



# Columbus Point

(MANAGEMENT COMPANY) LTD

## Members Newsletter: 1 June 2024

### Water Feature matters

#### Recoating & Engineering projects

The weather has been responsible for delaying the completion of the recoating project.

Leg 3 (San Juan Court/Santa Cruz Drive) was held up for a considerable amount of time during March and early April due to almost continuous rain, whereas the basins on leg 2 (San Juan Court/Dominica Court) were prepared, sealed and coated in a week, the result of some very welcome warm dry weather.

It was hoped that Leg 1 (Dominica Court/St Kitts Drive) would have been completed by 31 May, but due to disappointing weather reports involving intermittent rain, this was not possible. Metrix have confirmed that they have set aside week commencing 10 June (the week after next) to complete leg 1.

When the structure has been refilled, w/c 21 June has been prebooked for all 3 legs to be vacuumed, to renew filtration media, for back-washing and treatment of the water. This will remove remaining algae, debris, sand and dirt accumulated since March when the work started.

All these works, including the cost of refilling the structure, will be charged to the General Reserve.

#### Path Lights Leg 3

Following the completion of the works on Leg 3, the path lights repair at the junction of legs 2 and 3 (San Juan Court) will be carried out shortly. Until then, please use a torch and take care while walking along that section of the Water Feature after dark.

#### Antisocial behaviour

Last month we dealt with this subject at length, but it continues to be discussed. To summarise that segment.

- Current signage complies with our legal obligations (H&S and Public Liability)
- Gates, fencing and CCTV are not feasible
- The number of **serious** antisocial events are few and far between
- Do not engage with serious offenders
- Call the police (999 or 101 depending on seriousness) and – if safe – take a photograph.

**Despite assumptions that “the police aren’t interested”, they will take notice if there is a significant number of complaints from Columbus Point owners/residents.**

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## **Company matters**

### **2024-25 Annual Service Charge demands**

There has been a noticeable inflow of complaints about the HML electronic communication, about the wording used, and about technical problems accessing the demand and accompanying documents on the HML Dwellant Portal. CPMCL will be taking this up with HML at our scheduled quarterly meeting with them in June.

Meanwhile, if you have not settled the demand because you have been unable to access the files, or if you have not received the demand in the post, **you must contact HML and let them know** as they have no way of knowing and the first reminder is due to go out this week. The second reminder will attract their penalty charge of £102.00.

As in previous years, if you are experiencing financial difficulties, it is essential you make arrangements immediately to pay the charge by instalments, so that by October the charge has been paid in full. To discuss this, contact Erica Robinson at HML (details at the end of this newsletter). Once the charge has been paid, it is possible to set up a Standing Order in favour of HML to prepay towards next year's demand. Erica has more information on this.

### **New directors**

We are pleased to announce that two new volunteers have joined the board as directors of the company. These are Linda Fentum (San Juan Court) and Kevin Atkins (Martinque Way). Their appointments will be ratified at the next Annual General Meeting.

There remains the opportunity for 2 more volunteers to be directors of the company. If you are interested in knowing more before making a commitment, do let us know. Meanwhile, if you have questions, feel free to contact the directors or Erica Robinson (details at the end of this newsletter).

### **HML PMs**

Erica Robinson will be leaving HML on 21 June, retiring to spend time with her family in Australia. We will miss her cheery demeanour and eagerness to help, and wish her well and much happiness in her new life down under.

Erica will be replaced by Nicola Ives, whose contact details are at the end of this newsletter. We take this opportunity to welcome Nicola to the management group.

### **Eaves PMs (replacing Hazelvine Limited)**

In their May newsletter, which accompanied General Estate maintenance charge demands, Eaves used four images of the Water Feature, the use of which implied that they manage the Water Feature. Following a formal complaint, Eaves have confirmed they will not use images of the Water Feature again without express permission.

### **Defibrillator**

Another reminder that the defibrillator is housed on the wall of a tech room on the St Kitts Drive side of Leg 1 (Dominica Court/ St Kitts Drive). It does not require a code to open the box and does not need training to use it.

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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](http://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 newsletters provide 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 the newsletters are on the website.

## Contact details

Individual members who do not have access to email can have their newsletters delivered by hand.

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](http://www.cpmcl.co.uk)

Contact details:

CPMCL [directors@cpmcl.co.uk](mailto:directors@cpmcl.co.uk)

07949 268651

## HML Property Managers

27 The Waterfront, Eastbourne BN23 5UZ

Tel: 01323 819365

Fault Reporting [info.eastbourne@hmlgroup.com](mailto:info.eastbourne@hmlgroup.com)

Property manager Nicola Ives: [nicola.ives@hmlgroup.com](mailto:nicola.ives@hmlgroup.com)

CoSecretary Tel: 0208 662 8800 [company.secretarial@hmlgroup.com](mailto:company.secretarial@hmlgroup.com)

Accounts Tel: 0208 662 8800 [accounts@hmlgroup.com](mailto:accounts@hmlgroup.com)

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