



Columbus Point

(MANAGEMENT COMPANY) LTD

MEMBERS' BULLETIN - September 2018

Bulletin Frequency

This will be changing after this publication (September). Bulletins will be prepared and distributed quarterly. The next bulletin will be sent out in December.

Urgent notices will be posted on CPMCL's website www.waterfeature.eu and shared on the Water Feature's *WhatsApp* group (to join, email your mobile number to CPMCL at the address at the end of this bulletin).

WATER FEATURE MATTERS

“Greening”

Some “greening” occurred during part of July and August. A combination of technical issues and glorious sunshine for sustained periods meant the feature struggled to maintain its clear water condition. However, even during this minor episode, the Water Feature did not emit any undesirable odour (see below).

Smells

Some members/residents have intimated that the Water Feature was producing a smell. This is incorrect. The occasional “sewer” smell experienced recently emanates from the underground water treatment works run by Southern Water at Langney Point. This occasional problem has also been covered recently in local media, on the Sovereign Harbour Residents Association (SHRA) website, and in a recent communication from the Columbus Point Residents Association (CPRA) who stated:

“Charlie Dallaway (from Southern Water) stated that Southern Water had received a sodium hypochlorite delivery on Thursday which they use to neutralise the odours generated from the works. On Friday the pumps used to move this chemical into the scrubber system became blocked. This indicated a contaminated delivery. Since Saturday they have had an odour specialist contractor on site trying to clear these blockages but have had no luck. In order to reduce the smell, a large amount of waste has been removed in tankers. As a temporary measure they have now installed a temporary dosing system and this should help the current issues with the odour. Work to the Biological Air Flooded Filters should be completed by Spring of next year also additional works on the major refurbishment will continue until 2020.

Response to complaint reports.

Mr Dallaway stated there had been very few complaints from residents to Southern Water and that without the logged complaints Southern Water would be unaware of the problem and therefore unable to take any action. He added that prior to the recent incident Southern Water odour monitoring equipment had shown little

significant rise in odour levels. He suggested that some of the smell could emanate from the algae bloom found in the marina at this time of year. A fact which we strongly disputed. There is little doubt where the smell is coming from but unless it is reported to the correct authorities it will be ignored.

So what needs to be done? REPORT IT TO THE AUTHORITIES AS FOLLOWS

South East Water – email charlie.dallaway@southeastwater.co.uk or telephone 0330 303 0223/0330 303 0368

Eastbourne Borough Council – by phone 01323 417400 ask for Customer First or alternatively ask for Environmental Health”

Pumps

- Due to supply delays, the pump serving the cauldron at the end of Leg 3 (San Juan Court/Santa Cruz Drive) has not yet been replaced. Provided the outgoing pump can be refurbished it will be, to be available for return to service when required, which will lead to a significant saving.
- The electrical switch to the pump serving the “source pool” at the top of Leg 2 has developed a fault. It is hoped that this will be quickly resolved.

Pathways

Complaints were received about two planters on the Water Feature pathway, obstructing twin-size buggies and mobility scooters. They have now been removed.

Urban Jungle have reported that the heatwave has decimated the shrubs on the development and they may welcome any unwanted plants which can be used to fill spaces where shrubs have withered and died. Martin Thomas of Urban Jungle can be contacted via Hazelvine’s on-site maintenance supervisor, Paul Milnes.

It is worth bearing in mind that accidents occurring on the Water Feature pathways are a liability for which CPMCL is responsible and it is important to ensure that bins, storage, planters and other items are not left on the paths.

COMPANY MATTERS

Jayne Sainsbury

During the month Jayne Sainsbury resigned her directorship in CPMCL. Jayne and Bill came to Sovereign Harbour to enjoy their retirement and this, along with some health issues and CPMCL’s demands on her time led to her decision. During the year that Jayne was a director, she nurtured relationships with contractors and made an invaluable contribution to the management of the refurbishment. The board takes this opportunity to thank Jayne and to wish her and Bill all the best for the future.

If you are interested in joining the CPMCL board as a director, please get in touch.

Transfer from Fell Reynolds to The HML Group

The transfer of CPMCL’s business to The HML Group has started, with a view to handover being completed on 20 September.

Electronic communications with The HML Group

During September the HML Group will be sending all members an introduction pack which will include a Communications form to be completed by all members.

Even if members have asked Fell Reynolds in the past to communicate with them electronically, they must now also inform HML by completing this form, otherwise communication will revert to “snail mail”. Electronic communication helps keep down our costs.

Please complete the form and either post it (in the pre-paid envelope they will provide*), or scan and email it to HML. Details are on the form.

* Overseas members will have to pay postage.

Contact details for The HML Group

Related to handover:

Danielle Bonwick (Business Development Manager)

Telephone 0208 662 8827

Email: danielle.bonwick@hmlgroup.com

Related to management (Waterfront office):

Debbie Jones (Business Administrator)

Telephone 01323 819365

Email: debbie.jones@hmlgroup.com

Debt and debt management

At the AGM it was reported that member debt from 2017-18 FY was around £1,300 and CPMCL was ensuring that these arrears were collected. CPMCL has been advised that judgment has been obtained in respect of these debts. These files will remain with All Square Legal (part of the Qdime group of companies) until the charge and all costs involved are recovered.

This year, because of the planned transfer of CPMCL’s business from Fell Reynolds to The HML Group, the board has had little option but to tread water in relation to 2018-19 service charge debt until HML can take the reins from Fell Reynolds. This is a situation that will not be allowed to occur in future.

There are around 20 properties who, in spite of reminders from Fell Reynolds, have not paid the 2018-19 service charge. Following the handover on 20 September, arrears will be rigorously dealt with by HML and should the charge remain unpaid, each file will be passed to debt collectors (PDC) to recover the charge and costs without further delay.

If you have failed to settle your 2018-19 invoice, we strongly advise that you do so without further delay.

AGM

The Minutes of the 19 July 2018 AGM have been approved and will be distributed by HML when the 2018-19 AGM papers are sent out next year. Meanwhile, if members want a copy of the minutes, they should contact Fell Reynolds before 20 September by emailing companies@fellreynolds.com.

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 (until 20 September) or Debbie Jones at The HML Group (after 20 September) or the directors of CPMCL.

Website

As stated at the top of this bulletin, CPMCL plans to cut the bulletins to one per quarter. If there are any matters of significance to share with members between bulletins, they will be shared via the website www.waterfeature.eu and the *WhatsApp*® smartphone group.

CPMCL does not use social media.

New Owners

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, or (b) drop a note in at 53 San Juan Court or (c) 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 on our website at www.waterfeature.eu.

Directors

CPMCL

Contacts:

CPMCL

directors@cpmcl.co.uk

Fell Reynolds Company Secretary

companies@fellreynolds.com

Fell Reynolds Accounts department

accounts@fellreynolds.com

(until 20 September 2018)