



**Columbus Point**  
(MANAGEMENT COMPANY) LTD

---

## **DIRECTORS' ANNUAL REPORT**

---

**For the period 1 May 2019 to 30 April 2020**

30 April 2020

# COLUMBUS POINT (MANAGEMENT COMPANY) LIMITED (CPMCL) DIRECTORS' ANNUAL REPORT FOR 2019-20 FINANCIAL YEAR



## 1. INTRODUCTION

We are pleased to present this annual report to the CPMCL Annual General Meeting.

**This report reviews the period 2019-20** and presents CPMCL's strategic policy for approval by Members.

## 2. CPMCL DIRECTORS

To comply with the Memorandum & Articles of Association, the directors of CPMCL are owners of property on the "Columbus Point" development and are unpaid volunteers. The current directors are (in alphabetical order): Jean Addington (Dominica Court), Christine Allan (St Kitts Drive), Bruno Di Lieto (Dominica Court), Phil Hunt (Montserrat Villas), Neil Hunter (Dominica Court) and Michael Steel (San Juan Court).

In December 2019 Jean Addington and Neil Hunter joined the board. Their appointments will be ratified at the 2019-20 Annual General meeting.

In accordance with the Memorandum & Articles of Association, one third of the directors must stand down each year and, if they wish, stand for re-election. In July 2019 Michael Steel and Christine Allan stood down and were re-elected.

### 3. CPMCL CONTRACTORS

CPMCL continues to employ local contractors wherever possible.

#### **Water feature maintenance**

Giles Leisure Ltd (Lewes)

#### **Electrical contractors**

IWM Ltd (Eastbourne) &  
Carltronics Ltd (St Leonards)

#### **General maintenance**

Eastbourne Home & Property  
Management (Eastbourne)

#### **Gardens and paths**

Urban Jungle (Eastbourne)

#### **Property managers**

HML Property Managers (Eastbourne)

#### **Company Secretary**

The HML Group (Croydon)

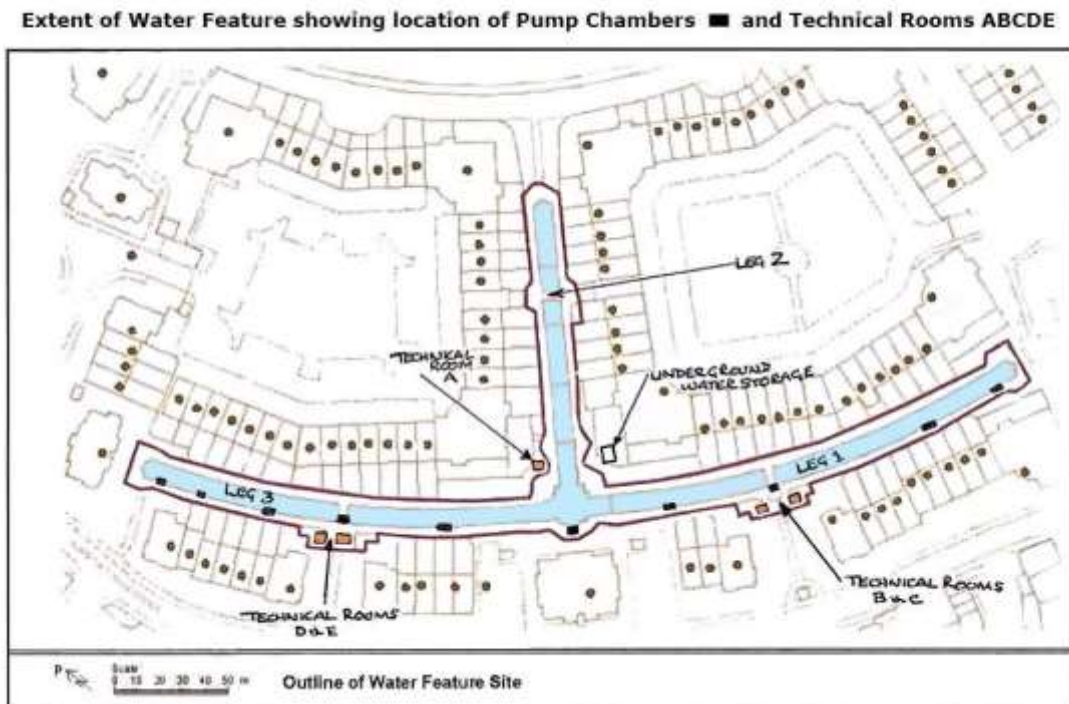
#### **Communications & website**

CPMCL does not use social media.  
Communication occurs through  
members' bulletins, WhatsApp Alerts  
group and the company's website  
[www.cpmcl.co.uk](http://www.cpmcl.co.uk).  
Website maintained by Tony Smith.

