



Columbus Point

(MANAGEMENT COMPANY) LTD

MEMBERS' BULLETIN - 21 April 2020

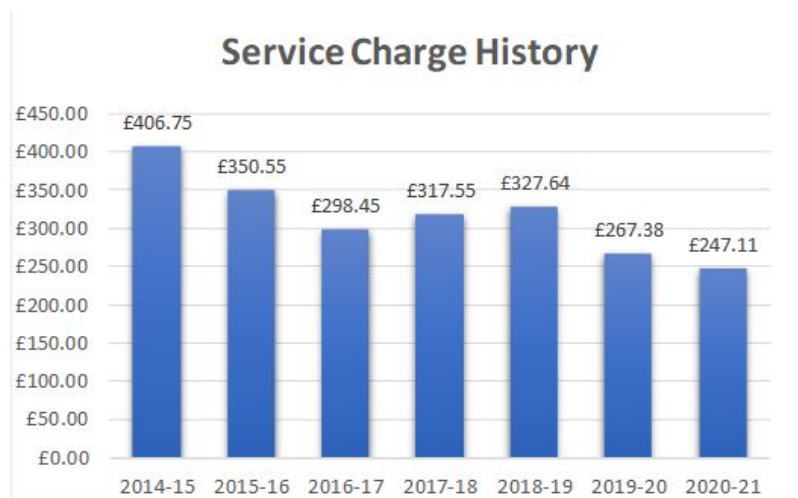
Company matters

Annual Service Charge

The board of directors have agreed this year's budget for the management and maintenance of the Water Feature and Columbus Point (Management Company) Limited.

This year's charge will be £247.11 per property, comprising £81,183.20 for operations and £10,000 member contribution (towards the £20,000 contribution) to the General Reserve. This reflects a £20 reduction on last year's charge. The invoice will be sent out by HML Property Managers at the end of this month. A covering letter, detailed Budget Statement and Statement of Reserves will accompany the invoice.

Set out in the chart below is the service charge history from 2014-15 when the company and the Water Feature were transferred to members by Persimmon Homes.



Surplus refunds

Members are reminded that during the year each member received a credit note for £35.11 representing a 1/369th share of a surplus in the 2018-19 financial year. This will be reflected as a credit on the invoice.

Depending on the size, any surplus in the 2019-20 financial year (which will be identified in the preparation of the company's annual accounts) would be refunded to members in the same way.

House Sales

Some members who have sold their property and moved may still receive an invoice. When this arises, contact HML Property Managers to let them know the situation.

Members who are currently selling their property should still settle the invoice and give a copy to their conveyancers or solicitors to recover from the buyer upon completion. Some anomalies

exist so if you are in doubt, contact HML Property Managers, whose details are at the end of this bulletin.

Arrears

Those members who are in arrears at year end (30 April), will see the arrears added to the amount payable.

Questions about the invoice

Questions related to the budget should be referred to Erica Robinson at HML Property Managers or the directors at CPMCL (details at the end of this bulletin).

Payment

In accordance with the deed of Covenant, the invoice should be settled within 14-days of 1 May, after which, ONE reminder will be issued. Thereafter, a further and final reminder will be issued, which will include a late payment fee of £96.00. Following these reminders, the debt would be transferred to our debt collection agency for final collection.

Should any members be experiencing financial difficulties at this time, please contact Erica Robinson at HML (details at the end of this bulletin).

It is important not to ignore the invoice or reminders, since HML is authorised to vigorously pursue all arrears.

HML cannot take payment of the charge over the telephone. Last year there were some complaints about this policy. This policy is for your banking safety, and to protect you.

The invoice may be paid using online banking (by BACS), by telephone banking (calling your bank), and at the Post Office. If payment was made by BACS through online banking last year, payment details should still be available in your banking app without having to re-enter the account details. HML's sort code, bank account number and your property reference are on the invoice.

Members may also pay by cheque in person or by post (to HML at their Croydon address or at their local offices at 27 The Waterfront, BN23 5UZ). However, payment by cheque is less desirable as long as social distancing continues to affect staffing, travel and banking.

