



POSOL Residents Management Company Limited

Spring Newsletter 2025

Budget 2025/2026

With this newsletter you will find a summary of POSOL's budget for the financial year ending 31st March 2026. These form the basis of the service charges to be raised in April 2025 (2/3rds) and October 2025 (1/3rd). As this newsletter goes to the printer, we expect to end the year to 31st March 2025 with total expenditure of approximately £561,000, but this is always subject to final audit and accounting adjustments.

This means we will have spent around £32,000 less than we budgeted at the start of the year. This is due mainly to savings on gardening expenses. The budgets for next year include inflationary costs and

these increases, together with the increased charge from Premier Marinas, will result in overall budgeted costs of £594,429, slightly offset by expected income of around £2,800. Every five years the Premier Marina charge is reviewed as per the contract to determine the actual costs incurred. Therefore, whilst the charge has been increased by the contractual 4%, this may end up as a higher or lower figure after the review has been completed. The charges to be raised to each house and berth holder for the year ending 31st March 2026 will therefore be: -

Annual Service Charge	2025-2026	2024-2025
Total Charge per House	£1064.86	£1078.45
Less refund for earlier year	n/a	-£20.45
Net Charge per House	£1064.86	£1058.00
=====	=====	=====
Total Charge per Berth	£455.47	£424.69
Less refund for earlier year	n/a	-8.05
Net charge per berth	£455.47	£416.64
=====	=====	=====

Direct Debit Facility

At long last, POSOL has finally been able to implement a direct debit facility that will allow for the automatic collection of service charges from shareholders. This has been something that has been requested by our shareholders for many years but has proved challenging, due to the unusual nature of our billing periods. We are now using a system which is run and controlled by Go Cardless and on your next invoice, there will be an option to sign up to a direct debit scheme. This will be in the

form of a link to a webpage where you can securely complete an online authorisation mandate. Once this has been completed successfully, any future payments will automatically be collected on or just after the April and October invoice due dates (2 payments per year). You will receive a notification reminder before any payments are taken and the mandate can be cancelled at any time. Users that do not want to sign up for direct debit can still pay using the usual methods.

Landscapes and Gardens

It has once again been a very busy gardening year for the team.

We recently had a full visual tree assessment of Port Way and the Estate to determine the condition and the health and safety of our tree stock. In line with the survey recommendations, multiple trees have been felled or coppiced. The majority of work was undertaken along the Port Way where a number of trees were removed or pruned and all debris was cleared.

Ongoing garden maintenance works continued, and improvements have taken place in Carbis Close, Tintagel Way and Newlyn Way entrance, as well as some infill hedging in Coverack Way.

Despite the unseasonal winter weather, the gardens are looking amazing. The photo alongside shows a garden planted just over two years ago. You will agree that it is maturing nicely, as planned. When new planting takes place, the gardeners sometimes get comments that the planting “looks a bit sparse”. Well, POSOL is not in the business of creating “instant” mature gardens, as seen on television makeovers. You could not afford it!



The image to the left shows one of several cherry blossom trees planted around the estate to add a wonderful splash of colour each springtime. This one is just beginning to develop from early buds to full bloom.

Rejuvenation and uplifting are planned for Coverack Way this year along with the continued maintenance of our gardens around the estate.



An example of a newly planted garden which will, in time, look much like the one shown above. Just let nature perform its magic!

Communications

For some time now, POSOL has been sending invoices, letters concerning boat insurance, licence renewal reminders, etc. by e-mail. This saves everyone time and money. Win win!

However, for this to work effectively, POSOL must have your correct e-mail address. Unfortunately, some cases have arisen where addresses have been changed but POSOL was not told. Result - costly chasing by our busy Managing Agent and general unhappiness all round. DO please keep us informed of any changes.

POSOL Management

In the Autumn 2024 Newsletter, we identified the organisational problems we were having. You will remember that AFP were POSOL's managing agents for a number of years and they were very good. However, AFP were acquired by FirstPort in late 2023 without any prior warning. Unfortunately, FirstPort then provided a terrible service, which left POSOL with no choice but to urgently look for an alternative managing agent.

