

## Meeting 25<sup>th</sup> September 2020

Those present

Cheryl Masterman (Park)

Oscar Howlet  
Pete Jones.  
Gwyn Lewis  
Terry Warner

The Association thanked Cheryl for the meeting and advised that although somewhat an informal one they had printed an Agenda for their own records which they would be happy to share, possibly as an 'aide memoire' with Park. Copy passed and accepted by Cheryl.

The headings below follow that Agenda

### 1) Poor communication from Park to Owners

There appears to be significant unattributed and/or confusing information in circulation. Typical was the Haven notice regarding the NHS Covid19 apt which inferred access to venues would be prevented without it and the relivent QR code, also acts in Live Lounge were not always named in the programme. Cheryl advised much of the information was sent direct from Hemel and Park had the notice ref the NHS apt the same time as Owners but was now able to confirm that there would be a 'manual' system to enter for those who had an unsuitable or no smart phone. With regard to the acts in the Live Lounge these too were currently aranged by Hemel and Park often didn't know who it was until arrival. There were also Covid regulations issues regarding advertising live music acts.

This was accepted by RPOA.

### 2) Full 'site fee' for minimum facilities

Many Owners were unhappy regarding this as BL had been a very profitable company for many years (profits of £156M in 2018) and had secured a low cost £300M Gov Covid loan and the Caravan Owners considered they were the 'victims' left without support. It was felt the Competition and Market Authority directive regarding site fee refunds for 'lockout' ie 'for goods or services not delivered' should also apply to the amenity value of the pitch. Regrettably Cheryl believed this was unlikely to happen and had not heard anything to the contrary.

### 3) Attempted Revision of Private Sale of Caravans Agreement (Steve King investigating)

The major concern was the Owners of older Caravans who also had the older written agreement and were sold 'a holiday home for life' could find their Caravans worthless due to a short or no licence for a new Owner. Cheryl advised this was not the case and the older agreement and custom and practice would be adhered to, the new Owner would be given a 12 year licence subject to the current caveats of condition and behaviour rules. RPOA therefore considered this issue resolved.

### 4) Rate 'rebate' requires conformation

Both BCP Council Webb site and the Ministry of Housing Community and Local Government (MHCLG) had advised of the refund. The MHCLG specifically refers to Holiday Caravan Parks. Cheryl confirmed that the refund would indeed happen. RPOA therefore considered the issue now resolved.

### 5) Tides opening hours now/future, entertainment and capacity.

The meeting was told Park hoped to issue a comprehensive programme covering to the end of season in the next week or so subject to the approval of Hemel due to both the reorganization of Haven and UK Gov Covid regulations. Hopefully this will include the use of the Mash and Barrel instead of Tides to elevate any capacity issues and the serving of food, including Christmas Dinners! It is also planned to have three identical end of season parties in the Live Lounge. Those present told Cheryl they and their Owners very much appreciated the

effort that had gone into this in very difficult circumstances and hoped BL would support our Rockley Team and look forward to receiving the final programme.

6) Site fees for 2021 should only be inline with inflation

The Association understood Site Fee increase should follow some index such as RPI, be relivent to Park improvements for Owners and not be subject to 'ongoing recovery' . Cheryl said that she could not help on this issue. This was accepted.

7) Speeding on Park

Owners had reported concerns to RPOA about this and regrettably was mainly by Contractors and Team Members. This was acknowledged by Park as an ongoing problem and Team Members are regularly reminded of the 10mph limit and at least one regular contractor had been written to about the non adherence to the limit by its drivers.

8) Large trees on Park need attention?

All trees on Park are subject to regular survey which results in 1, 2 or 6 monthly checks by Upton tree surgeons and are subject to Tree Presavation Orders. Park spend around some £30,000 on its trees.

9)AOB

Tides cushions and sunshades etc being left out in the rain necessitating constant replacement and costs. Noted by Cheryl.

Wine Club payment for 2020 to be refunded.

VAT reduction from 20% to 5% already reflected in sale commission will hopefully reduce rates and water/sewerage where appropriate and when time allows calculation!

Meeting ended at 11.30am, RPOA sincerely thanked Cheryl for her time and information given. Continuing the Associations policy of openness Secretary to copy Park with these Notes.

Terry Warner (Sec RPOA)  
September 2020