

Swift Soleil at Trelawne Manor Holiday Park, s/n. 017829h specifically in respect of the upholstery and vinyl issues.

27.01.15

Van delivered to Trelawne Manor Holiday Park (Park)

25.02.15

PDI completed. Note that it was not sited and the only issues reported was in respect of excess glue around door frames that the dealer (Surf Bay) removed.

16.04.15

Park reported following issues:-

- 1) Split in material on upholstery near radiator
- 2) Door frame to shower is cracked at the bottom
- 3) Fitting missing inside shower – end cap

Park added an additional note “socket behind freezer was also not working but we will get our elec to look at that”.

18.04.15

Three above issues submitted to the manufacturer (Swift).

- 1) Swift referred directly to Upholstery supplier (Bellfield).
- 2) Swift rejected claim but Surf Bay agreed to attend as gesture of goodwill
- 3) Swift rejected claim but again Surf Bay agreed to supply free of charge as goodwill.

02.05.15

Park reported additional issues:-

- 4) Exterior door has light coming through the top, needs aligning
- 5) Plug socket not working behind freezer for one of sockets
- 6) Bottom of freezer has sharp area so when they have pulled freezer out to look at socket it has scratched vinyl flooring

05.05.15

Bellfield advised they have attended to split in material on upholstery near radiator (Issue 1 resolved)

15.05.15

Issues 5 & 6 submitted to Swift, which they subsequently rejected and again Surf Bay agreed to attend to these issues.

20.05.15

Surf Bay engineer attended to van and repaired the cracked shower door frame (Issue 2 resolved) and also realigned the exterior door (Issue 4 resolved)

04.06.15

Surf Bay engineer attended to van to fix the socket behind the fridge but on arrival at park engineer was informed this has already been fixed but noted that the vinyl had been damaged and badly scratched in front of the freezer. He made a repair as best as he could. Park advised Surf Bay they would wait to see if the owner was satisfied with the repair and would let us know as soon as the owner was able to see it.

09.06.15

Replacement shower end cap fitting received at Surf Bay and despatched to Park (Issue 3 resolved)

20.06.15

Further issues reported by Park

- 7) Curtain ring has pulled out of curtain
- 8) RH sofa seat cushion has minor tear appearing where the underneath is losing shape and support board pushing up through the seat.
- 9) Corner beading in toilet should be cut in line with the skirting board.

24.06.15

Issue 7, 8 & 9 submitted to Swift.

Issues 7 & 8 were referred to upholstery supplier, Bellfield

Issue 9 was rejected as 'not a fault' it is the way it is meant to be.

24.06.15

Park reported owners of van not happy with vinyl repair (Issue 6) and requesting full replacement. Although Surf Bay is not responsible for the damage incurred, Surf Bay agreed to supply and fit the new vinyl free of charge, as a gesture of goodwill to the Park.

26.06.15

Vinyl ordered from Swift to make full repair

02.07.15

Park called advising that owner of van had started to express concerns in respect of the quality and finish that we would do in respect to laying the replacement vinyl.

11.08.15

Mr Perriam (Owner) called Surf Bay expressing concerns as relayed to us by park on 02.07.15 and said that they would live with it if the cost of the van was reduced by £5,000.

11.08.15

Further issue reported by park

- 10) Back wall in shower flexing and bowing - Submitted to Swift

13.08.15

Swift acknowledged acceptance of claim for Issue 10.

Replacement vinyl delivered to Surf Bay

25.08.15

Surf Bay declined Mr Perriam's proposal and advised him the flooring contractor commissioned by Surf Bay to relay the vinyl flooring were available on 1st or 2nd September.

26.08.15

Email received from Mrs Perriam (Owner) advising us that she was seeking legal advice and she had instructed the park they are not to allow anyone in her van.

28.08.15

Surf Bay received notification from Swift that their engineer was scheduled to attend the park in respect of the shower walls (Issue 10) week commencing 07.09.15 but as Mrs Perriam had instructed the park no-one was to be allowed access Surf Bay advised Swift not to attend.

29.08.15

The Owners had stated they were not happy for the vinyl to be completely replaced because it would not look exactly the same as it was laid during manufacture. Yet they were happy to live with the damaged vinyl if a payment were made. Accordingly, Surf Bay offered to make a goodwill payment to the owner of £500 instead of replacing the vinyl. We understand at this time the Owner declined that offer.

