



Columbus Point

(MANAGEMENT COMPANY) LTD

MEMBERS' BULLETIN FOR JULY 2018

Company Matters

Appointment of The HML Group as Property Managers

Following the acquisition of Fell Reynolds by Qdime Limited in October 2017 and the subsequent impact on Fell Reynolds' ability to meet CPMCL's commitments, obligations and expectations, the decision was reached to change property managers.

After interviewing three other property managers, CPMCL has chosen to appoint The HML Group to act on the company's behalf.

Notice of Termination of the Management Agreement with Fell Reynolds was served on 20 June and expires on 20 September. It is hoped that Fell Reynolds will be able to complete the transfer before 20 September. In the meantime, Fell Reynolds will continue to provide property management services to CPMCL.

The HML Group is a large national company with a wealth of experience and has a local office at The Waterfront. As soon as appropriate an Introductory Pack will be sent by them to members.

Payment of Service Charge

One of the reasons for tightening up on the process of collecting the annual service charge this year was to ensure that when the transfer to a new property manager occurred, Fell Reynolds would transfer the correct monies (and the full Reserve Funds) to them, and to reduce the number of unfinished matters to be sorted out afterwards (such as recovery of service charge arrears).

If you have not yet settled the annual service charge, you should do so immediately.

This can be done by telephone, by cheque or by BACS. Details are available by calling the Accounts department at Fell Reynolds whose contact details are at the end of this bulletin.

If you do not remember receiving your invoice, you should contact Fell Reynolds Accounts department immediately to pay it. If Fell Reynolds do not know you haven't received the invoice, they have no option but to process the account as if it is in arrears and instruct debt collectors in the normal way.

A second reminder will not be issued. All arrears will be referred to debt collectors for recovery. Seeking to avoid or delay paying the charge will result in recovery fees being added to the original sum, possibly doubling the ultimate amount that has to be paid.

Members' questions and complaints

The re-coating

Q. Is there a guarantee on the painting of the Water Feature?

A. In February's bulletin it was stated that, as with the Coovar coating, no guarantee would be provided.

Q. How long will it be before the bubbles appear again?

A. WestWood and Metrix have identified the cause and should blistering occur again, it will be repaired.

The Service Charge

Q. When I moved here my invoice was something like £200 and it's now increased to over £300. It's costing too much.

A. In 2013-14 Persimmon estimated the charge would be £470.00. This was not levied.

In 2014-15 the charge was £406.75.

In 2015-16 the charge was £350.55.

In 2016-17 the charge was £298.45.

In 2017-18 it was £317.55.

This year it is £327.64.

These figures show that costs are under control, that the company is in safe hands and has the correct priorities.

Q. I paid my invoice (on 29 May) so why did I get a reminder on 2 June?

A. Payments made by BACS or over the telephone can take up to 3 days to show in the Fell Reynolds reports.

Q. I expect you (Fell Reynolds) will charge us more money for sending out these reminders.

A. The management fee paid to Fell Reynolds includes the cost of sending out invoices and one reminder.

Q. I don't have much of a view of the water feature and I don't see why I should have to pay for it so I'm not going to in future.

This member did not remember that they had signed the Deed of Covenant. A copy was provided.

A. It is not possible to apportion the charge to reflect how much of the amenity is seen by the member. The Deed of Covenant is a contract between CPMCL and the owner of the property for CPMCL to manage and maintain the Water Feature and for the owner to pay 1/369th of the cost of doing so.

Q. I don't see why I have to pay for it when it's been out of order for the last couple of months.

This member had not joined the mailing list but has now been added to it. They would have received the Section 20 Notices about the re-coating of the Water Feature.

A Members were advised about the refurbishment and re-coating work since late last year via the Section 20 Notices and monthly bulletins.

Q. I had hoped that bringing the water feature into residents control would have seen something practical done to make it more affordable but it's clear that this is not the intention of CPMCL who seem to be throwing good money after bad rectifying ("maintaining") continuously. It's clear that this water feature will continue to be a burden on everyone's resources for many years to come.

