

OWNERS PARK NEWS

Waldegraves Holiday Park

Dear Owners,

We would like to take this opportunity to welcome you to the 2020 season at Waldegraves and hope that you and your visitors will experience a peaceful and enjoyable season. To make sure your first visit back to your Holiday Home goes as smoothly as possible, we have put together some helpful advice.

FIRST VISIT

Please ensure you have paid all of your account balance before your first visit to the Park, your barrier card will not be activated until your account is clear. If you are a new owner, please collect two vehicle passes (stickers) on your first visit.

LICENCE AGREEMENTS

If you have received an Annual Licence Agreement, you will need to return it to Reception on your first visit, this is to check they are correctly signed and have your initials on every page.

WINTERISATION

If you have had your Holiday Home winterised by us, Reception requires 1 week notice to arrange your re-connection date. Our Park re-opens on Saturday 15th February.

SHEDS & PARK CHECKS

Just a gentle reminder that plastic sheds are not permitted, only Asguard sheds provided by Waldegraves are allowed on your pitch. We will inspect all of the pitches at the start of the season, any unauthorised items/works will be photographed and a 4 week removal notice will be issued to the owner, if the item remains on the pitch, a removal charge of £24 will be added to the account.

GAS SAFETY CHECK (£168 INC VAT)

It is highly recommended that you also have a Gas Safety Check carried out on your Holiday Home, a legal requirement if you intend to hire out your Holiday Home throughout the season. Gas checks will take place once all the Holiday Homes are reconnected and will be invoiced once your gas check has been completed. This is simply a Gas Safety Check and not a full service. If any part is found to be unsafe, our gas engineers will disconnect the appliance and quote for any required repairs for your approval before any work is carried out. No repairs will take place until you have signed a job sheet to say that you are in agreement with the price quoted and you are happy for the work to go ahead.

WHAT'S NEW?

Our Grounds Team worked hard during the closed period to improve the Park's grounds, including cutting back trees and installing a new land drain system in the Beach View area. On arrival, you will also notice the expanded and improved Reception area. We have also invested in improving our CCTV and put in place the infrastructure for our future wifi needs.

DRIVING RANGE

We have added a bright fresh colour to our Driving Range, checked all of the equipment, including golf balls, and have removed or replaced all substandard equipment. We hope this brings a more pleasurable experience as well as adding increased value for money.



MERSEA WW1 MEMORIAL SOLDIERS



We are pleased to announce that we have bought one of the Mersea Memorial Soldiers statue from the charity auction last year. The money raised will be split between the Royal British Legion, Mersea Island Tales Educational Trust, Mersea Island Rotary Club, Mersea Lions Club, The Strood Charity and Dabchicks Sailing Club. More information coming soon!

OWNERS AREA ON OUR WEBSITE

Please visit the Owners Area on our website -

www.waldegraves.co.uk/owners-area/

There you will find a lot of useful information including the 2020 Owners Events Schedule. The first one will be on Sunday 1st March, we hope you get to come along! Also, as part of our commitment to reducing paper usage, we will be communicating with you more by email than by post. In order to receive relevant Park News, please check that Reception has your current email address.

We hope you enjoy the season ahead!

USEFUL INFORMATION

Please make your first visit during the office hours so we can address any issues and please **make sure you arrive well before the light goes** so you can make the following checks.

ON ARRIVAL

Check all around the perimeter of your caravan for any signs of damage, e.g. windows, chimney cowls, roof and especially your TV aerial. Also check your decking.

Check thoroughly inside, look for any signs of vermin (shredded paper, droppings), check the floor and areas around the doors for possible leaks, you are looking for dark/damp patches - hopefully there will be none! Check all corners of rooms, along ceilings, around vents and windows, beneath fridge/freezer and sinks. You can also spot any 'mildew' that may be forming. This should wipe off quite easily with a damp cloth, and a mild sterilising fluid.

FIRE SAFETY

Check dates/condition of all fire equipment and notices/safety escapes etc. Replace batteries in smoke alarms and carbon monoxide detectors.

TURNING WATER ON

This is probably best done with two people, one to be inside, one outside. Use your eyes and ears. Turn all taps and refit all drain offs, then turn on water **SLOWLY** only opening up a small amount, not full on, and allow toilet cistern to fill (you will hear when this is full), whilst this is going on, keep an eye on the underside for any leaks if you spot one turn water off, fix and then turn on again, once water has stopped flowing in pipe, go inside and open up 1 tap at a time, be careful of any air in the system as it will splutter at you, once all taps are bled, then go outside and apply full pressure slowly, keeping an eye on the underside for leaks.

PLEASE NOTE

If Waldegraves have not winterised your caravan and you need our help, please contact Reception where a job sheet will be created. There is also a Park call-out charge of £10 plus any parts you may require. An additional £25 call out charge if it is a boiler problem.