04.09.15

The park queried when Swift would be attending to the shower wall (Issue 10). Surf Bay reminded the park that the owner had denied access to all. The park queried this with the owner who subsequently asked the park to allow Swift access to attend to this issue only.

Park also requested on behalf of the Owner a 'work schedule' detailing the work that would be carried out in respect of relaying the vinyl flooring.

w/c 07.09.15

Swift engineer attended van to assess shower walls (Issue 10). Swift advised a return visit is required when they will carry out the work and resolve this issue.

09.09.15

'Work schedule' requested by Owner emailed to Park.

10.09.15

Surf Bay received communications from park that the owner had contacted them in respect of the outstanding upholstery issues (Issues 7 & 8).

14.09.15

On further investigation Swift advised, Bellfield had been instructed to put issues 7 & 8 on hold until end of the season however this instruction had neither come from the park, Surf Bay or Swift. As a result, we assumed an error had been made and reinstructed Swift to reopen the issue with Bellfield and ask them to attend as soon as possible. It should be noted that it has since transpired that the instruction to delay until end of season was made by the Owner directly to Bellfield.

Today (17.09.15)

The outstanding issues are as follows:-

Issue 6 Vinyl – Awaiting on Owner

Issue 7 Curtain - Awaiting on Bellfield

Issue 8 – Awaiting on Bellfield

Issue 10 – Awaiting on Swift

To summarise; the vinyl would not have been damaged if it hadn't been for two factors (a) Faulty socket behind fridge and (b) Fridge with exceptionally sharp edge underneath it.

In respect of who is responsible for causing the damage it could be Swift for providing a van with a faulty socket or the fridge manufacturer for making a fridge with a very sharp edge or the person/persons who moved the fridge in the first place. Whilst irreproachable, Surf Bay undertook to resolve the problem for the sole purpose of retaining good relations with the Park.



Surfbay Customer Care

Displaying 4 issues at 12/Sep/15 11:18 AM.

Project	Key	Summary	Issue Type	Status
PDI	PDI-214	PDI to be carried out	PDI (2 weeks)	Done
Swift	SWIFT-8900	Back wall in shower flexing and bowing	Toilet/Shower (8 Weeks)	Acknowledged
Good Will	GW-1049	Vinyl flooring in kitchen has been torn by sharp edge on bottom of freezer when it was moved to access socket behind.	Floor (8 Weeks)	Parts Recieved
Swift	SWIFT-8588	Ring has pulled out of curtain	Curtains (8 Weeks)	Engineer Scheduled
Swift	SWIFT-8589	Hole appearing in RH cushion.	Lounge Furniture (8 Weeks)	Engineer Scheduled
Chargeable Parts	CHARGE-1512	Price for a coffee table	Chargeable (6 weeks)	Complete
Swift	SWIFT-8590	Corner beading in toilet should be cut in line with the skirting board.	Wallboards/Ceiling Boards (8 Weeks)	Complete
Swift	SWIFT-8272	One of the sockets behind freezer is not working	Electrical Faults (2 Weeks)	Complete
Good Will	GW-919	Exterior door needs re-aligning	Ext Doors & Windows (4 weeks)	Complete
Swift	SWIFT-8017	Split in material on upholstery near radiator	Lounge Furniture (8 Weeks)	Complete
Good Will	GW-918	Door frame to shower is cracked at bottom	Internal Doors (8 Weeks)	Complete
Good Will	GW-917	Fitting missing inside shower - end caps	Lounge Furniture (8 Weeks)	Complete

Description	Serial	Plot	Model	Further info.
As you look out the big lounge window it's the small window to the right and the	017829h	132	Soliel	Swift attended w/c 07.09 but return visit
	017829h	132	Soliel	Awaiting on customer
As you look out the big lounge window it's the small window to the right and the right hand curtain.	017829h	132	Soliel	Awaiting on Bellfield to confirm attendance
Quote supplied and rejected by customer	017829h	132	Soliel	Awaiting on Bellfield to confirm attendance
Not a fault, Swift advised as per van spec.				
Surf Bay attended - copy of job sheet attached				
Surf Bay attended - copy of job sheet attached				
Bellfield attended and advised on 05.05.15 - job completed.				
Surf Bay attended - copy of job sheet attached				
Part only required - despatched to park on 09.06.15.				