#### **Solicitors**

Stephen Rimmer LLP (Eastbourne)

The illustration below identifies each leg of the Water Feature and the tech rooms (described as “pump chambers”), housing the pump and filtration equipment.



#### **4. OPERATION AND MAINTENANCE**

**Maintenance** is carried out on a weekly basis by Giles Leisure.

**The online Maintenance & Fault Log and Asset Register** is maintained by HML Property Managers and the directors of CPMCL; each time a piece of hardware is replaced, the Asset Register is updated, providing an up to date snapshot of all the equipment on the site.

---

#### **5. HEALTH & SAFETY**

CPMCL complies with legal requirements to carry out annual Health & Safety inspections, and to comply with recommendations.

##### **Water Quality**

Water quality is tested weekly and to comply with legal requirements a quarterly Legionnaire's test is carried out, the certificate is held by HML Property Managers. Most members are aware that the water is swimming pool quality and is harmless unless ingested in large quantities or by an infant.

##### **Electrical**

The priorities set out in the Annual Electrical Survey and PAT test are complied with, and during the year.

##### **Lighting**

The annual programme is in place to check the condition of the path lights for rust, knocks and scratches and to touch up the paint where required. This should extend the life of the path lights for several more years.

For Health & Safety reasons, path light outages are dealt with as a priority.

##### **Signage**

During the annual Risk Assessment in late 2019, the existing signage was evaluated and assessed as fulfilling Health & Safety obligations.

##### **Life belts**

With the addition of another life belt during the year, there are five life belts around the Water Feature at key access points to ensure that if needed, they are easily accessible.

##### **Trips, Falls & Cleanliness**

The Accident Report book is held by CPMCL and to date there have been no entries.

There are 3 dual-purpose waste bins strategically placed around the amenity, which are emptied by Eastbourne Borough Council on a regular basis. The bins can be used to dispose of dog waste bags.

## Fire Extinguishers

Fire extinguishers in the tech rooms are checked and certified in December annually.

## Defibrillator

The defibrillator can be found on the tech room wall on the St Kitts Drive side of the Dominica Court/St Kitts Drive bridge over leg 1. The equipment is designed to be used by anyone in an emergency.

## Reporting faults

Should Members notice anything that causes them concern, they should notify HML and/or the directors.

---

## COMPLETED PROJECTS

Since the 2015 handover of the company and the Water Feature to the members of CPMCL a number of projects, large and small, have been completed. Set out below are some of the achievements.

New LEDs on bollard and path lights to provide additional lighting after dark and light up dark spaces.

Non-slip “dots” on the glass inserts on the bridges to prevent slips and falls during ice, snow and rain.

Underbridge lighting on bridges over legs 1 and 3 providing bridge lighting after dark. Moving Leg 2 bridge lighting onto the path light circuit providing lighting from dusk till dawn.

Additional life belt on junction of Legs 2 and 3 and replacement of damaged life belt stands at junction of legs 1 and 2 and at the start of leg 1 (Martinique Way).

Online Fault Log and Asset Register.

Repairing anemometers (wind sensors) on legs 1 and 3 to save water loss and evaporation during strong wind and inclement weather.

Moving the company’s business from Fell Reynolds to HML Property Managers following the acquisition of Fell Reynolds by Qdime Limited (Hazelvine’s parent company).

Replacing the contractors appointed by the developer with our own contractors.

Acquiring a dedicated under-water vacuum cleaner.

Fighting for and recovering £36,000 wrongly charged to the members by the developer.

Fighting for and recovering an £11,000 payment wrongly charged to the members by Fell Reynolds.

Fighting for and recovering monies wrongly paid by Fell Reynolds to contractors when the work was not completed.

Project managed and completed a £120,000 full refurbishment of the Water Feature, its paths and lighting.