ELECTRIC & GAS METERS

Please make a note of your electric and gas meter reading. If you have any concerns, please inform the office and we will investigate the matter. Charges may apply if our electricians or gas engineers are called to do any work.



DAMAGE CAUSED BY PARKING ON GRASS

Many visitors are failing to adhere to notices to keep off the grass during the wet season. As a consequence, the ground conditions get badly damaged due to vehicles churning up the grass and getting stuck, therefore requiring assistance to be towed off by our site staff. Owners and their visitors are advised not to park on the grass during periods of wet weather. Owners will be responsible for the costs of any damage sustained to the ground condition if advice notices are ignored.



KEEPING THE PARK TIDY

We really do want to keep the park looking clean and smart, so please help by ensuring any rubbish is placed in the bin and areas under your holiday home are not used for storage. If you notice any area of the park with strewn rubbish please do report to Reception so that we can clear up. Thank you!

DOG MESS

If you have a pet dog, please ensure that you pick up after it, we are still finding dog mess around the park. Free doggy bags are available from Reception and Laundry.



PITCH ALTERATIONS

As always, any work you wish to do on your pitch, relating to the paragraph 4.8 of your Licence Agreement, must be put to a plan and submitted to our office. This will be discussed and authorised if appropriate. Shed and patio work must be ordered through the office. No encroachments onto the sea wall is allowed. You can collect a copy of Pitch Alteration Policy and Form in Reception.

SUB-LETTING FORMS

If you do hire your holiday home for private rental, it is imperative that you collect a registration form from Reception.



Brand New Static Holiday Homes

2020 WILLERBY WAVERLEY LODGE

2 BEDROOM - 42' X 14'



£72,995



£49,995

2020 CARNABY OAKDALE

3 BEDROOM - 36' X 12'

The Oakdale returns for 2020 with the same, popular layout and a lighter colour palette of pale greys, yellows, golds and oak to create a sophisticated interior. When you step inside the Oakdale, you feel a real sense of space, but it's the innovative lounge seating area that really makes this model special.

With pull-out stools that can be used throughout the caravan, folding headrests for extra comfort and a daybed to provide additional sleeping space, the Oakdale's seating system offers a wide variety of configurations to suit your lifestyle, and family perfectly.



£54,995

2020 ATLAS HERITAGE

2 BEDROOM - 36' X 12'



£51,995

2020 SWIFT BORDEAUX

2 BEDROOM - 38' X 12'

PROOF OF RESIDENTIAL ADDRESS

We will be requesting a copy of your 2020/2021 **Council Tax Bill in your name**. If you have provided us with a copy of your Council Tax bill from 2019/2020 please provide us with your 2020/2021 Council Tax bill once you have received it. We also require a recent **Utility Bill in your name**. Please note we can only accept gas, electric or water bills.

Why we are asking for this? We are a holiday park and not a residential park. In your Licence Agreement under Section 4.2, you agree to produce to us a proof that your main residence is at that address on an annual basis. See paragraph 4.2 for more details.



THANK YOU FOR YOUR SUPPORT!

Some photos from last year

Collection Pots around the Park raised over £450



Coffee Morning raised £375



Christmas Jumper Day raised £95



Waldegraves Team at Essex Wildlife Trust Charity Golf Day



Wear it Pink day raised £623.24



A Night in Vegas Owners Event



Owners Pool Party



Day at the Races



Our Sunday Aconstic Sessions are coming back in 2020!



CONSERVATION

In 2020, we will continue to raise awareness of damage caused by plastic bags to marine wildlife. We have stopped offering plastic bags in the Shop and the Take Away service.

Don't forget! You can save 20p on every hot takeaway drink served by the barista by bringing your own reusable cup, it just needs to have a lid, be clean and be able to fit into a coffee machine.



MORE TREES & FLOWERING MEADOWS

We have planted some more trees, bushes and over 5,000 flower bulbs in the woodland area by the beach. We have received a special David Bellamy "5in5 Wildflower" accolade in 2018 and "5in5 Woodland" accolade in 2019. Waldegraves also continue to retain the GOLD DAVID BELLAMY CONSERVATION accolade for 2020/21 and we are a Honey Bee Friendly Holiday Park.



Another great way to help butterflies, bees, moths and other pollinators is to add a container of nectar plants to your outdoor space.

Get involved! Place a pot full of species such as Catmint, Cranesbill and Wild Marjoram outside your holiday home. For inspiration visit the Owners Area on our website.

IN 2019, WALDEGRAVES DONATED MORE THAN £3,000 TO DIFFERENT LOCAL CHARITABLE ORGANISATIONS.



Waldegraves continue to support local communities and charities. We also continue to be the Lead Sponsors of the "Proud of Mersea" program which aims to achieve a totally litter-free environment on Mersea Island. There is a "Proud of Mersea" notice board outside Reception & Restaurant with the information about the upcoming dates for community litter picks, we encourage all of our owners to join in!