



Columbus Point

(MANAGEMENT COMPANY) LTD

Members Newsletter: 1 July 2024

Water feature matters

Recoating & Engineering project

The essential engineering works which required the drain-down of the Water Feature, set in motion the project to recoat it earlier than originally anticipated. During the drain-down, the wiring and in-pool lights were inspected, and repairs carried out. All three parcels of work have now been concluded. The costs will be met from the General Reserve.

Deep cleaning the structure

It was intended that the total cleaning of the water feature would take place as soon as the recoating work was completed. However, it was found that there were blockages in some pipework and pumps which needed to be cleared before we could safely carry out the cleaning.

The plan now is to clear the blockages (debris from the recoating and leaves etc.) by running the pumps as normal for a couple of weeks. Over the same period, the team will be brushing the steps and the base while continuously treating the water. Once all the blockages have been removed, they will carry out a full vacuum clean during the week commencing 15 July.

While this delay is disappointing, it would have been too risky and costly to have proceeded as originally planned.

Bromine to Chlorine

The switch from bromine to chlorine for water hygiene has now been completed. Apart from one instance of discolouration (caused by chemical reaction and sunlight), the changeover went smoothly.

Unsociable behaviour

The police should always be notified if there is any serious incident that requires their attention. Although they often cannot react in a timely manner, the more complaints they receive, the more chance the police will take the problem seriously.

Do not engage with people who are aggressive, drunk or belligerent. Take a photograph only if it is safe to do so.

In less serious circumstances (eg unsupervised children in the water), use our WhatsApp Alerts group to ask for help, call the police on their non-emergency number 101 or report it online <https://www.sussex.police.uk/ro/report/asb/asb-v3/report-antisocial-behaviour/>.

Company matters

HML Property Managers

A reminder that Erica Robinson has now left HML, and our new Property Manager is Nicola Ives. Her contact details are at the end of this newsletter.

HML Portal

The board received a number of complaints regarding the HML Dwellant Portal, its accessibility, its relevance, benefits and suitability. HML are working with us to make the portal more user friendly, including removing frivolous communications.

2024-25 FY Demand

Penalty charges

There have been some questions from members about the penalty charged by HML. The following is designed to explain the process.

Subscribers to this newsletter are notified each year of the imminent arrival of the annual demand, and reminded about it again after the demand has been sent out.

The annual service charge demand goes out on or around 1 May every year. Properties receive the demand and one “free” reminder, and the duration between 1 May and when the second reminder expires can be as long as six weeks, which we regard as ample time to allow for unreliability of the post, holidays, illnesses and electronic mailbox vagaries.

The next demand (the “penalty demand”) attracts a penalty charge of £102, which includes 20% VAT, and represents HML’s additional costs for chasing payment and administering debt on the company’s and its members’ behalf. It would not be acceptable to add these expenses either to the cost of employing HML or to everyone’s annual service charge.

When the penalty charge is not paid, CPMCL has to cover it until it is paid. At the end of the 2023-24 FY, CPMCL has covered this charge to the tune of £1,124. Therefore, it is only fair, and in everyone’s interests to pay the annual charge before the penalty letter arrives. If you feel the penalty charge is unwarranted, for example if you have paid by cheque and it has not cleared, or if the payment was made between the date the penalty letter was posted, and the date it arrived, you should provide some form of evidence and challenge the charge. If you do not challenge the penalty charge or settle it, it will remain as part of the balance owing until it is paid.

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 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.

Directors .

Columbus Point (Management Company) Limited

www.cpmcl.co.uk

Contact details:

CPMCL directors@cpmcl.co.uk

Tel: 07949 268651

HML Property Managers

27 The Waterfront, BN23 5UZ

Tel: 01323 819365

Fault Reporting: info.eastbourne@hmlgroup.com

Property manager Nicola Ives: nicola.ives@hmlgroup.com

CoSecretary Tel: 0208 662 8800 company.secretarial@hmlgroup.com

Accounts Tel: 0208 662 8800 accounts@hmlgroup.com

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