

SITE IN ADMINISTRATION

On 15 August 2023, Dunton Park (along with dozens of other Royale sites), fell into administration. The residents association chairman quickly arranged a meeting with the administrators to go over what happens next. Bear in mind the administrators have only just taken over the site so there's not a huge amount to report yet, but here's what we know so far.

1. Over the coming days, all residents will receive a letter from administrators introducing themselves.
2. Over the coming weeks the administrators will look into all aspects of how the site is run and come up with a plan for a way forward. This could potentially mean selling the site to another company. In the meantime it's business as usual and residents shouldn't see a great deal of difference to the general running of the site.
3. The Administrator told us that they have taken out their own insurance for the site and over the next few weeks they will also undertake a full Health and Safety assessment of Dunton.
4. The office, club and grounds staff are currently being paid by another part of Royale that is not currently subject to administration, so nothing will change on this front in the immediate future.
5. Gas changeover will continue and they confirmed funds have been set aside for this work.
6. The administrator has confirmed we no longer have security on site because Royale told them security has never been part of this site, is not included in the pitch fee and is unnecessary. The residents association believes this is a complete misrepresentation of the facts and we will be following this up.
7. For those who disputed the pitch fee review. It's still early days and the administrator's legal team will need to look into it. Once we hear anything we will update those concerned.
8. Up until the company went into administration, there had been no decision on the planning application for 85 new homes. If the site is sold it will be up to new owners to do the necessary due diligence and decide if they want to continue with the application. Of course any objections will still be valid and the Association has offered to work with any new owner to ensure any new development works for all parties.
9. The office is not in a position to discuss administration but you can still deal with them on all other matters. If people have questions on administration the company dealing with it will be passing over their contact details in their introduction letter, or you can ask the residents association.

GAS CHANGEOVER

The association has received a lot of questions (and a bit of backlash) over gas changeover. Lots of residents remain unhappy with changes, some don't believe the reasons Royale has given for the changeover and others have asked us to look into whether they can keep their tanks and deal directly with Calor.

1. We can confirm, the reason for the changeover is because Calor sent Royale a termination notice. The residents association has seen a copy of this notice and it explains Calor did a review and has major safety concerns with our site. They also say the majority of tanks are no longer compliant with UK LPG codes of practice so they are terminating Royale's contract.

2. Calor has also confirmed they will not offer anyone a private supply arrangement of any nature so the idea we might be able to bypass Royale and get tanks filled ourselves is not an option. Calor has confirmed they are removing the tanks.

QUESTIONS WITH GAS CHANGEOVER

1. Some time ago the office asked us to help with residents' questions. The idea was, we'd send the office a list of concerns on a weekly basis and the office would send us all the answers so we could share them on our website/newsletters.

2. A lot of residents had questions about safety which we passed to the office. So far we haven't had answers to these and we understand the office has had to seek more expert clarification.

Whilst the vast majority of members have been understanding about delays in giving clarity, we have had a bit of backlash from others who say we have left them feeling worried and anxious. Obviously this wasn't our intention.

Site safety concerns flagged up by Calor are one of the reasons gas tanks are being removed in the first place so we make no apologies for making sure we get to the bottom of matters to do with residents' safety.

The office has apologised for the delays in answering residents' safety concerns which led to a backlash against us. However, we've asked the office that, from now on, they deal with all questions about gas changeover directly. Feel free to contact the site supervisor at toni.bacon@royalelife.com. If you have any questions whatsoever.

CHARITY AFTERNOON TEA

Thanks to everyone who supported afternoon tea on Monday 21st August. It was such a brilliant turnout & everyone was so generous. Also, a big 'shout out' to those who made a donation but weren't able to be at the event. You raised a whopping £872.08 which all goes to Breast Cancer Now Charity.

DATES FOR YOUR DIARY

Friday 1 September 2023 - 'Quiz Night with Carolyn

Saturday 16 September - 'Race Night' with our entertainment team

Tuesday 10 October - 'Afternoon Tea' - for Macmillan Cancer Support