

What's new on the resort this month?

General Overview

- Happy New Year to everyone from Lorna and all of the resort staff



The Perfect Winter Setting!

- After a busy month the resort has quietened down again.

Actions since last meeting

- Units 3, 31 and 35 have now had a complete refurbishment and are now of an excellent quality.

Reception

- Reception has been developing some new daily guest quizzes for the New Year for you all to try.

Housekeeping

- Housekeeping have had a very busy December especially as both Christmas Day and New Years Day fell on one of our main check in days this year.

Maintenance

- Tom our new Maintenance Supervisor has settled in well and I am sure you will all get to meet him next time you visit the resort.
- With the changeable weather conditions over the last month, Maintenance and Grounds have both been very busy either putting salt and grit on the paths or clearing it up again!



Just time for a quick slice of cake and cup of tea before we are back to clearing the snow!

F & B / Entertainment

- Once again we had a very successful New Years Eve party with all guests enjoying themselves immensely.

Sinking Fund / Reserve Fund

- All of the sinking fund allocation has now been spent for the year and the last allocation has been for the 3 refurbishment units.



DRI update

The first collection of the direct debit scheduled for the 7th January (leaving owners bank on or around the 10th) will not be going through. Please note that the issues we have experienced are with our bank and are beyond our control.

This will not have any effect on members making reservations as we recognise that they have opted to pay by direct debit.

Therefore, we have written to all members expecting to have payments taken, to advise that this first installment will not go through.

Please do note that the letter stipulates that as no payment will be taken in January, the January and February payments will be taken together on or around the 7th February.

Please note that the member does not need to do anything further, no new forms need to be completed, they don't need to contact their bank.

Please note that the issues are not with the members' banks it is with our bank, if a member rings their bank to confirm the direct debit is set up they will be told that it isn't which at this stage is correct but the member does not need to do anything, there is no issue with their bank and the direct debit will be set up shortly.

Comments from Guests

Dear Lorna

I would just like to say a big thank you to you and your staff, after an "eventful" start we have had a really great time. The apartment (54) was fantastic and the meal you gave us was top quality.
Take care and best regards

To all staff at Thurnham Hall

On behalf of my eldest daughter and myself, please can I sincerely thank you all for your welcome, friendliness and hospitality over the past week.

We have found reception, bar, leisure, maintenance and domestic staff professional and courteous.

Aspire staff have worked wonders by lifting our spirits without us 'lifting a finger'.

The grounds are beautiful and we have made use of the perimeter by increasing a lap each day – wonderful for the thighs (as is the gym and pool!).

I'm sorry that you have had problems with the water supply, however, this did not affect us and I do feel sad for the staff when other residents air their frustrations at you, especially when there are so many attractions on-site or nearby to enjoy.

All in all, I hope to visit again (with my husband and younger daughter) to spend another wonderful break here!