Replacing all seven outdated and failing analogue clocks with digital.

Removing and replacing the damaged or missing finials on the tech room pillars.

Replacing failing legacy pumps throughout the site, including a dual power pump to feed the filtration source pool at the top of leg 2.

Adding additional secondary sump pumps to deal with any water ingress, in the event of primary sump pump failures.

Set up an annual maintenance plan for small repairs and maintenance (eg path lights, hi-viz paint and safety notices, levelling pavements, replacing air bricks) as required.

Appointed contractors to carry out annual electrical, safety, fire extinguisher and Legionella tests and maintenance, reviewing and complying with findings.

Improving the wiring circuits for path lights by separating the circuits to ensure that if there is a light failure on one side of the amenity, there are still lights on the other side. This has resulted in fewer full-leg outages and made it easier to identify wiring faults.

Numbered the 108 path lights so that any outages can be quickly identified and repaired.

Replaced sand filtration media (annual replacement) with recycled glass (10 year replacement).

Acquiring an under-water vacuum cleaner to assist the contractors remove sand and light debris from the base of the structure, particularly during the summer.

Acquiring heavy-duty lifting gear for the contractors to safely lift the manhole covers over the path chambers.

Installing lighting and shelving in the storage hut ("the green hut")

To protect and prolong the exterior cladding on the storage hut, carried out annual treatment of the wood panels.

Installing notice boards, fire extinguishers and brooms/bins in each tech room.

Anticipating the need for, preparing, presenting and fulfilling Proposals for improvements to the Articles of Association and transfer of the Special Reserve monies.

Approving the installation of the British Heart Foundation defibrillator on site.

Regularly communicating with members through the members' bulletin and WhatsApp Alerts Group.

Appointing contractor to prepare and update pipework and wiring plans to update the Operations Manual (this is work in progress).

Started to update the 2014 Operations Manual (this is work in progress).

The installation of three dual-purpose waste bins strategically placed around the Water Feature, maintained by EBC.

Openly and clearly communicating with members through the Directors' Annual Report that accompanies the AGM papers.

Regularly communicating with members through the members' bulletin and WhatsApp Alerts Group, and redesigning the CPMCL website to make it mobile phone friendly.

And, finally, as will be seen from the comparison of the Service Charge below

**CPMCL has continued to reduce the annual service charge year on year.**

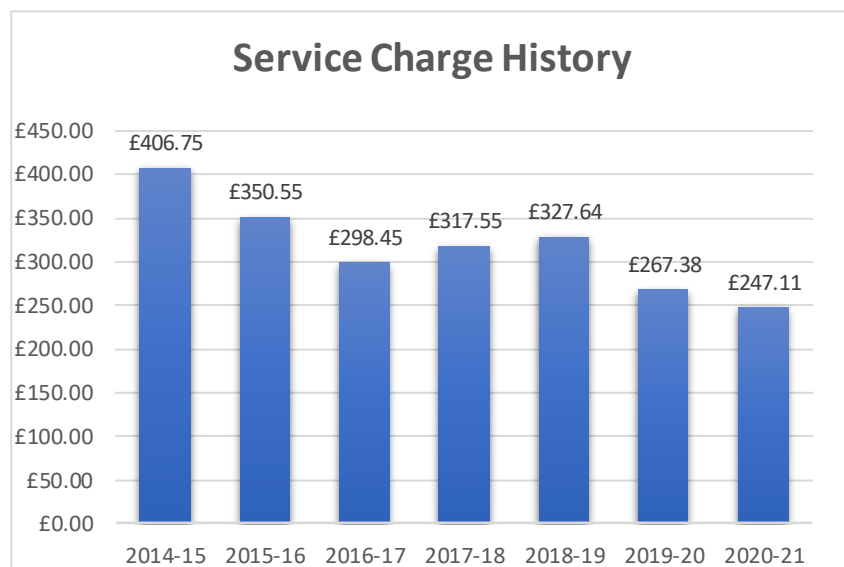
---

## 6. BUDGET AND SERVICE CHARGE

Set out below is a chart showing the service charge from 2014-15 handover from the developer to the members.

During the FY being reported, a surplus from 2018-19 FY was identified, amounting to a refund of £35.12 per property. This refund (or credit) reduced the amount payable in 2020-21 FY from £247.11 to £211.99 for most members.

