

# **SOUTH CLIFF HOLIDAY PARK**

## **Customer Forum Meeting Saturday 15<sup>th</sup> October 2022**

Staff Present: Justin Davies - General Manager  
Gemma Gledhill - Senior Assistant Facility Manager  
Michelle Riley - Receptionist

Forum Members: Mr Cox (W19), Mrs Spence (D2), Mrs Robinson (H109),  
Mr Summerton (8T1), Mr Booth (J55), Mr Taylor (V49)

Apologies: Mr Summerton (8T1), Mr Taylor (V49)

**Justin welcomed Forum Members.**

**Minutes from last meeting agreed as true record.**

### **Site Fees 2023/2024**

Prices for the following season have been agreed by ERYC Cabinet members, Justin explained to the forum members that consideration of the cost of living crisis and inflation currently being at 10% had been taken into account to keep the increase to a minimum. The increases from last year are an average of 3.7%.

#### **The site fees for the 2023/2024 season will be:-**

All customers pre 1<sup>st</sup> December 2014 will be charged at the following rate - £3200.00 inc VAT

All customers post 1<sup>st</sup> December 2014 will be charged at the following rate - £3585.00 inc VAT

8T section customers - £3870.00 inc VAT

New Development (J & V Section) static pitches :- £4080.00 inc VAT

New Development lodge pitches :- £5160.00 inc VAT

Site Fee invoices will be sent in the month of December 2022 for payment by 28<sup>th</sup> February 2023.

### **Utility Bills**

South Cliff Management are in discussions with Asset Strategy, a team within the Council who determine our utility prices by liaising with our suppliers. The unit prices for electricity are still to be finalised.

As in previous years our pricing is determined by taking the average price from all the price increases/decreases over the course of the 12 months. Last year this figure was 19 pence per unit.

As your meters were read last year on 23<sup>rd</sup> November they will be read this year at the same time. This means that an average price per unit will be determined from the fluctuations in pricing per unit from this date to when they are read this year. We expect the figure to fall within 29 pence – 34 pence per unit. Please remember we cannot make profit on electricity.

The price for LPG Metered Gas (J, V Section and Lodges) will be £2.75 per unit, a 40% increase.

As you are aware prices for 47kg Propane Gas Bottles increased in April this year to £75 per bottle. Currently there are no proposed increases, however this is determined by the supplier and is reviewed regularly within line with the current market.

### **Solar Farm**

The Solar Farm is owned by East Riding of Yorkshire Council and supplies South Cliff Holiday Park with Green electricity, not free electricity. Whilst funding was received from EU Grants, a Further £750,000 was invested by

ERYC, not South Cliff Holiday Park, therefore the Council does not expect to receive a positive economic effect for at least 5-7 years on their investment.

### **South Cliff Holiday Park Opening Times**

As all licensees are now aware South Cliff Holiday Park is open 12 months. The cycle of the season now coincides with the financial year (1<sup>st</sup> April – 31<sup>st</sup> March)

Winter opening hours for Reception/Holiday Home Sales building may vary, details of the opening hours for winter will be published to all licensees within their site fee documentation sent in December. Please read this carefully as it will entail when gas bottle purchases/deliveries will be available over the Christmas and New Year period.

### **Capital Spends Roads & Development/Project Ideas**

We are pleased to announce South Cliff Holiday Park submitted an improving roads request and we have been awarded £88,000. This will be spent resurfacing the following areas on park, J Section, 8Acre Section, B Section and F Section and the main access road by the Maintenance Yard. Two additional speed bumps will also be installed on K Section Road.

This work will be undertaken by ERYC Highways team and the work is expected to begin the first week in December, taking approximately 2 weeks to complete.

A further submission has been put forward for additional CCTV cameras, whilst no decision has been made at this time, Justin could confirm that the park has been made a high priority.

