



Kingfisher Caravan Park

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JULY 2019 NEWSLETTER

I take this opportunity to write to you for the first time since my appointment. My appointment is to support the park team and provide the link from them to ELDC offices. Pat Pollard's role has not changed therefore Pat is still the park manager. The rest of the team in reception and ground maintenance remain in place.

My background for the last 23 years has been within the Leisure Industry all of it within the Static Caravan holiday parks sector. I started with Haven Leisure in 1997 at Golden Sands Mablethorpe and have been employed by all the major Holiday Park companies over the years. This is the first time for myself as an employee of a District Council which I am enjoying.

The aim of my position is to develop Kingfisher Caravan Park and any other similar property that fall under my remit. Yes there will be changes over the coming months and years to improve the presentation and service that we currently offer, there is always room for improvements, little ones and often. As and when changes happen where I think my licensee's need to know I will write to you informing you all of those changes when, where and why they are happening. Another trait on holiday parks which I dislike is the rumour spreaders that find it clever to speculate and lie about something and nothing just to get attention. This can be detrimental and distressing to other licensees on the park, please refrain from doing so.

I want to make you aware that the decision makers for Kingfisher Park are myself and my directors above me. The team on the park are the people that apply those decisions. The first thing you should know about me is that I have a zero tolerance for foul and abusive behaviour, threatening behaviour or any other abusive conduct towards my team, my customers and contractors which includes misuse and abuse of social media. This kind of conduct and behaviour will lead to termination of License Agreement and also your holiday customers being removed from park immediately.

Kingfisher Caravan Park is one of very few dog friendly parks in this area. This is at the discretion of the park owners and can be withdrawn at any time. There are still a few of you that seem to think you are above the dog rules, you are not. I have seen dogs off leads while on the park and dog fouling not cleared up, this needs to improve straight away.

Currently the park owners allow private renting of your caravans. I will be reviewing this subject over the winter period, I will not be stopping it but vast improvements will have to happen for it to continue. I am not happy with the amount of holiday makers complaining about being let down due to poor presentation, turning up to a caravan that is not the same as what was advertised, not enough equipment supplied to carry out basic needs and so on. If you are not aware there are some hefty penalties for false advertising and not supplying what has been paid for. I must add that this is not all but a minority of private renters. I visited a park last week which has banned all private renting due to the complaints they have received, I think we can do better than that here. I am here to help individuals get this right for our visiting customers. Remember you the licensee are responsible for meeting your customers at the entrance when they arrive. Blocking of the front entrance by your customers is not acceptable at any time.

This June saw part of the park flooded due to the amount of rainfall in 48 hours. To those of you that offered tea, coffee and food to the fire and rescue crews' thank you very much it was greatly appreciated. To those of you that had to evacuate the OAK area quickly thank you too for your prompt cooperation.

Some of you have seen and spoken to me while I've been walking the park, it was nice to meet you all and I hope to see more of you through the summer period.

Micky Reeson
General Development Manager