### Service Charge Comparisons



---

### Debt

At year end member service charge debt stood at around £1,000 (including HML's late payment penalty charges) spread over some four properties which had failed to pay all or a large proportion of the charge altogether.

It is the company's policy to pursue all debt, particularly long-term wilful refusal to pay the charge, and with the addition of the 2020-21 charge to the year-end arrears, debt collectors will be instructed to vigorously recover all debt through the County Court.

## Current Insurance

The Water Feature is a unique risk and since 2014 cover has been provided through broker, A J Gallagher, piggy-backing on the group-wide multi-purpose cover they provided through Covea to the Persimmon Group. No other insurer has shown an interest in quoting to cover the risk.

Through A J Gallagher, CPMCL has Property Owner's cover with Covea providing £10,000,000 for public liability (and £3,250,000 for building reinstatement and contents). Through HML, the company has the Directors & Officers' cover for £1,000,000 with AXA.

## 7. The Special & General Reserve funds

At the company's 2018-19 Annual General meeting, held on 11 July 2019, the members voted to transfer the £200,000 Special Reserve into the General Reserve fund over a period of 20 years at the rate of £10,000 per annum. This amount would be matched by members' contribution of £10,000 per annum to the General Reserve. A copy of the Proposal is available from CPMCL upon request.

### Chart 2 – Status of the General & Special Reserves

GENERAL RESERVE		SPECIAL RESERVE		
General reserve 2019-20 FY	Balance	Lump Sum	Legal Fees	
2014-15	£19,331.91	£200,000.00	£31,400.00	
2015-16	£33,100.00			
PHL contribution	£36,000.00			
2016-17	£32,000.00			
2017-18	£32,000.00			
2018-19	£25,000.00			
2019-20				
Member contribution	£10,000.00			
Transfer from Special Reserve	£10,000.00	£10,000.00		
	£197,431.91			
<b>Less:</b>				
2017-19 expenditure from General Reserve (refurb)	£120,370.70			
				<b>Total Reserves</b>
Balance in General & Special Reserve 30 April 2020	£77,061.21	£190,000.00	£31,400.00	<b>£298,461.21</b>



## 8. JOIN THE CPMCL BOARD OF DIRECTORS

CPMCL and the Water Feature belong to the members of the company. It is therefore in everyone's interest to have an active board of directors, even if time, skills or experience are limited.

The current directors have committed to fulfil their obligation to responsibly manage the company and to maintain the Water Feature on behalf of the members, to control costs and to make decisions that will benefit CPMCL's members.

---

## 9. CPMCL FUTURE PROJECTS

To help reduce costs by reducing the number of future breakdowns and faults, the directors believe that planning for continuing work to the structure and plant will always be necessary, and an essential investment.

The last Five-Year Plan included the complete refurbishment of the Water Feature, its paths and lights, plus improvements, all of which were completed in 2019. The nature and longevity of the new coating means that the company need not set aside such large amounts as rapidly as in the past for a future refurbishment of the structure.

The creation of a planned maintenance programme - in respect of work that was carried out during the repairs to and refurbishment of the paths, lights and coping stones - will also ensure that their life-span will be extended.

### Five Year Plan – 2020-21 onwards (in order of priority)

- **Changes to the Memorandum & Articles of Association related to directors**  
Because of long-term difficulties experienced in recruiting new directors to manage the company, the board is conscious that at some stage the number of member directors may well fall beneath the threshold of 3.

At the 2019-20 AGM, members will be asked to vote through a proposal that should this situation arise, the remaining board may appoint a paid non-member director or directors to manage the company.

- **Improvements to the Operations & Maintenance Manual**  
Drawings, wiring and pipework diagrams. The existing manual was written pre-handover in 2014 by the developer's contractor. Improvements and acquisition of new equipment and media have occurred since then, so this is high priority and on-going.
- **Path light replacement**  
The 108 wrought iron path lights are cleaned and chips and scratches painted over every spring. During the 2018 refurbishment, the lights were removed, cleaned, repaired, rust treated and repainted, and during this process, many were identified that were badly rusted due to rain, dog urine and the salty sea air. These lights are currently being held together with filler, primer, undercoat and several layers of paint.

