



Columbus Point

(MANAGEMENT COMPANY) LTD

MEMBERS' NEWSLETTER - April 2023

Company matters

Annual Service Charge Demands

On 1 May 2023 you will receive the annual service charge demand. This should be settled within 14 days of receipt.

This year's charge is £268.47 which reflects a significant increase in the cost of chemicals mainly due to Brexit, and lesser increases in electricity and insurance costs. A detailed breakdown will be provided with the demand.

This year the directors have sought to simplify HML's demand template which was confusing and resulted in many under- and over-payments. Please make sure that you read the demand carefully and pay the correct amount.

As with last year, the directors are willing to consider payment plans, provided the charge is paid in full by the end of August. Should you wish to discuss such an arrangement, please do so immediately. Do not leave it until you receive final demands that attract penalty fees, or, worse, hear from debt collectors.

Non-payment penalties

The board is responsible to all members and has an obligation to ensure that each property pays its share of the costs of managing and maintaining the Water Feature in full and on time. Consequently, it also has a responsibility to do everything in its power to ensure debts are collected in full, if necessary, instructing debt collectors and recovering arrears through the courts.

If you fail to settle the service charge when it is due, you will receive reminders and demands from HML, and each of these attracts a penalty charge. That penalty is covered by CPMCL until it is paid. This is unfair to those members who pay punctually and it reflects the company's "bottom line". Currently around £2,000 in penalty charges remains unpaid, effectively reducing the company's operating budget by that amount.

In some instances, the penalty has been deliberately ignored in an attempt to avoid paying it. In other instances, the penalty has been incurred because the property owner had financial difficulties, when all they needed to do was arrange a payment plan immediately the annual demand was received.

To repeat: if you are experiencing financial difficulties, then contact HML or the directors (details at the end of this newsletter) without delay to arrange a payment plan.

Water Feature matters

The annual soak test went smoothly and no problems were identified. In-pool light faults were repaired shortly afterwards, though we are aware that some lights in leg 1 have since started to fade or have failed. These will be dealt with shortly.

Weather permitting, the full vacuuming of the Water Feature will take place on 9 May.

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.



Columbus Point (Management Company) Limited

www.cpmcl.co.uk

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HML Property Managers

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