Electronic communication

Both HML and CPMCL strongly encourage members who are able to, to sign up for electronic communications. Doing so reduces costs, as well as both companies' environmental footprint, and is particularly important during the current Covid-19 health crisis. To arrange this, contact HML (details at the end of this bulletin).

Annual general meeting

The AGM is scheduled to take place on Thursday 30 July 2020 in the Royal Sovereign Suite at the Yacht Club. Although this is some way ahead, the manner in which the meeting takes place depends on the government's Covid-19 guidelines.

Should the meeting have to be held as a virtual meeting, the management team will encourage proxy voting (electronic or by post) and hold the meeting using an appropriate online meetings program/app, such as Zoom (which can be used on computers, mobile phones and tablets).

Members are reminded that at this year's AGM they will be asked to vote for important changes to the company's Articles of Association. To pass the proposal, more than 70% of ALL members must vote in favour. Without this number of votes, the proposal will not pass. Your vote is vital. The proposal has already been described in past bulletins, and full details will follow with the AGM pack.

Water feature matters

Giles Leisure

Members may have noticed that Giles Leisure continue to provide weekly maintenance during the lock-down. Fortunately, the site is large enough for the two operators to remain distanced to comply with government guidelines.

As a result, water quality and cleanliness of the structure have been maintained despite some adverse weather conditions, such as gale force winds creating leaf debris which has blocked some pump filters.

The board is grateful to the Giles team for their continued support, especially during this difficult period.

Unsociable behaviour

Many visitors (and some tenants) appear to be under the impression that the amenity is owned and maintained by the local authority and for some reason some of them think this means it is acceptable to trample through shrubbery to get to the Water Feature, to ignore the bins and the bridges and to throw stones and rocks into the structure.

Damage to plants and shrubs surrounding the Water Feature should be reported to Hazelvine. Rubbish, dog poo and discarded full dog poo bags, stones (sometimes bricks) thrown into the structure are unsightly. Scruffy surroundings and damage to plants detract from the concerted efforts of both Hazelvine (through Urban Jungle) and CPMCL to provide a clean, peaceful and attractive environment for everyone.

Malicious damage

Due to school and college closures, some individuals find themselves unsupervised, unoccupied, with energy to burn and time to waste. The Water Feature, with its peace and quiet and privacy (set off, as it is, from the main outer harbour path) provides a perfect location for them to freely "express themselves".

A path lighting sensor box attached to one of the tech rooms was recently forced off its secure fittings on the wall. Fortunately, the wiring feed to the path lights was not damaged and the box has now been secured to the wall again.

Complaints have been received about children using stones to attempt to damage the light fittings in the cauldron at the end of Leg 3 (San Juan Court/Santa Cruz Drive). It is important to try to deter behaviour of this kind if this is possible and safe.

Members are respectfully asked to ensure that they emphasise to their children and tenants that the Water Feature is not a safe environment for unsupervised children and that it is not a paddling or swimming pool.

Covid-19

Remember to stay safe.

If you are elderly or in the "at risk" group, ask for help with shopping, and collecting prescriptions.

There are groups of volunteers throughout the development who will safely help out. For information, refer to our last two bulletins or contact CPMCL at the email address/telephone number at the end of this bulletin.

Exercise for physical and mental well-being

Being confined alone at home and unable to socialise can be stressful.

The Water Feature path is roughly one third of a kilometre long, so (obviously) three circuits of the Water Feature will provide around a kilometre's exercise.

Some of you, particularly those who are vulnerable, unable to walk far or get out except for exercise, may find that a walk around the Water Feature (especially on a sunny day) is useful to their physical and mental well-being.

With its bridges and grass verges, the Water Feature paths mean it is easy to socially distance from other people while still communicating with them. For those with limited mobility, there are seats on leg 1 (Dominica Court/St Kitts Drive), leg 2 (between San Juan Court and Dominica Court) and by the fountains at the bottom of leg 2 (beneath Monserrat Villas) and right at the end of Leg 3 (on the San Juan Court side).

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.



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