



POSOL Residents Management Company Limited

Autumn Newsletter 2024

Our New Managing Agents

Your directors are pleased to report that they are very satisfied with the service POSOL is receiving from Evolve Property Management. However, we have to report that Evolve has been severely hampered by an appallingly bad handover from FirstPort. Briefly, the reason we decided to switch agents, is as follows:

Our former agent (AFP) was bought out by FirstPort in mid-2023. It was not long before the service began to deteriorate. In September 2023, Ruth Smith, our long-time Property Manager, left the company to take up a new post. FirstPort hastily recruited a replacement, who quit after only 2 weeks! After some delay, a second replacement was appointed. POSOL learned that a significant number of former AFP employees were leaving too. Then, towards the end of 2023, Lisa Kennard, our long-term Assistant Property Manager, left as did her boss (Ruth Smith's replacement). Not surprisingly, service levels deteriorated and matters got progressively worse.

POSOL had already started looking for an alternative managing agent, recognizing that things seemed unlikely to improve and selected Evolve. POSOL's contract with AFP/FirstPort required it to serve 3 month's notice to get out of it. The

Directors were concerned to ensure that the April Service Charge was correctly invoiced and went to considerable lengths to check them before they were issued. Once they had been sent out, Notice of Termination was served on FirstPort (2nd April 2024).

Fortunately for POSOL, Lisa Kennard had found employment with Evolve and has since bonded well with Kirsty Marshall, our new Senior Property Manager (w.e.f 1st July 2024). Between them they have worked miracles reconstructing account details from various source documents to compensate, as best they can, for the incomplete records that were transferred by FirstPort. But we are not out of the woods yet and POSOL asks that our shareholders have patience if any of this affects you directly. Kirsty and Lisa are working hard for you and will work with you to sort out any problems.

What is POSOL doing about it? Well, you can imagine how strenuously it has chased FirstPort at the highest level, both directly and via solicitors, but with little success. Both FirstPort and Evolve are members of the same Trade Association (TPI). Evolve has already registered complaints there.

Parking on the Pavement

We know that we shouldn't park on the pavement, but we are short of parking spaces everywhere and the practice has become common in some areas. We ask that, if you do park on the pavement, you give due consideration for pedestrians, those with pushchairs (double ones too) and disabled folk in their mobility scooters. Please allow enough space for them to pass, without having to move out onto the road.

The majority of the roads at Port Solent are adopted highways and therefore fall under Local Authority jurisdiction. The RAC advice is that "if your car is reported or seen by a police officer and judged to be either in a dangerous position or causing an unnecessary obstruction, you could receive a Fixed Penalty Notice".

Landscapes and Gardens

It has been a busy season for our gardeners, Leylandii and Lawns, keeping our gardens beautifully maintained and in tip top condition, despite the unseasonal weather.

Last year, enhancement work took place in Carne Place, Kelsey Head, Newlyn Way and Cadgwith Place. These areas are now looking lush and colourful, as you will see from a couple of recent photos. A wider selection of plants has been used in more recent enhancements to provide more variation in form and colour, with the emphasis on adding brighter colours. The cherry blossom trees that were planted along Portway also started to impress in the Spring.

The Gardening Working Group (GWG), in between the weekly maintenance work, has recently been concentrating on improvements in Carbis Close and Tintagel Way. Ongoing maintenance continues unabated and the GWG remains very proactive. With regular contact and estate walks with our team of gardeners. Following the GWG's inspections, Coverack Way is an area which has been put forward for next year's enhancement programme. Also identified is the entrance to Newlyn Way. Unlike all other entrances, this has never been rejuvenated and it is on our radar for upgrading. We are currently liaising with the team to consider options for enhancing this area.



Sadly, our gardeners have yet again mentioned they still see a lot of dog waste around the site and whilst the majority of dog owners are very responsible, some unfortunately are not. Please therefore could those who do not pick up after their dogs consider those who work in the area as it isn't the job of the gardeners to pick up dog waste.

Thank you for all the positive comments that we have received throughout the year. They are all very much appreciated. Rather than approaching our gardeners directly with requests or suggestions concerning the gardens, please email your concerns to posol@evolve-management.co.uk with as much detail as possible. Photographs can be very helpful here. While the gardeners will always listen politely, please bear in mind that they are under instructions and working to a schedule. All requests will be referred to the GWG for consideration and action as appropriate. You will be informed about the decision in due course but be aware that the

GWG normally meets once a month, so there may be some delay.

Installation of EV Charging Points

Installation of EV charging points on the front elevation of a house is a definite change of appearance under the terms of our covenants and would require prior approval from POSOL. Unfortunately, a few of these have been fitted around the estate without prior consultation or an application for the change of appearance being submitted.

In almost every case, charging points can be fitted without changing the external appearance of the house. Inside carports or attached garages, for example. Therefore, no application would be required.

