.

0845 838 5235

Gas Boiler Servicing and Plumbing Services

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01202 937395 or 07896 161981

South Coast Boiler Services are fully insured, members of Checkatrade and Gas Safe registered.

Qualified to work on LPG and Natural gas. South Coast Boiler Services are approved Vaillant installers.

We are able to work on gas fires, boilers, cookers, hobs and water heaters. We are able to offer gas safety checks. Full boiler service and system check. Please check with us for current prices.

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You can also visit our web site and follow the link to view our Checkatrade feedback from other customers. I am also informed they do a Drain Down service.

Web Site:- www.southcoastboilerservices.co.uk



Please remember, if you have had boiler troubles over the last few years, please contact Oscar or email us at our email address, along with who services it, make and model, and symptom, so we can take up any performance/build issues with the manufacturer.