



# Columbus Point

(MANAGEMENT COMPANY) LTD

## MEMBERS' BULLETIN - 30 March 2020

### Member matters

#### COVID-19

Please remember "IDW":

1. **Isolate** yourself. Stay at home.
  2. **Distance** yourself from other people. Keep at least 2 metres' away from other people (that's six feet and a bit more) and
  3. **Wash** your hands frequently with soap and water (or use hand sanitizer if you have it).
- If you are in need of help, including shopping and the collection of prescriptions, during this difficult period, feel free to contact:

#### San Juan Court:

07710 042937 or 01323 479732 and WhatsApp (to join their Groups text your details to 07710 042937). This group has indicated that they will provide assistance to anyone on the development (not exclusively San Juan Court).

#### Dominica Court:

via the Dominica Court Residents Association (DCRA) Facebook page or 07570 193811.

#### Elsewhere on the development - coordination via:

Columbus Point Residents Association (CPRA) [thecpra@hotmail.com](mailto:thecpra@hotmail.com)

CPMCL: 07949 268651, WhatsApp (to join the Group text your details to 07949 268651) or email [directors@cpmcl.co.uk](mailto:directors@cpmcl.co.uk)

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### Water Feature matters

#### Maintenance

Giles Leisure Limited, who provide maintenance and pump repairs for the Water Feature, have confirmed that they propose to continue maintaining the Water Feature since the site is large enough for their contractors to work 2 metres (and more) apart. In the event that they have to suspend scheduled maintenance they will provide emergency services.

Every effort will be made to ensure the Water Feature continues to run, even partially, should the need arise, since switching it off risks water quality deterioration and the growth of algae. Members will be kept informed.

#### Water consumption

The soak test and subsequent tests carried out to pinpoint the cause of the unusual increase in water consumption, produced nothing of any significance. Evaluation was complicated by heavy (sometimes torrential) rain.

Further action will be driven by the meter readings and the spreadsheet which records consumption.

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### **Health & Safety**

It is important for all members to behave in a responsible and safe manner around the Water Feature.

Landlords and residents are respectfully asked to emphasise the importance of safe behaviour around the Water Feature to tenants, children and teenagers and visitors.

### **British Heart Foundation Defibrillator**

The BHF defibrillator has been replaced and can be found alongside the Dominica Court/St Kitts Drive bridge over the Water Feature. Defibrillators around Eastbourne have saved many lives, and Sovereign Harbour benefits from having 3 installed - the other two are near the Marina.

The board cannot stress enough how important it is to be able to respond to an emergency. Training to use the equipment takes a couple of hours and is available from First Response Training, telephone 0800 999 0100 [enquiries@firstresponse.co.uk](mailto:enquiries@firstresponse.co.uk).

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### **Company matters**

#### **Conveyancing**

From 1 March the company's conveyancing procedures have changed, bringing them up-to-date and in line with those practices of other management companies, while still protecting the purpose of the procedures set up by the developer's solicitors in 2014.

Updated Conveyancing Guidelines are available on the company's website (details at the end of this bulletin) . Members who are selling their property (and their buyers) are invited to read the guidelines.

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#### **Experienced engineer or surveyor needed**

The board has two projects which would benefit from knowledgeable advice from an experienced engineer or surveyor. This would not necessitate becoming a director, although there is the opportunity to join the board.

Should any member have experience, want to know more, and be interested in helping with these projects, please contact CPMCL at the contact address at the end of this bulletin.

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## **Annual Service Charge**

Invoices for the 2020-21 Water Feature service charge will be issued at the end of April. The amount of this year's charge will be approved by the board in April. Last year's charge was £267.38 and members benefited from a surplus refund of £35.11. Along with the invoice, members will receive the Budget Commentary and the Budget Statement showing how the final figure has been achieved.

Any surplus would be identified when the Annual Accounts are prepared and refunded to members by way of a credit against next year's charge (or refunded upon request on the sale of a property).

## **Paying the invoice**

In accordance with the terms of the Deed of Covenant, the invoice should be settled within 14 days of receipt.

**Payment can be made by telephone banking, online through BACS, by cheque or if it is safe to go out, over a Post Office counter** (take the invoice with you to ensure the correct details are used).

For your protection, HML do not take payments over the telephone. The address to post cheques, and for other ways to pay the invoice (the Sort code, Account Name, Account number and your property reference) are on the invoice.

## **Arrears**

As we approach the end of this financial year, it is timely to include a section dealing with arrears.

At past Annual General meetings there have been questions relating to those unnamed individuals who have failed to pay the charge and how CPMCL deals with them, specifically "I pay my bill in full and on time, what are you doing about those people who don't?".

## **Special arrangements**

The company and HML do whatever they can to help people who are unable to settle their bill in full on time, especially if there are special circumstances. However, disappointingly, in 2019-20 FY just one of the approved payment arrangements were fulfilled and at year end those who did not had made no effort to deal with the arrears.

As a result, and because it is reasonably of concern to those members who faithfully settle their accounts, the board will be reconsidering how it deals with requests of this kind in the future.

## **Recovery of arrears & costs**

Those members who did not pay the 2019-20 charge and/or late payment penalty fees in full

will see those arrears have been added to the 2020-21 charge invoice.

Late payment penalties and recovery costs are due to HML Property Managers by the debtor, not CPMCL or through additional charges to those members who have paid the charge in full and on time, and will not be written off. Please do not seek to avoid paying the penalty fee.

The company will exercise its right to recover arrears through debt collectors or the Courts. County Court Judgments (CCJs) could result in visits from bailiffs at inconvenient times, and affect the ability to obtain mortgages, loans, insurance and credit cards.

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### **Questions about the company and the Water Feature**

The members' bulletin is issued to give members news and updates about works in progress, faults and issues that they are entitled to know about. It also gives members the chance to share their questions, views and comments and they are invited to contact CPMCL at any time for this purpose.

To do so, contact CPMCL at the email address at the end of this bulletin.

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### **Communication**

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.

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.

*Directors .*

### **CPMCL**

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