



Dunton Park Residents' Association Newsletter

www.duntonparkra.co.uk

October 2026 edition



Site Ownership Changes and What It Means for Dunton

Regency Living is undergoing changes, with new investors joining and new staff introduced at head office. Interim Managing Director Ryan Johnson is currently reviewing all sites - including staffing, operating procedures, and grounds maintenance. We hope to hear the results from that in a month or so.

The Residents' Association has also discussed outstanding Dunton issues with new Estates & Communities Director Vivi, who will visit soon. Overall, we are optimistic that residents will begin to notice improvements between now and Christmas.



Staffing Updates

Operations Manager Sharon Reach was leaving the company but has been persuaded to stay on. The RA has always found Sharon fair and willing to listen, and although we don't win all our battles, we've had plenty of successes with Sharon, so long may that continue.

Site Manager Ryan Arnold has left Regency. We thank him for his work at Dunton, and recruitment for his replacement is currently underway.



MP Visits Dunton

Thank you to everyone who met MP Richard Holden and his PA, Colin, during their clubhouse visit. Arriving 30 minutes early, they joined the RA on a park tour where we highlighted resident concerns regarding new developments at the top of the site and the proposed 70-home project nearby.



The Library

Our little community library continues to be a fantastic success. The library is open on: Tuesdays, Thursdays, Saturdays. If you fancy a new read, pop in and borrow a book. Equally, if you've got any good-condition books looking for a new home, we'd be grateful for donations.



The Pond Area.

Thanks to Sharon for agreeing to open the pond as a community space for residents to enjoy. Thanks also to neighbours Mike, Mandy, and Mark for keeping the area looking ship-shape and adding new goldfish!

Residents are welcome to wander up and sit on the bench and enjoy the peace and quiet, and some even take a flask and sandwiches. Please note it is adults-only due to deep water. Additionally, Regency has hired pond specialist contractors Lydon Land & Water for ongoing pond maintenance.

Bin Stores

Following discussions with new management, regular cleaning of the communal food waste bins is now underway, and Ground Control has been arranged to sweep the bin store areas. To help maintain cleanliness and prevent odors and pests, please ensure all food waste is securely bagged before disposal. Resident cooperation in using the correct bins is also essential for keeping these areas tidy.

We have also raised concerns about the bin store alongside Bulphan View. The area is simply too cramped for the number of bins it needs to accommodate, and the recently installed fencing is already showing signs of deterioration. We're pleased to report that Regency is now obtaining quotations to expand the compound slightly, creating more space and improving access for residents. Once the expansion work has been completed, a new fence will also be installed to create a more secure, tidy and attractive area. We'll keep residents informed as soon as a timetable for the work is confirmed.

Who's Responsible For Gas Bottle Parts?

Regency remains responsible for repairing or replacing gas bottle regulators, pigtails, and associated pipework. To simplify repairs, the RA is working with Flogas to let residents log any issues directly on delivery paperwork, which can then be presented to the site office. We hope this will create a quicker and simpler system for everyone when things go wrong.

Flowers and Planting Around the Park

We've raised concerns with Regency's new management about the reduction in seasonal flowers and colourful planting across the site. While shingle and stone areas were added to reduce maintenance, we believe flowers and shrubs make Dunton a far more welcoming place to live. Regency is currently reviewing grounds maintenance and has agreed to consider restoring seasonal planting, so we hope to see improvements soon.

Manstead Development Update

The Manstead development is nearly complete. We've discussed restoration plans with the new management, and resurfacing damaged roads has started, with further tarmacking scheduled for next week. We told Regency we weren't happy that residents' gardens were going to be reinstated using seed, and they have now confirmed gardens will be turfed instead. Written confirmation will be provided to residents with timing details soon.

If you prefer using your own contractor, submit a quote to the office in advance for approval. Invoices for work already completed privately may be considered on a case-by-case basis. Once contractors depart, the area will be jet-washed.

We have also spoken to Regency about people's homes and cars being left dirty, and they have agreed that anyone affected by development dirt or debris on their home, windows, or car should contact Sharon at the office to request a review.

Contamination Concerns

Following resident concerns about potential historical land contamination where new developments are taking place, the Residents' Association (RA) has invested an immense amount of time to investigate these claims - and we remain fully committed to getting to the bottom of all this.

