

## Rockley Park Owners' Association End of Season Winter 2015



### Chairperson:-

Hi Folks

I cannot believe we are nearing the end of another year already and what a funny year it has been!! There weren't any major problems until we all received the outrageous extra site fees on our doormats.

Terry will cover this issue in his piece of the newsletter, but I know the whole of the committee would like to say a huge thank you to all of you that sent letters objecting to the site fee increase.

Now to direct my attention to the Owners Club – we all keep on hearing about the Owners experience and how important we all are, so why do they close Tides early and not close it when the park shuts?!? They will tell you that Tides has always shut early, which is true, but the old Owners Club used to stay open until 2<sup>nd</sup> January, we even had a party on Boxing Day in there one year. I think it would be a great idea if they were to stay open again, encourage Owners to come down. Also, as we pay site fees for a 10 month period, it should in fact stay open along with the rest of the site anyway! Maybe it is Rockley that are not wanting us to come down, that is why it is costing so much more to drain down this year, even though Robbie and his team are not gaining anymore!!

See you soon and a Happy Christmas and good New Year to you all.

**Oscar**  
Chairman.

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### Stuarts view

Don't have much to report on till we wait to see if they do the jobs that they have said will be doing in the shutdown, unless they run out of money ?? Ha ha. We'll check this out in the new year.

Wishing you all the best for Christmas and the New Year.  
Best Regards

**Stuart**

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### Secretarys Report, Meetings with Park

Before the detail I think we need to get a few things straight about the relationship between the Association and Park. We don't sit at these meetings going at each other hammer and tongs, we have a respectful and business like discussion on topics that could or do impact on Owners and or Park. The Associations stated aims and objectives are simply to

maintain and maximise the amenity value of member's pitches. Geoffrey's would no doubt be to ensure the profitability of Bourne Leisure and Park, in line with relative budgets and forecasts.

We have no problem with that, companies have to make profit, BL's hover around 10% profit to sales. They had a good year ending December 2014 with turnover up 4% at £895million and pre tax profit at £101.9million (including £16million VAT refund). According to the Rich List 2015, the director's personal fortunes have also improved. Again we have no problem with this, who wants a landlord that's going broke? Having said all that, we do have a problem with the massive Site Fee increases suffered over the last two years, 2015 based on an erroneous RPI forecast of 3.4% and 2016 based (in our view) on mostly repairs and maintenance which should not be part of our site fee increase. Over these last two years we have had virtually '0' inflation which is the figure our increase should be based, (T&C Clause (6)) albeit 'reasonable improvements' are allowable. However these 'improvements' are supposed to improve the amenity value of our pitches not Parks infrastructure and adding to the asset value of the company. Even a reasonable improvement has to be precise and transparent so as not to provide ongoing recovery of costs through the pitch fee in future years after work has been paid for.

Those of you who wrote to BL at Hemel will note in your cut and paste reply from Andrew Brandwood, he chose to quote the NCC code of practice. As this trade organisation is for the industry, not the consumer, it conveniently does not include the word 'reasonable' before 'improvements' which BL were forced to include by the OFT in our clause (6). Whilst only a court of law can decide what is 'reasonable', OFT 734 is clear that much of what we are being told are, Improvements are Not. The same document makes clear that " if there is doubt about a meaning of a written term, the interpretation most favourable to the consumer shall prevail".

Strangely having told us how they are going to improve the Park they missed out on the proposed new quay side lodges with individual moorings, new restaurant and new sailing school building with accommodation at the beach. In order for this to take place BL approached Poole council to surrender the existing lease and re-grant a £2million + legal fees up to £20,000 at no further rent (currently £12,500pa). The deal was signed in March 2014 and money paid, albeit Poole still await the plans. The Association doesn't have a problem with this either, only why not tell everybody? Perhaps we might connect £2million + payment, with massive site fee increases without foundation, over the last two years.

So onto the actual meeting held 2<sup>nd</sup> November. We agreed to move on over Site Fee as this appears to be a nationwide issue with BL, to hopefully be resolved in another arena. More steps next year to try and control Privilege Card misuse. Tides team to more closely manage users of the Pool tables. Lighting to be sorted and smoking area for review when practical. Entertainment to improve including Owner Events, late season

hours for future review. There is no further Wi-Fi investment to report. Lighting LBV beach pathway will happen this winter. Air con in Tides Garden Room to be considered. The Association had a very prompt and accurate written response from Geoffrey regarding this meeting for which we thanked him whilst we reiterated our position regarding Site Fees.

Subsequent to that meeting I have written to Poole Consumer Protection, letter available on our web site, along with an update from Dean Burgess who is awaiting action from Hertfordshire Trading Standards. Keep an eye on the web site for progress this winter.