Pre-Occupation Inspection

PDI Completed By: <i>Sloane</i>			
Date of Completion: <i>28/2/15</i>			
Arrival Time:	Recommended PDI time 2.5 hrs		
Departure Time:			
Log No.	PDI-214		
Park Details	Trelawne Manor Holiday Village (536) Trelawne, Looe, Cornwall, PL13 2NA <i>not yet sited</i>		
Manufacturer	Swift	Model	Soleil
Year	2015	Size	35x12
Beds	2	Pitch No.	<i>"Demo"</i>
Serial Number	17829h	Stock Number	30307
Key Number		Date of Purchase	
Additional Spec			
Double Glazing <input checked="" type="checkbox"/>			
Central Heating <input checked="" type="checkbox"/>			
Pull Out Bed <input checked="" type="checkbox"/>			
Downpipes <input checked="" type="checkbox"/>			
Side by Side Fridge <input checked="" type="checkbox"/>			
Appliance Details	<i>new world 44040870</i> <i>memo GB 24</i> <i>Beko fridge 14100413-07</i>		

Unpacking Procedure	Done	Done
Remove external window stickers from all windows		Put sink trap, drain off plugs and handbooks into sink bowl
Remove protective tape from exterior doors		Place water heater cowl in water heater cupboard
Unpack Dining room table & place in position		Oven pack containing grill pan should NOT be removed
Unpack coffee table and place in position		Unpack hob top
Unpack lounge and dinette seating and seat backs		Fit fire extinguisher into housing
Put up pictures and/or glass shelves if supplied		Remove all mattress packaging
Remove all rubber bands and/or tape from all cupboard doors		Place cot into largest of twin bedrooms if supplied
Insert plug into kitchen sink		Unpack bedside table and place between twin beds
		Fit all coat hangers to hanging rails



Satisfactory



Repaired








Warranty



Missing Items








Photo Taken

Lounge Area						Comments
						
Door Mats						
Carpet	/					
Main Table	/					
Dining Chairs	/					
Chair Pads	/					
Coffee Table						
Stool						
Scatter cushions	/					
Upholstery	/					
Make Up Bed	/					
Mattress	/					
TV Unit	/					
Fire (Inc. Clays & Coals)	/					
Furniture	/	/				
Mirror						
Glass shelves						
Radiators/ Electric panel heaters	/					
Picture						
Wall Boards	/					
Wall Lights & Bulbs	/					
Curtains/pelmets/nets	/					
Ceiling Boards	/					
Ceiling Lights & Bulbs, spot bulbs and shades	/					
En-Suite Bathroom						
Door						
Carpet/Lino						
Curtains/Pelmets/Nets/Blinds/Tie Backs						
Toilet Cistern & Lid						
Toilet Pan						
Toilet Seat & Pan						
Towel Rail						
Toilet Roll Holder						
Mirror						
Shower Inc. Hose, Head, Door & Cubicle						
Radiators/ Electric Panel Heater						
Wall Boards						
Ceiling Boards						
Lights, Bulbs & Shades						
Skylight/ Vent						
Extractor						
Master Bedroom						
Carpet						
Bed Base	/					
Double Mattress	/					
Bed Set						
Headboard	/					
Bedroom Stool						
Radiators/ Electric Panel Heaters	/					
Units	/	/				
Cupboard Doors	/	/				
Robe Drawer Unit	/					
Coat Hangers						
Mirrors/ Vanity Mirror	/					
Curtains/ Pelmets/ Nets/ Tiebacks	/					
Wall Boards, Wall Lights & Bulbs	/					
Ceiling Boards	/					
Ceiling Lights, Bulbs, Spot Bulbs & Shades	/					
Stool						
Twin Bedroom						
Carpet	/					
Twin Bed Bases	/					
Single Mattresses	/					

