



# POSOL Residents Management Company Limited

[www.posol.co.uk](http://www.posol.co.uk)

Autumn Newsletter 2019

## Gardening Report

We hope you will agree that our landscaped areas are looking better and better. This is largely due to a highly motivated and active Working Group of Shareholders working with our gardening contractor, Leylandii & Lawns. Thanks are also due to those shareholders who have helped by watering new planting adjacent to their properties, saving the contractors time to continue with other works.

With budget controls in place, it has been necessary to prioritise remedial work so a programme has been agreed by the GWG and ratified by the Board. Priority has initially been given to the communal areas and these now largely reflect the high standards we expect. Of course, it is in the nature of gardening that new areas will need rejuvenation over time. All plants have a "sell by" date!

Take a look at some of the recently refurbished areas in Carne Place, Sennen Place, Tintagel Way, Coverack Way, Mullion Close and Holywell Drive. Areas soon to be worked on are in Kelsey Head, Coverack Way/Port Way rockery. More pictures of recent improvements elsewhere in this newsletter.



Surveys have been carried out to identify any potential risk to persons or property from the trees around the estate and, where necessary, remedial works have taken place to ensure our safety.

## Garage Numbering

Our Managing Agent experiences difficulty from time to time when dealing with garage transfers between properties. To make life easier, POSOL will assign a number to each garage. Small identification plaques will then be fixed by an

adhesive to the POSOL owned forecourts, immediately in front of the dividing walls between garages. The plaques will not be intrusive and will not interfere in any way with the use of the garages.

## Anti-Social Behaviour

Unfortunately, some residents have been affected by the anti-social behaviour of others on the estate. The nuisances caused include the playing of loud music late at night, boisterous and noisy activities like playing football in the street and even fighting and the use of foul language.

If you have suffered as a result of such behaviour you are encouraged to bring the issue to the attention of our Managing Agent, where your complaint will be treated with the strictest confidence. Please give as much detail as possible (date, time, location, property involved and the nature of the problem)

## Why Can't POSOL Direct Debit us for Our Service Charges Twice a Year?

We are often asked this question so here is the answer.

Countrywide had a lettings business which used direct debits for the collection of monthly house rents. POSOL used to ride on the back of this as a means of providing a DD facility. For the record very few people took advantage of it (far less than 50), albeit for bi-annual payments, not monthly payments.

AFP is in the Property Management business, not the lettings business so they themselves have no requirement for DDs.

To clear up one misconception, it is important to point out that the vast majority of the Service Charge is made up of two large payments we have to make to Premier Marinas for the "Port Solent Charge" in April (2/3) and October (1/3) each year. So, the request by some shareholders to pay by monthly direct debit or even standing order is not allowed as the contracts that we sign on buying a property reflect the same timing for payment of service charges as the cash is needed for the Port Solent Charge. POSOL simply cannot act as a banker to those shareholders who wish to spread the cost.

Other shareholders would like to use DDs in order to automate the bi-annual payments. In the days of Countrywide there were less than 50 takers for

this option. Now that we allow the use of credit card payments by phone and on-line bank transfers, it is estimated that there would be no more than 25 users of such a service. 25 users paying twice a year is 50 transactions.

Shareholders often compare paying the service charge with paying utility bills, where the use of DDs is widespread. Comparisons have been made with Portsmouth CC, Energy companies and the Water Companies. Each of these organisations have millions of DD transaction per year.

POSOL would have approximately just 50.

We are not in the same league. A system optimised for millions of transactions does not fit with just 50 transactions per year. NatWest does not set a lower limit but have advised that it really does not make economic sense for us.

We were told by NatWest that just the setting up costs alone would be substantial. A figure of £10,000 was mentioned. We have to remember that Direct Debits would enable us to dip into other people's bank accounts and grab some money. The procedures, the training and the supervision required to prevent fraud is where the costs come in. We do not therefore believe it is a justifiable cost for around 50 transactions per annum, especially when credit card by telephone and online bank payments are available options.

