

Summary of Customer Comments following the removal of the Second Home
Council Tax Discount

Date	Comment/Complaint
3 January 13	Salcombe Harbour has long operated a discriminatory mooring allocation policy where second home owners have not been entitled to join the residents' waiting list for moorings. If the 692 second homes in Salcombe were to be required to pay the full rate they will expect and demand the same rights as locals.
4 January 13	Mr ██████ complained about the Moorings Policy and his perception that the policy discriminates against second home owners.
10 January 13	██████████ o/r ██████ came in to office to see if his application for a wall mooring in Kingsbridge would be successful this year. He was told he would not be allocated one as there are permanent residents also waiting. He asked what will happen when he has to start paying 100% Council Tax. Customer informed that the Harbour Board have discussed and priority still given to permanent residents. He says he will take us to the European Court of Human Rights.
14 January 13	I bought a Holiday Home in Salcombe 24 years ago. We have been on the 'Non Resident' mooring list for many years. We are aware that the Council Tax discount for Second Home owners is to be withdrawn from April this year. We welcome this decision and have long believed all property owners should pay their equal share in the maintenance of public services and facilities. With this equality comes the need to rectify certain anomalies. One of these is the adverse distinction between 'Resident' and 'Non Resident' when it comes to the allocation of council moorings. Following the change in Council Tax we hope the Harbour Authority will amend its policy to form 'one' waiting list and treat all residents as equals.
4 February 13	Having holidayed every year in Salcombe since 1977, I purchased a home here in Salcombe in 1999 and my application for a foreshore mooring for my dinghy is still unfulfilled. I retained my home in Berkshire but my home in Salcombe is not rented out but is regularly occupied by members of my family throughout the year. When I made the mooring application in 1999 I was advised that I would be put on a waiting list but since I only paid 50% of the normal council tax on my Salcombe property, it was likely that my wait would be lengthy. Very shortly, I will be paying the full council tax on my Salcombe property and this would seem to draw a line under the separation of mooring applications between local residents and owners of second homes. The differentiation between local and second home owners has always provoked controversy – some of it rather ungracious on both sides. It is reasonable to conclude that both groups need the other for Salcombe's economic

	<p>survival to be assured and maintained and opportunities to remove past obstacles to integrating the Salcombe community should be readily grasped. I therefore hope you can respond to me by indicating how future mooring applications both on the foreshore and at Shadycombe will be processed.</p>
16 March 13	<p>As the non-resident discount in Council Tax has now been abolished, can you confirm that the "A" and "B" waiting lists for moorings in Salcombe Harbour will also now be abolished? Given that there is now no financial difference in contribution from Council Tax payers, I would imagine that a differential waiting list would be legally unsustainable, and moorings should now be allocated according to time on the waiting list alone .</p>
21 March 13	<p>In December 2012, I wrote to you regarding the unfair policy for the allocation of moorings operated by the Salcombe Harbour Office. In response to this, Ian Gibson said that 'it had been the longstanding policy for the allocation of moorings and facilities to allocate to customers who are permanently resident in the South Hams'.</p> <p>At that time I was paying 90% council tax and had to reluctantly accept this decision to positively discriminate in favour of local residents. However, from the 1st April I will be become a 100% council tax payer and can no longer see any justification in this policy which the Harbour Office has confirmed to me, will continue. My family and I have spent the last thirty years holidaying in Salcombe and spend a considerable amount of time and money in the town whilst putting no strain on local services and we receive little in return. We have been second homes owners for seven years and on the waiting list for a mooring since February 2009. The system operated by the Harbour Office has always been open to abuse and because the new council tax form no longer shows who is permanently resident and who is not, there is no way the Harbour Office will be able to distinguish between the two. Is it lawful for this discrimination to continue?</p> <p>I would be interested in your comments.</p> <p>I am sending a copy of this to the MP for Salcombe, Dr Sarah Wollaston and also to the local paper.</p>
20 April 13	<p>Hi, Following the recent change in council tax how does this affect my position in the South Sands mooring waiting list I have had my name down for approx seven years 2005 Regards</p> <p>████████████████████ HM replied:</p> <p>The Harbour Board Policy is to give priority for the allocation of Harbour Moorings to customers who are permanently resident within the South Hams. Council Tax has been taken as an indicator of residency. Customers who have a second home in Salcombe or the surrounding area will have their CT bill annotated, 0% discount.</p>