



Columbus Point (MANAGEMENT COMPANY) LTD

Members Newsletter: August 2023

The map below identifies legs 1-3 of the Water Feature.



This month's newsletter will focus on three main issues: HML's recent automated portal failure, South East Water's hosepipe ban, and Antisocial behaviour.

HML Portal failure

Early this month, the HML Portal for Columbus Point (Management Company) Limited generated messages that were clearly not for the addressees. As soon as the mistake was spotted, early into their business day, the error was corrected.

However, the system continued to generate and circulate emails every time someone replied to report the mistake. This matter has now been resolved, and appears at first sight to be the result of a wrongly checked check-box.

If you receive messages like this again, please use the Water Feature Alerts WhatsApp* group to question their relevance/reliability, and if it is a mistake, you will be advised to ignore them.

* Please be aware of WhatsApp scams and never share your account's two-factor authentication (2FA) code (that's the six digit code you receive via SMS).

South East Water hosepipe ban

In July the Eastbourne Gazette contacted CPMCL to respond to a complaint they had received relating to the running of the Water Feature during the domestic hosepipe ban by South East Water. The complaint came from a resident who felt that it didn't make sense that the Water Feature could continue to run while South East Water had a hose-pipe ban in place.

We advised the paper (just as we had explained to the resident) how South East Water had confirmed that as an ornamental fountain and is not topped up using hosepipes, the amenity is not subject to the ban. South East Water then confirmed to the paper that the hosepipe ban is for domestic customers only.

At the same time, we were contacted by the management company of another fountain in Sovereign Harbour to ask what our advice had been and we shared the advice we had received with them.

We hope that this information is helpful and wish to reassure everyone who pays to maintain the Water Feature that the board seeks, receives and acts on advice from experts and official bodies whenever necessary.

Antisocial behaviour

The August Sovereign Harbour Residents Association (SHRA) [Waterlines contains a section from Columbus Point \(Management Company\) Limited, related to antisocial behaviour around the Water Feature.](#)

The signage around the Water Feature is there because we have a legal obligation to protect residents and visitors from danger, and to protect the expensive hardware in the Water Feature from damage. The signs are not there to spoil the fun of a few people.

This is a long-standing problem which the recent July heatwave has exacerbated. Over the years, a number of exchanges have taken place between the board and members of CPMCL, with suggestions about how to curb it. Set out below are our responses to some of them.

- For a variety of reasons, it is not possible to surround the amenity with railings and access gates.
- Many visitors totally ignore the Safety signs displayed around the Water Feature, so there is little hope that they will pay attention to "Private Property" signs while they can still get access. However, this will be reconsidered at the next management meeting.
- More lighting would not stop late night revellers, and might, in fact, encourage them.
- Along with technical issues, CCTV would require several cameras set around the structure and even then, it would be difficult to get a clear enough image in a timely manner with which to follow up with a complaint.

- Obviously, CPMCL cannot put up signs saying the water is electrified.
 - CPMCL cannot ask the contractors to make the water appear dirty to deter people getting into it.
 - It is worth adding that swimming or paddling in the Water Feature is not a criminal offence; only if there is damage to any of the fittings or serious antisocial behaviour could the police do anything.
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Communication

CPMCL welcomes questions and comments from members. These can be directed to the company or the HML Property Manager. Contact details are at the end of this newsletter.

Electronic communications

If you receive company communications from HML Property Managers electronically, please make sure HML have an up-to-date email address for you. You can do this by contacting them at the email address or telephone number at the bottom of this newsletter.

Keeping members informed

Send questions and comments related to the Water Feature and CPMCL by emailing CPMCL (details at the end of this newsletter).

CPMCL does not use social media. Instead it uses this **newsletter, email, its website** and a **WhatsApp Alerts group** to communicate with members. To be added to any of these, email CPMCL with your property address and mobile telephone number.

The company's website www.cpmcl.co.uk is a useful resource for anyone wanting to know more about CPMCL, including the history of the Water Feature.

To join the WhatsApp group requires WhatsApp to be installed on a smartphone. WhatsApp can be downloaded free from your App store.

It is important that all members with email accounts join the mailing list as the bulletin provides regular updates, reminders and information about work issues related to the Water Feature and CPMCL.

If a property close to you has recently been occupied by new owners please ask them to join the mailing list. Easy-to-print versions of bulletins are on the website.

Contact details

Individual members who do not have access to email can have their newsletters delivered by hand. Fortunately, this is only a handful of people. If you are not already subscribed to the newsletter, please let us have your contact details so that we can add you to the mailing list.

The Water Feature is owned by all 369 properties surrounding the Water Feature and the company manages and maintains the amenity on their behalf.

Directors .

Columbus Point (Management Company) Limited

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