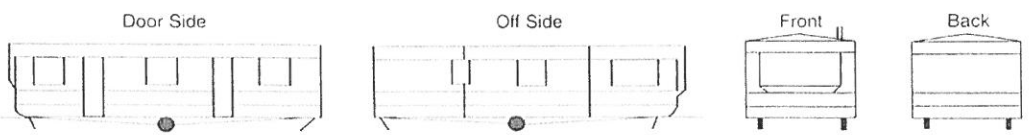
Removal of glue from Door edges

Removal of glue from door edges

						Comments
Bed Sets						
Headboards	/					
Bedroom Stool						
Radiators/ Electric Panel Heater	/					
Units	/					
Cupboard Doors	/	/				Removal of glue from door edges
Coat Hangers						
Mirror	/					
Bedside Cabinet	/					
Curtains/ Pelmet/ Nets/ Tiebacks	/					
Wall Boards	/					
Wall Lights & Bulbs	/					
Ceiling Boards	/					
Ceiling Lights, Bulbs, Spot Bulbs & Shades	/					
Kitchen						
Carpet/ Lino	/					
Refrigerator/ Freezer						
Dishwasher/ Washing Machine (if applicable)						
Worktops	/					
Sink Drainer	/					
Sink plug	/					
Drain Off Plugs	/					
Stop Taps	/					
Keys	/					
Handbooks	/					
Microwave	/					
Units	/					
Doors & Drawers	/	/				Removal of glue from door edges
Cutlery Tray						
Oven Housing & Doors	/					
Hob Burner	/					
Hob Burner Caps	/					
Pan Stands	/					
Glass Hob Top	/					
Splash back	/					
Oven Shelves	/					
Oven pack	/					
Grill Shelf	/					
Radiators/ Electrical Panel Heaters	/					
Blind/ Curtain	/					
Curtain Tiebacks	/					
Fire Extinguisher	/					
Wall Boards	/					
Ceiling Boards	/					
Ceiling Lights, Bulbs, Spot Bulbs & Shades	/					
Ceiling Vent	/					
Extractor	/					
Heater						
Heater/ Combi Boiler	/					
Heater Cowl	/					
Main Bathroom						
Carpet/ Lino	/					
Curtains/ Pelmet/ Nets/ Blinds/ Tiebacks	/					
Toilet Cistern & Lid	/					
Toilet Pan & Seat	/					
Towel Rail	/					
Toilet Roll Holder	/					
Sink/ Pedestal	/					
Mirror	/					
Shower Inc. Hose, Head, Door & Cubicle	/					

						Comments
Radiators/ Electric Panel Heater	/					
Wall Boards	/					
Ceiling Boards	/					
Lights, Bulbs & Shades	/					
Ceiling Vent	/					
Bedroom Three						
Carpet	/					
Twin Bed Bases	/					
Single Mattresses	/					
Bed Sets	/					
Headboards	/					
Bedroom Stool	/					
Radiators/ Electric Panel Heaters	/					
Units	/					
Cupboard Doors	/	/				
Coat Hangers	/					
Mirror	/					
Bedside Cabinet	/					
Curtains/ Pelmet/ Nets/ Tiebacks	/					
Wallboards	/					
Ceiling Boards	/					
Ceiling Lights, Bulbs, Spot Bulbs & Shades	/					
Hallway						
Door Mats	/					
Carpet/ Lino	/					
Kick Boards	/					
Door Handles & Latches	/					
Wall Boards, Wall Lights & Bulbs	/					
Radiators/ Electric Panel Heater	/					
Ceiling Boards	/					
Ceiling Lights, Bulbs, Spot Bulbs & Shades	/					
General						
Carbon Monoxide Alarm	/					
Smoke Alarm	/					
Exterior						
Chassis	/					
Wheels/ Tyres	/					
Corner Steadies	/					
Jockey Wheel/ A Frame	/					
Panels	/					
Windows to be opened, checked & adj	/					
Doors to locked/unlocked adjusted	/					
Door Catches	/					
Exterior Lights	/					
Down Pipes	/					
Gutters	/					
Roof	/					
Miscellaneous						

Removed of glue from door edges



Name of Staff Member in Attendance:

I hereby agree that Surf Bay Leisure have undertaken a Pre-Occupation Inspection on the above caravan and accept and agree with the findings shown above and confirm apart from those mentioned there are no items missing, damaged, or that require attention.

Park Signature.....Date.....

Karen Watson

From: Karen Watson
Sent: 18 April 2015 16:07
To: 'trelawne-sales@jfhols.co.uk'
Cc: Lorraine Pryor
Subject: FW: Warranty request - Swift 8017 / 8018 / 8019

Hi Daniel

I have reported these issues to Swift but they will almost certainly ask for photos.

Therefore, could you please send us photos?