This member was invited to attend a meeting to discuss their complaints but declined.

A. In accordance with the Deed of Covenant, it is CPMCL's responsibility to manage and maintain the Water Feature. It is also the board's duty to ensure that the amenity does not fall into disrepair through under-budgeting. It is neither fair nor correct to say that CPMCL has thrown good money after bad while maintaining the Water Feature.

Any members sharing these views are more than welcome to attend team meetings to discuss their concerns and to see for themselves what the directors do.

On a positive note, CPMCL's directors acknowledge the many written and verbal messages of encouragement, appreciation and thanks received every year, and especially those received during and upon completion of the refurbishment.

AGM

AGM papers should have been received by all members. New owners may not yet be members of the company. Although they are welcome to come to the AGM, until they are members they will be unable to vote.

The meeting will be held on Thursday 19 July at 7.30 pm in The Royal Sovereign Suite of the Sovereign Harbour Yacht Club.

Photographs

Shortly after handover in early 2015, the Sovereign Harbour Photography Club held a competition featuring the Water Feature. The board would now be delighted to receive photographs of the newly refurbished Water Feature to be used on the company's website, Waterlines and the media.

Please email them to CPMCL at the address at the end of this bulletin.

The picture below was taken from a penthouse apartment overlooking Leg 1 at dusk in December 2015.



Water Feature matters

Refurbishment

Re-coating

On 7 June the re-coating of the concrete structure of the Water Feature was completed, all three legs refilled and the fountains and jets switched on. This concludes the year-long refurbishment of the Water Feature and its paths.

Other works

In the month, step edges were painted with non-slip Hi-Viz paint and stainless-steel balustrades on bridges and barriers were due to be cleaned and polished.

Maintenance

South East Pools, the maintenance contractors, come every Friday to test water quality, carry out maintenance, small repairs and make adjustments, to skim the water and brush the base of the structure.

As the Water Feature is an open-air facility sand and other debris will always blow into the water. Children also throw shingle, stones and, sometimes, large rocks into the structure. Because of the depth at which these come to rest, it can be difficult for the contractors to remove them. Please try to persuade children not to throw rocks and stones into the feature.

Unsocial behaviour

Improved signage is one of the projects to deal with this year. Rather than attempting to prevent visitors accessing the area, the intention would be to clearly notify visitors that the Water Feature is a private amenity.

Lost Property

A drone has been retrieved from the Water Feature. To recover it, please send CPMCL a message (email address at the end of this bulletin) with details.

Communication

CPMCL uses this bulletin to keep in touch with members about both the amenity and the company. If you have questions about either, members can contact the property manager at Fell Reynolds or the directors of CPMCL.

New Owners

Obviously, some new owners may not know the role of CPMCL or how to find out more about the Water Feature, so if a new owner has moved in nearby, if you have met them please ask them to contact CPMCL to join the mailing list, but in any event please print a copy of this bulletin and give it to them.

If you are receiving a paper copy of this bulletin and are connected to the internet, you are invited to join the mailing list to receive these bulletins electronically in future. To do so, email CPMCL (details at the end of this bulletin) to join the list.

If you are not connected to the internet and would like this bulletin delivered to you, please either (a) ask a neighbour if they will print a copy for you each month, (b) call Amanda Smith at Fell Reynolds (01303 228688) and ask her to contact CPMCL with your details, (c) drop a handwritten note in at 53 San Juan Court or (d) ask a neighbour to email CPMCL (address below) on your behalf, and future bulletins will be delivered to your property.

Finally, more information about CPMCL and the water feature, including its history, photographs and useful conveyancing guidelines, can be found at www.waterfeature.eu.

Directors

CPMCL

Contacts:

CPMCL directors@cpmcl.co.uk

Fell Reynolds Accounts accounts@fellreynolds.com

Fell Reynolds Management management@fellreynolds.com

Fell Reynolds Co Secretary companies@fellreynolds.com