



Columbus Point

(MANAGEMENT COMPANY) LTD

MEMBERS' SPECIAL BULLETIN

Refund of Surplus Service Charge

This year, many members have benefited from a refund of surplus amounting to £35.12 per property, identified in the Annual Accounts for 2018-19, representing savings achieved in that financial year.

It appears that many members didn't notice the refund and therefore paid too much when settling this year's invoice. They may very well have misread the confusing Statement of Charges (Invoice) but several members have realised their mistake and have contacted HML to obtain a physical refund.

CPMCL strongly urges everyone who is entitled to the refund to benefit from it now, or as soon as possible. This is particularly important if you are in the process of selling or planning to sell your property.

If you believe you may have paid too much, check the Notification of Charges (invoice), or contact the accounts team at HML (details at the end of this bulletin).

Then write to or email HML formally requesting a refund, remembering to include your address, property reference (on the top of HML documents), your bank account name, sort code and account number. A BACS refund normally takes 10-14 days to process and before it reaches your bank account.

Important

The board of directors, past and present, have striven to keep down costs (as shown from the savings of almost £13,000 which resulted in the current refund). Members are encouraged to help with overhead reductions by moving from postal to electronic communications. **If you are not currently registered for email communication from HML and wish to be, please let them know when asking for the refund.**

Communication

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.

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.

Directors .

CPMCL

www.cpmcl.co.uk

CPMCL: directors@cpmcl.co.uk

HML PMs Eastbourne telephone 01323 819365

erica.robinson@hmlgroup.com

debbie.jones@hmlgroup.com

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

HML Accounts telephone 020 8662 8800

accounts@hmlgroup.com

HML PM Ltd
Stonemead House
95 London Road
Croydon
Surrey CR0 2RF