



# Sandyhurst Lane Residents Association



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Mr Andrew Oxley FIH MI  
General Manager  
Eastwell Manor  
Eastwell Park  
Boughton Lees  
Ashford, Kent  
TN25 4HR

10 October 2018

Dear Mr Oxley

I am writing on behalf of the members of our Association, some of whom are experiencing a problem which I hope you may be able to solve.

Our members live in Sandyhurst Lane and the adjacent roads, including Lenacre Street, which borders the Eastwell Manor Estate. For some time, residents in Lenacre Street have been aware of numerous vehicles passing through that road in fruitless attempts to reach Eastwell Manor. It appears that some SatNavs are misdirecting your customers via Lenacre Street and the narrow lane which leads down to Eastwell Lake and St Mary's Church, from which there is normally no vehicle access through to Eastwell Manor.

This results in numerous puzzled customers driving along Lenacre Street and creating unnecessary and 'uncertain' traffic. (This is particularly bad if a wedding is due to take place!)

Earlier this year, two of our members (Tom & Zoe Lynds) were in email correspondence with your staff on this matter and, whilst their complaints were received sympathetically, sadly the problem has not yet been resolved and appears to be getting worse.

I am therefore writing with a request that this matter is investigated further. Whilst we realise that the problem is not of your making, it nevertheless exists and is adversely affecting some of your customers. I would ask you to consider taking measures to solve the problem, possibly including the following:

1. The Eastwell Manor website does not appear to have a direct link from the home page to the Location information, which is quite difficult to find as a sub-page of 'About' (<https://www.eastwellmanor.co.uk/about-eastwell-manor/location>). Perhaps this could be improved by providing such a link.

2. The Location information itself does not include any directions by road to Eastwell Manor; it only describes its general location as:

*“Eastwell Manor can be easily located following the M20, or by means of train into Ashford International station, which is situated just less than four miles from the hotel, and is accessible via a 12 minute car journey.”*

Would it be possible to give some accurate directions to the main entrance on the A251? And to state that some SatNavs may not give the correct route if programmed with the post code TN25 4HR? In earlier correspondence with our members, your staff said that the website had been amended to show the postcode TN25 4HT (the post code for houses near the main entrance) but this does not appear to be the case now.

3. Would it be possible for customers who book accommodation, meals, spa days etc to be sent, with their booking confirmation, accurate directions to the location of Eastwell Towers, including the best post code to use in SatNavs?

I do hope that you will be able to take some action which will help to resolve this long running issue, with a view both to reducing frustration in some of your customers and returning Lenacre Street to its former more peaceful state.

Many thanks for your attention to this matter.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'David Porter', with a long horizontal flourish extending to the right.

David F Porter, BSc PhD  
Secretary