While the lights are working and being maintained, any project to replace them (possibly with solar lights) is medium priority. Of necessity, they are commercial quality street furniture and replacing them is likely to lead to a significant “hit” on the general reserve fund, so the annual maintenance serves the purpose of extending their life for as long as possible.

- **Using solar power**

While solar power for the Water Feature may be both complicated to facilitate and also expensive, it is anticipated that in the next five years or so improvements in the technology and lower pricing may make this a worthwhile project to investigate. See also “Path light replacement” above. This is a low priority project and is likely to be looked at in greater detail in 2023-24 or beyond.

- **Environmental improvements**

Foam jet covers, enhancing the jets to help illumination and soften sound. This is likely to be deferred to 2021-22 FY or beyond. It is low priority.

- **Rainwater recovery**

This board does not have the resources or time for this and research suggests that it may be more difficult than first appears and the cost may outweigh the benefits. Consequently, this is being treated as a low priority project.

---

## 10. CPMCL POLICY FOR 2019 – 2020

- a) The CPMCL Board of Directors will continue to seek to achieve the maximum benefits for Members by establishing and maintaining a visually attractive and aesthetically pleasing amenity at a viable and affordable cost.
- b) CPMCL continues to realise this policy through its partnership with a selection of cost-effective, highly capable contractors, together with regular reviews of the performance of these contractors (and sub-contractors), frequent monitoring of the condition and quality of the Water Feature, continuous review of projected and incurred costs, and an ongoing focus on balancing the mandate for a fully operational, viable Water Feature against the need to constrain and reduce near-term and long-term operating costs.
- c) CPMCL will abide by its ‘contract’ with Members as set out in the Deeds of Covenant and Articles of Association. CPMCL is fully cognisant of the fact that the income to manage the amenity is generated from the service charges levied on Members and that any shortfall in income would have to be recovered in the short-term from Members. Therefore, CPMCL will continuously uphold a policy of recovering, to the maximum extent possible, all debts arising from non-payment of the service charges.

- d) CPMCL requires the contracted Property Managing Agent responsible for the management of the amenity, to take all necessary actions and to proactively implement appropriate management procedures to ensure that the policy and objectives set out herein are achieved effectively and efficiently.
  - e) CPMCL delegates responsibility for the day-to-day management of the amenity to HML Property Managers who may use its discretion to determine the best means of enacting CPMCL's requirements. In addition, HML is to advise CPMCL on the recommended best practice to achieve those requirements and objectives. HML is also to advise CPMCL if any elements of the policy cannot be implemented fully or any objectives that are forecast to be unachievable.
  - f) CPMCL will continue to keep Members fully informed via the Water Feature website: [www.cpmcl.co.uk](http://www.cpmcl.co.uk) and through regular email bulletins. If you have not joined the mailing list, please contact [directors@cpmcl.co.uk](mailto:directors@cpmcl.co.uk) to be added.
- 

## 11. AND FINALLY

The directors have done their best to present CPMCL members with an attractive, cost effective and working Water Feature.

All members who live in the area can play their part in helping to keep down the annual charges by keeping an eye on the feature, and by quickly reporting faults and unsociable behaviour.

*The Directors, CPMCL*

30 April 2020

[directors@cpmcl.co.uk](mailto:directors@cpmcl.co.uk)  
[www.cpmcl.co.uk](http://www.cpmcl.co.uk)

## ANNEX – CONTACTS - Water Feature Faults and Issues



### **Columbus Point (Management Company) Limited (CPMCL)**

For general enquiries about the Water Feature or to join CPMCL's emailing list for regular bulletins - please contact the CPMCL Directors by sending an email to: [directors@cpmcl.co.uk](mailto:directors@cpmcl.co.uk).

More information and news about the amenity can also be found on the company's website [www.cpmcl.co.uk](http://www.cpmcl.co.uk).

---



To report Water Feature faults or problems please contact CPMCL's appointed Property Manager, Erica Robinson.

Telephone: 01323 819 365

Email: [erica.robinson@hmlgroup.com](mailto:erica.robinson@hmlgroup.com)



[@the\\_hml\\_group](https://twitter.com/the_hml_group)

[www.hmlgroup.com](http://www.hmlgroup.com)

HML Property Managers  
27 The Waterfront  
Eastbourne  
East Sussex  
BN23 5UZ