Have a good Christmas and Happy New Year, and see you next season.

**Terry (Secretary)**

#### **Addendum**

Site Fee latest: Despite sending two letters to Owners trying to justify the £298 increase the latest news is a reduction for some Orchard Bank Owners! Are Park trying to muddy the water by appearing even handed to some inexperienced regulator? What's a few thousand to OB if they are allowed to collect £250,000+ from the rest of us? As I had the Slide Rule out, even if we as Owners actually bought a top of the range disabled hoist for our pool at £8000 its only about £8 each. Difficult to see what the other £290 is for?

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#### **Stuarts Rich Fruit Christmas Cake (can also be made at Easter and recycled anytime.)**

#### **Ingredients:**

16 oz Plain flour (use Allisons Wholemeal flour)  
14 ozs Butter  
4 ozs Mixed peel  
14 ozs Sugar (use natural molasses)  
7 ozs Glace cherries  
Lemon Juice  
14 ozs Currants  
7 ozs Raisins  
1lb 5 ozs Sultanas  
2 tbs Ground mixed spice  
7 Eggs (size 2)  
3 ozs chopped nuts  
1 bottle Brandy

#### **Method:**

Sample the brandy to check quality. Prepare a cool oven (150 C, Gas 2). Take a large bowl, check the brandy again. To be sure it is of the highest quality, pour one level cup and drink. Repeat. Grease and double line the cake pan with non stick baking parchment. Turn on the electric mixer. Halve wash and drag the cherries in a whatsit adding flour and some other things. Beat one cup of butter with the sugar in a large fluffy bowl. Add one teaspoon of sugar. Beat again. At this point it's best to make sure the brandy is still OK. Try another cup... Just in case. Turn off the mixer thingy. Break 2 eggs and add to the bowl and chuck in the cup of dried fruit. Hold on to the wick surface with one hand.

Pick the flipping fruit up off the floor. Mix on the turner. If the fried fruit gets stuck in the beaters just pry it loose with a drawscraper. Sample the brandy to check for consistency. Next, sift two cups of salt. Or something. Check the brandy. Now shift the lemon juice and strain your nuts.

Add one table. Add a spoon of sugar, or somefink. Whatever you can find. Grease to oven. Turn the cake tin 360 degrees and try not to fall over. Don't forget to beat off the turner. Finally, throw the bowl through the window. Finish the brandy and wipe worktop with the cat.

#### **Bingle Jells!**

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#### **Oscars Rant**

It is about time that Rockley gave something back to us owners at this time of the year, instead of mothballing the park as soon as they can!!

Also, there wouldn't be as large of a hire fleet if it wasn't for a lot of us Owners giving their caravans back to Rockley to hire out, they even take the lion's share of the money.

The bottom line here being, Rockley wouldn't be the profitable company that I know they are without the contributions from all of us Owners. So instead of all these increases that we keep incurring, maybe Rockley should consider us Owners at this time of year and not close everything down early.

#### **Oscar**

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#### **Entertainment**

Hi All

Another season over how quick it has gone. Several of you have said that this year we have had very few top quality acts part from (Garth Gate) in the live lounge to other years. Most have been average with no wow factor, often finishing by 10.30 pm when the evening is still young. Most of the season Sunday to Thursday has been the Funstars to entertain, good they may be but it would be nice to see different acts as well. One way to improve this it has been suggested is to bring back a resident band to fill the gaps. This way you can bring in a Vocalist to sing with a live band and carry on to midnight. This will also keep people in the live lounge till late and not start emptying at 10.30pm.

Happy Christmas and New Year

**Pete.**

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#### **Editors Corner :-**

I now leave it over to you, to supply the newsfeed or anything you wish to comment on, whatever it may be. All that remains is to wish you a Merry Christmas and a Happy and Prosperous New Year.

See you next season hopefully.

**Eddy**

Any issues please let me know on the  
Rockleyowners@aol.com

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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](mailto:Amjd@blueyonder.co.uk)**

**Locksmith**

**GB's Caravan Key Cutting Service**

**We come to you, No call out charge.**

**Call 07747 488 587**

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](mailto:rockleyowners@aol.com) or call.

0845 838 5235

**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](http://www.staticcaravanservices.co.uk)**

**Gas Boiler Servicing and Plumbing Services**

**South Coast Boiler Services**

**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.

We carry out all types of plumbing and heating repairs, including boiler breakdowns, new installations, new radiators, new taps and general plumbing and heating work.

For more information or to book an



**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.**

**Of course the Park also offers these services, these people are in addition to those supplied by Rockley.**