Many thanks

Karen Watson
Customer Care Administrator
Surf Bay Leisure

From: Trelawne Sales
Sent: 16 April 2015 10:19:36 (UTC) Dublin, Edinburgh, Lisbon, London
To: Lorraine Pryor
Subject: Warranty request

Hi Lorraine,

Please report under warranty

SG017829H - Swift Soleil '15
Takeover date - 10/4/15
Trelawne Manor - Pitch 132

- 1 Split in material on upholstery near radiator
- 2 Door frame to shower is cracked at bottom
- 3 Fitting missing inside shower - end caps.

The plus socket behind freezer was also not working but we will get our elec to look at that.

Thanks

Daniel Clarke
Holiday Home Sales Manager
John Fowler Holiday Parks Ltd
Looe & Polperro
www.johnfowlerholidays.com
01503 272213
mob - 07917868629

Karen Watson

From: Trelawne Sales <trelawne-sales@jfhols.co.uk>
Sent: 02 May 2015 18:18
To: Karen Watson
Subject: Swift Soliel s/n. 017829h
Attachments: Swift Soleil 001.jpg; Swift Soleil 002.jpg; Swift Soleil 003.jpg; Swift Soleil 004.jpg; Swift Soleil 005.jpg; Swift Soleil.jpg

Importance: High

Hi Karen

SG017829H
Pitch 132

Warranty to report

- 2 Cracked door frame at bottom to shower room
- 3 Cap missing off of shower holder
- 1 Slits down sofa back rest cushion
- 4 Exterior door has light coming through the top.. needs aligning
- 5 Plug socket not working behind freezer for one of sockets
- 6 Bottom of freezer has sharp area so when they have pulled freezer out to look at socket it has scratched vinyl flooring

Please report all - Pictures attached.

Thanks

Daniel Clarke
Trelawne Manor Holiday Park

132

karen

SURF BAY LEISURE AFTERSALES ASSESSMENT SHEET

Completed By:	VLL		20.5.15
Arrival Time	1.45		
Departure Time:	2.15		
Work Code		Address:	
Log No.	GW-918	(536)	
Make	Swift	Trelawne Manor Holiday Village	
Model	Soliel	Trelawne	
Size	35x12	Looe	
Serial No.	017829h	PL13 2NA	
Stock No.	30307		
Pitch No.	132	Tel:01503 272213	
Notes:	① Please could you assess crack in shower room door frame and repair if possible. If parts required, please advise what's needed and the time required to carry out repairs. ② Re-align exterior door.		
Description:	HAD FRAME LEFT OVER FROM JOB OTHER DAY SO REPAIRED ✓		
Parts Required:			
Measurements:			
Estimated Time:			
Man Power:			
Photos Taken?			

Must do

SURF BAY LEISURE AFTERSALES WORKSHEET

I AUTHORISE SURF BAY LEISURE TO ENTER THE CARAVAN LISTED BELOW:

SIGNATURE----- DATE-----

POSITION-----

WORK CODE: LOG NO: SWIFT-8272 MAKE: Swift MODEL: Soliel SIZE: 35x12 SERIAL NO: 017829h STOCK NO: 30307 Assigned to Karen Watson	ADDRESS: (536) Trelawne Manor Holiday Village Trelawne Looe PL13 2NA PITCH NO: 132 TEL:
--	---

Problem

One of the sockets behind freezer is not working - Please replace the socket - replacement part is labelled on the Devon & Cornwall rack

Please also clean off grease on vinyl flooring in Hall

Please could you have a look at underside of fridge to see if anything

Notes: can be done to stop it cutting into floor.

BE CAREFUL !!!

Bottom of fridge is very, very sharp.

Details of Work Done

Sockets already replaced all working

large groove in vinyl have tried to repair best job I could

can't see it also lots of small scratches in vinyl from freezer

ARRIVAL TIME	1115
DEPARTURE TIME	1230

DATE: 4/6/15	FITTER: Steve
I AM HAPPY WITH THE WORK CARRIED OUT TODAY BY SURF BAY LEISURE	
PARK/CUSTOMER SIGNATURE:	

MATERIALS USED	NOTES

SWIFT CONNECT
 70SUREBH - Surf Bay Leisure

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Claim No	Chassis	Model	Date Submitted	Supplier Ref	Faults	Supplier Comments	Supplier Status
SBH004614	017829H	Soleil	02/07/15	Belfield	Ring has pulled out of curtainHole appearing in RH cushion. Additionally, inside cushion along zip edge there is a plastic strip which is poking upwards and customer concerned will pierce fabric and cause further damage.	END OF SEASON COLLECTION	ACTION IN PLACE
SBH004393	017829H	Soleil	21/04/15	Belfield	Split in material on upholstery near radiator in lounge	Complete	COMPLETED