## Boat Registrations

A plea from Lisa and Ruth. Lisa Kennard is the hard-working Property Assistant who, along with Ruth, our Property Manager, has responsibility for managing our residential berths. One particular issue arises when a boat is sold and POSOL is not informed. Periodically Lisa, Ruth and members of the Berthing Working Group carry out on-the-water and land-based surveys to check that the right boats are on the right berths and to pick up any new arrivals that we have not yet been told about (you have 21 days in which to register a new boat). With the best will in the world, if a boat

that is registered to a berth but is not on it when the inspection is carried out, it is obviously impossible to know if a boat is simply away temporarily or has been permanently removed.

Some owners have expressed irritation when they are contacted by Lisa for say, annual insurance certification for a boat they no longer own. Irritation that could be avoided if you keep our Managing Agent updated, in writing or by e-mail, of all changes which affect the boat registration details.



## POSOL AGM Minutes

AGM minutes of our Company are inevitably liberally sprinkled with the names of individuals. If POSOL were to redact these names, the minutes would become largely meaningless. Imagine a minute saying that BLANK was elected or BLANK asked a question! Accordingly, POSOL has taken advice from a solicitor specialising in GDPR matters, whose recommendation is “Do not publish un-redacted AGM minutes”. So, these will no longer be available to view on the POSOL web site. Sorry about that.



In accordance with the Companies Act 2006, AGM minutes will continue to be available to view by any shareholder, by appointment, at the offices of our Managing Agent.

## Washing on Display

There are still residents who choose to display washing for all to see, despite a specific covenant we all signed up to. This covenant states ***“Not to dry washing or permit washing to be dried in such a manner as to be visible from outside the premises”***.



Some of the offenders will be tenants who have either not been properly briefed on the conditions for living at Port Solent, or choose to ignore them, but some are shareholders who really should know better. The covenants were put in place to preserve the overall ambience of our Marina Village so, if you are one of those who have broken this covenant, please be considerate of your neighbours and stop doing so.

If you are someone who suffers from having to see washing on display, do report dates, times and location to the Managing Agent, who will contact the owner directly. As mentioned elsewhere in this newsletter your complaint will be treated in confidence.

## Pigeons

Most people like to see birds flying around but some species can be a nuisance. Pigeons are one of these and Port Solent seems to have attracted a good few of them. Some are roosting happily under unfenced solar panels, as mentioned in the last newsletter, and some residents have taken to feeding them.

POSOL has received several complaints about fouling caused by pigeons but it is powerless to do much about it. All applications to fit solar panels are now approved subject to the incorporation of a fence to keep out pests. Those owners, whose solar panels are not fenced, are asked to consider having fences retrofitted.

Feeding pigeons obviously encourages them. If you are one of those that do, please consider the nuisance caused to others who feel strongly about the mess they make.



## Car Park Oil Fouling



Some POSOL car parks are showing signs of significant fouling caused by oil leaking from badly maintained cars. Oil fouling on brick paviors is difficult to remove and costs money – shareholders' money. POSOL spends your money on maintaining and, where economically possible, upgrading our estate facilities so it is regrettable to have an area degraded in this way. If you own such a car, please get it fixed or, at least, park it on your own drive.

## Managing Our Marina Village

In the last Newsletter, we invited more volunteer shareholders to help in the running of POSOL by joining one of the active working groups and to contribute their ideas. Several people came forward as a result of that appeal and have since been active in the working group of their choice. Our grateful thanks to them.

Many years ago, the directors decided to invite wider shareholder participation by setting up working groups to deal with various topics and make recommendations to the directors. This scheme has been highly successful and helps to create an atmosphere of inclusiveness. After all, POSOL's sole reason for existence is to manage our estate for the benefit of all shareholders, so the more it can spread the workload, the more likely it is that it will succeed in this aim. If you would like to help, please contact our Managing Agent in the first place

The currently active working groups are:

- Covenants (primarily dealing with changes to the external appearance of property)
- Gardening and
- Berthing