- **Main Drive Plot:** We raised concerns with the council, who identified the possibility of contamination and requested Regency to investigate. Work on this plot has now been paused until a full survey report is provided.
 - **Manstead Plots:** While residents recalled past dumping and historical records indicate waste storage nearby, no conclusive documentation has been found to date. Regency states their groundworkers found no evidence of contamination, but we are leaving no stone unturned and continue to urge them to conduct a full, independent inspection before any new homes are occupied.
 - **Ground Movement & Cracks:** Some Manstead residents reported ground movement and cracks in gardens and patios. Regency had a contractor carry out a visual inspection and they attributed this to dry soil following a hot summer. The RA thinks a visual check is insufficient, so we have requested a survey by a qualified professional. If Regency refuses, the RA is prepared to fund an independent inspection to resolve remaining uncertainty. If this matter has affected you please contact us so we can include your home in any inspections.
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Water Outage Update

The RA is continuing to pursue compensation for the three recent water supply interruptions. Regency raised the issue with Essex & Suffolk Water on our behalf, but the supplier declined compensation, claiming residents only experienced a trickle rather than full outages - a claim we strongly dispute. Regency confirmed it will continue challenging this decision. In the meantime, Sharon has replenished the clubhouse emergency bottled water stock to support residents during future disruptions.

Regarding the recent incident on Monday, 28 September, many residents received hand-delivered letters from Essex & Suffolk Water stating the supply would be turned off for a few hours. However, many people did not receive this letter and were unable to make alternative plans. The RA has asked Regency to complain to the water supplier about this lack of notice and demand a full explanation.

Can We Bring Back The Crunch?

One question we hear regularly is: "Can we get the Crunch service back?" For newer residents, Crunch was a very popular opportunity for residents to dispose of larger unwanted household items and it used to come to Dunton. Joy and two local councillors are actively helping with trying to bring it back, but it is proving difficult due to uncooperative scheme operators.

In the meantime, the RA has suggested to Regency that the company and the RA split the cost 50/50 on a skip a few times a year to help keep Dunton looking tidy. We'll keep everyone updated as discussions progress.

2027 Pitch Fee Review

As we look ahead to the 2027 pitch fee review, the RA will once again negotiate directly with Regency to try to secure a reduced rate for residents. Please note that the RA can only represent and secure negotiated outcomes for paid-up members. If you haven't yet renewed your £5 annual membership, please contact us as soon as possible to ensure you are included in representation.

Heat Pump Grants Extended To Park Homes

The Government has recently confirmed that park home residents can now access grants of up to £9,000 towards the installation of an air source heat pump. This could pay for the whole cost with nothing else to pay.

Heat pumps are electric-powered systems that provide heating and hot water as an alternative to LPG boilers. Some residents are very interested in making the switch, while others prefer to remain with traditional LPG heating.

If you're interested, you'll need to contact a supplier by March 2027 to get the grant.

Get in touch if you need pointing in the right direction.

What's On At The Club?

- **Fri 2 Oct:** Quiz Night with Pat & Gary
- **Sun 11 Oct:** Afternoon live music with singer and trumpet player Thomas Huttleston
- **Sat 24 Oct:** Halloween Pub Night
- **Tue 10 Nov:** Remembrance Event (D-Day Dollies)
- **Wed 18 Nov:** Table Top Sale (11:00 AM - 3:00 PM, Free Entry)
- **Fri 27 Nov:** Dolly Parton Tribute Act

 Tickets & details: www.duntonparkra.co.uk

Some Positivity

While the past year has brought its share of challenges, it is easy to focus on what goes wrong and forget all the wonderful things people do around our park.

As a few examples, the clubhouse continues to bloom with many sold-out events and popular activities, all arranged by our devoted committee members and wonderful resident volunteers.

As one resident recently said, having these fantastic events right on our doorstep is invaluable for people like her - a mobility scooter user. It helps her to stay connected and socialise. She said she's never had such a good social life since moving to Dunton. Brilliant to get feedback like that and makes it all worth it.

Earlier this month, we enjoyed a delightful coach trip to Romford Dogs, with more fun outings currently in the pipeline.

Beyond social events, our fantastic Helping Hands team offers continuous support by picking up prescriptions, helping with grocery runs, or simply checking in on neighbours.

The RA also stays busy supporting residents with personal casework, recently achieving great outcomes in a tribunal regarding a neighbouring property's condition which was a detriment to their view, as well as resolving billing discrepancies.

Closing Note

While there is still plenty of work to do with Regency and various outstanding issues, there are encouraging signs of progress. More importantly, Dunton remains what it has always been at heart: a friendly community full of people who care about where they live and care about each other.

Thank you to everyone who helps make Dunton such a special place to live. As we keep saying, it's not just the committee doing good things - we have a whole load of residents helping out too - so thanks to everyone.

Please stay focused on all the good things and we'll work away on the problems in the background 👍❤️.

 Contact the Residents' Association:

Email **duntonparkra@gmail.com** or drop a note in the RA post box outside the clubhouse.