Telling your installer exactly where to place the device should be all that is needed. Otherwise, the contractor will place it in the most convenient place (for him!).

Payment of Boat Registration and New Berth Licence Fees

These fees are payable on the first boat registration for a new shareholder (but not for any replacement boat for the same shareholder on the same berth) and for every new licensed berth boat registration. This includes a follow on licence for the same boat (a berth can only be licensed for a maximum 364 days). In the past, shareholders were asked to pay the sum of £105.00 to POSOL, which would then forward the £65.00 due to Premier Marinas. Many of you sent two cheques and POSOL passed the one for £65.00 to Premier. Premier decided to drop the use of cheques and asked for payment by bank transfer only.

POSOL adopted a change of policy and modified its registration forms accordingly.

When a first boat registration form is received and checked to be in order, an Invoice will be raised for the sum of £105.00. The boat will not be registered until payment has been received, preferably by

bank transfer but we can accept payment from a UK registered debit card (contact our Managing Agent by phone on 01425 206 595). In both cases it is essential to use the invoice number as a reference. The accounts department will then be able to process the payment correctly and transfer the £65.00 due to Premier Marinas automatically.

When a licensed berth licence is soon to expire, an invoice will be generated at the beginning of the month in which it will expire. This is because it is usual for people to wish to create a new licence to continue the agreement. Payment arrangements are the same as given above. POSOL will also need to receive a copy of the new Licence Agreement and Licensed Boat Registration Form. If you do not intend to create a new licence, simply contact our Managing Agent (posol@evolve-management.co.uk), explain that the previously registered boat is no longer moored on your berth and the invoice will be cancelled.

The New Pontoon Hinges

The replaced pontoon hinges have been universally welcomed by users as being significantly more stable.

As a routine procedure, our contractor has carried out an inspection of 45 of the hinges which were the earliest ones to have the new design of hinge installed. These were the 15 that were in the worst condition and the 30 in the next to worst condition, judged by the Berthing WG before the replacement programme started.

It is pleasing to report that all were found to be in "as-fitted" condition after nearly 2 years of use. The first 15 are to be upgraded to be in line with a change made on later pontoons.



Obsolescent TV System in Areas Ai, Aii and B

The TV system installed by the developer in 1988 to deliver the 4 analogue terrestrial channels hard wired to all houses in areas Ai, Aii, and B (early development West of Bryher Bridge) has become unmaintainable. This is due to the age of the equipment installed. Over the years, upgrades have been made, so that the system now delivers additional channels to make it more relevant to today's expectations, but the time has come when the system has reached the end of its useful life. The contractor that has maintained the system from the beginning has declined to continue with the contract because replacement parts are no longer available.

The cost of replacing the whole system would be astronomical and, to what end? POSOL is obliged to provide the 4 analogue terrestrial channels that were available in 1988. Who, today, would be content with

just those channels (they are no longer available anyway)?

That part of the estate which was not equipped with fibre optic cable when built has now, or will shortly be, so fitted. You will then be able to connect over this network, giving access to high-speed broadband and hence to a huge range of television services previously unavailable from the old system.

POSOL is effectively frustrated in its commitment under the Covenants to provide those original 4 channels. The system will be allowed to operate until it finally becomes totally defunct, but no maintenance or repairs will be carried out from now on. Since no further cost will be incurred, this will be reflected in your service charge going forward.

No Right of Way on Marina Containment Wall

Despite clear Notices attached to all access gates and reminders in previous Newsletters, POSOL still receives complaints of unauthorized people walking on the top of the marina wall and crossing the property of other residents. Whether such people are shareholders, tenants, or even their visitors is irrelevant. There is NO right of way along the wall.

Regarding the wall, some shareholders have allowed shrubs and trees to grow or placed pots and planters so that they impede access for POSOL contractors and members of the Berthing Working Group. These people need access for inspections and maintenance, often carrying tools and materials. Please ensure that anything obstructing the wall is removed without delay. Other items causing problems include fenders hanging on the fence and cables or lines crossing the capping other than at ground level. People's safety is at risk here.

Rubbish in Remote Berth Areas

It is a pity to have to report an increasing number of discarded items littering some of these areas, but it must be said. Old deflated fenders, old bits of rope, bits of old water hose, even old inflatable dinghies. The list goes on, to the detriment of our environment. If it is yours, please take it home. Any rubbish remaining by the end of October will be removed by a contractor, and this avoidable cost will be reflected in the money POSOL has to collect in the Service charge.

Finally....

Reading through this Newsletter, it is apparent that it contains more than its share of "Please do's" and "Please don'ts"! We are sorry about this but they affect everyone living in our Marina Village, although they only apply to a tiny minority of us. The Newsletter is the only way POSOL can reach these people. Where offenders can be identified, be assured that POSOL does take direct action.

The Directors trust that you have been able to make the best of an indifferent Summer. For those with boats, we hope the Winter maintenance and refits go smoothly and that the sailing will be better next year.