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Chassis Status

Enter your chassis number to see important notifications:

[Search](#)

Alerts

- 03 Sep 2015: Supplier Referrals
- 26 Aug 2015: Connect System Down at 4pm - Essential Maintenance

Quick Links

- Place a product order
- Place a parts order
- Track a parts order
- Report a fault
- Track a fault

Connect

- Contact information
- Financial documents
- Swift Academy
- Dashboard
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Karen Watson

From: Trelawne Sales <trelawne-sales@jfhols.co.uk>
Sent: 20 June 2015 17:02
To: Karen Watson
Subject: Emailing: Swift Soleil - warranty 001.jpg, Swift Soleil - warranty 002.jpg, Swift Soleil - warranty 003.jpg, Swift Soleil - warranty 004.jpg, Swift Soleil - warranty 005.jpg, Swift Soleil - warranty 006.jpg, Swift Soleil - warranty 007.jpg, Swift Soleil -
Attachments: Swift Soleil - warranty 001.jpg; Swift Soleil - warranty 002.jpg; Swift Soleil - warranty 003.jpg; Swift Soleil - warranty 004.jpg; Swift Soleil - warranty 005.jpg; Swift Soleil - warranty 006.jpg; Swift Soleil - warranty 007.jpg; Swift Soleil - warranty 008.jpg; Swift Soleil - warranty 009.jpg

Hello..

Pitch 132 - Trelawne Manor

SG017829H

- 6 Pictures of vinyl attached.. owners still not happy. Scratch marks still there and only a professional repair will do or complete replacement.. only problem is all furniture sits on top of the vinyl. Tear caused by underneath of freezer when pulled out by the owner then your engineer. Please send professional vinyl repairer to sort..
- 7 Pic of ring which has come out of the curtain.. other half of ring was missing
- 8 RH sofa seat cushion has minor tear appearing where the underneath is losing shape and support board pushing up through the seat.
- 9 Corner beading in toilet should be cut in line with the skirting board.

Please report and resolve asap.

Thanks

Dan Clarke
Trelawne Manor

Karen Watson

From: Karen Watson
Sent: 22 July 2015 08:19
To: 'Trelawne Sales'
Subject: FW: Swift Soliel, 017829h, plot 132

Hi Dan

In addition to the curtain Bellfield will be looking at the cushion issue with the same holiday home, too.

Best regards

Karen Watson
Senior Administrator & Key Account Advisor
Surf Bay Leisure

From: Karen Watson
Sent: 22 July 2015 08:15
To: 'Trelawne Sales'
Subject: Swift Soliel, 017829h, plot 132

Hi Dan

Swift have advised us that their curtain supplier is scheduled to attend to the curtain in the above holiday home this week and I trust that they have been in contact with you in regards to their intended visit.

I'd be most grateful if you could let me know the outcome of their visit.

Kind regards

Karen Watson
Senior Administrator & Key Account Advisor
Surf Bay Leisure



012324-001

No:012324

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Swift Group Limited, Dunswell Road, Cottingham, East Yorkshire HU16 4JX
Tel: 01482 847332 Fax:01482 841042

Swift Group Field Engineer Job Sheet

Dealer Advisor: Rea Azzi
Chassis: 017829H
Soleil 35x12/3b
Address Details: DEMO
Trelawne Manor Holiday Village
Looe
CORNWALL
PL13 2NA
Phone:01503272213
Mobile:
Email:
Customer Contact: KAREN WATSON
Phone/Mobile: 01503 272213/
Dealer 70SURFBH/SURF BAY LEISURE LTD

Planned Visit Date: 07/09/2015 Engineer: Craig Clarke
Mileage To Loc: 86.1300 Travel Time: 81.0000
Rectify Time: 10.0000
Actual Travel Time: _____

Job Line 001 Room: Shower Room Time Taken: _____ Eng.Comp(Y/N): _____

Description of Defect:

Back wall in shower flexing and bowing

Swift Recommendations:

INSPECT ONLY AS ADVISED BY HELEN CROFTS

Engineers Comments:

*Assessed w/c 07/09/15
Awaiting rescheduling to return to resolve*