### **Security**

A new perimeter fence is currently being erected on the boundary line by P-Section and the Golf Course. Justin has had a meeting with Shield Security, discussing expectations for patrols in the Winter months, working closely with CCTV operators in the town centre and liaising with the police where appropriate. Assurances have been made for guards to vary patrols and the Gate Closure times will be brought forward to 8pm, reopening at 6:30am, from Monday 31<sup>st</sup> October.

Should you require security assistance please contact them on 07813218570.

### **Tree Works**

The Independent Tree Surgeon will be on-site in December to carry out a full Site Survey, as you will remember the results from last year's survey showed the site had been greatly impacted by Ash Die Back, resulting in the removal of a lot of trees. Hopefully this year's survey will be less eventful. If you have any concerns regarding trees please report to the Site Office, please remember that work will only be carried out if it is beneficial to the tree or deemed a health and Safety risk. No trees will be cut back or removed for cosmetic purposes, such as blocking the sun or birds nesting.

It was mentioned that the Golf perimeter trees on K Section needed addressing. As these trees are owned by the Golf Course it is their responsibility, however Justin will be asking for the trees to be included in the site survey and if a serious health and safety matter arises from the report this will be passed on to the Golf Course.

Any work required from the survey will be undertaken in January / February 2023.

### **Refuse**

It was mentioned by numerous forum members that a lot of Licensee's are still disposing of large bulky items in the green waste bins. Please note this cannot continue to happen, the knock-on effect is that we have to pay to remove these items in the refuse skips. Currently the cost of a skip is £294 including VAT. Our current budget for emptying the bins is £80,000 a year, the additional cost has an impact on everyone on-site. Please where possible flatten large cardboard boxes and seek advice on disposal of bulky items, we have now sourced a company who can dispose of white goods at a small cost, however most companies now offer a disposal service when you are purchasing your new appliance. Please be respectful of other licensees and be prepared to pay to dispose of large items such as white goods, mattresses etc.

Please be aware the number of bins available to use over winter will be reduced, not all compounds will have bins available so please familiarise yourselves with your nearest refuse point or ask at Reception.

### **Owners Programme of Events**

Michelle informed the forum members of the programme of events for 2023. This can be seen on the Newsletter sent to all Licensees.

A suggestion was made by the forum to include more events at Makis Leisure, this comment was taken on board and all attempts will be made to do all within our power to work closely with Makis, however as they are privately run, they do have the final decision on what events can be held within their premises during their opening hours.

On a positive note, this has begun with South Cliff Holiday Park staff working closely with Makis Leisure to allow more opportunity for licensees' / holiday makers to have access to popular events, such as the Halloween Party becoming a ticket only event with more of the allocation being distributed to our customers directly by South Cliff Holiday Park.

### **Owner Communication and Owners Survey**

A feedback survey will be sent to all our licensees via email in November, this survey will take approximately 5 minutes to be completed. This is a great opportunity for everyone to give their opinions and ideas, allowing us to develop the park further in line with your recommendations. Currently we have 139 owners who have not provided us with an email address. If you have received these minutes through the post then you fall within this category. We appreciate some will not have an email address, however email is the preferred method of communication, giving you fast access to up to date information, trip release dates and more. Please complete the enclosed GDPR form and we can update your details with your marketing preferences. (Please note the GDPR Form will only be sent to those owners who have received these minutes through the post)

The Site Fee Invoices and Rules and Regulations for the 2023 season will still be posted to all Licensees in December.

### **Any other Business**

#### **Parking of Vehicles**

During inclement weather please can we ask consideration is given, wherever possible, to parking on the roadside. Additional parking is available in the main car parks and D-Section car park. Contractors will be notified by Site Staff to also be considerate.

Vans/large vehicles must be parked in the main car park and not at your caravan as per rules and regulations.

#### **Dog Bins**

It was requested for more dog bins to be added to the bin compounds around the park, this will be looked into by Site Management.

There is a dog walking area within the woodland by the touring/ hire caravans. This can be used by all licensee's on park.

### **Meeting close 11.40am:**

**Dates for forum meetings next year to be confirmed.**