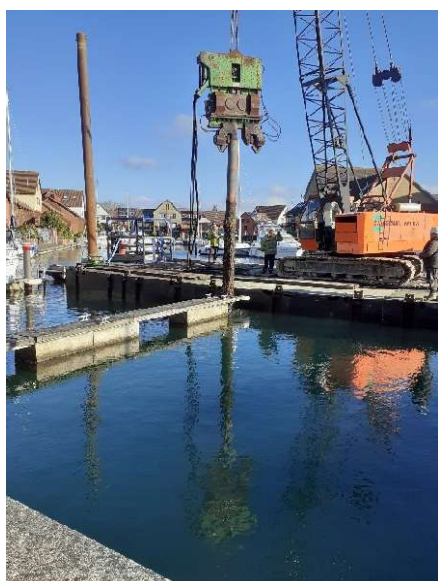
To give some context as to how bad things were, FirstPort have been in the press a lot recently due to extremely poor service and complaints from many of their clients. So extensive were the issues that they were invited to a Parliamentary Commission to answer questions over their conduct, and they have been suspended from their own trade body, The Property Institute, for breach of its rules. We appointed Evolve as our new managing agent at the beginning of April 2024 to be effective from 1st July 2024 as there was a contractual notice period of three months. During this three-month handover, FirstPort were obliged to provide a full service. In fact, they stopped monitoring emails, they cut off the telephone, and house buyers were given negligible help. The handover of information from FirstPort should have

been a Standard process spread over 3 months. However, FirstPort did not comply with the process and it has been extremely difficult getting full and accurate information from them. The basic information required for Evolve to operate was not received from FirstPort until mid-February this year.

In theory we now have the information, but we keep encountering problems. For example, one resident paid their service charge, but the payment did not show up on their account. It is only when FirstPort were shown a copy of the resident's bank statement, that they admitted they had received the money. Another example is a resident who did pay FirstPort, but the money was returned without the shareholder being told. Not unreasonably the resident thought they had paid but the records still showed a debt.

We believe we are now almost out of the woods with a few remaining queries to resolve. Apologies are due to everyone receiving a bad service but please have some sympathy for Evolve and the directors who are having to carry the can for a problem which was not of their making.

Berthing News



Some of you may have seen the activity taking place when Walcon Marine replaced a leaning pile and its pontoon, back in November. Our thanks to the boat owners who had to vacate their berths, while the work was in progress. Thanks too to Premier Marinas, which made berths available for a few days at no charge.

The old pile was not bent and the most likely reason for its leaning is a fault in the compacted chalk marina bottom. For this reason, Walcon used a pile that was 2m longer than the one it removed. Let's hope this was a one-off incident. The cost was in the region of £50,000! Fortunately, this was covered by our insurance. The photo shows the old pile being pulled out.

The whole exercise took many months to organise. Walcon had to relocate a barge from Dover to do the job. Once on site, the job was completed in two full days.

Dog Fouling



We regret having to mention this unpleasant topic once again, but the four images shown here (out of a set of TEN sent in by a shareholder) speak for themselves. This nuisance continues to cause offence and generally lets the whole neighbourhood down. POSOL is not able to police the estate on the lookout for offenders. The only action available is for individual shareholders to report instances to the local authority giving the best description of the incident as possible. Date and time, type of dog, description of the dog handler, etc. The best way to make a report is to go online.

Search for:

"Portsmouth City Council"

Scroll well down until you find and click on "My Services - Portsmouth City Council - My Portsmouth"

Scroll down the right-hand column to "Report it – report dog fouling"

Click this and you will be presented with a form to fill in and submit

The more of these forms from Port Solent residents received by PCC, the better the chance that some positive action will be taken.

Finally....

We trust that this Summer will be kinder to everyone than the last one. Especially for those who enjoy getting out on the water we wish for fair winds and calm seas. Enjoy your barbecues on your patios but do have a thought for your neighbours, who may not appreciate being enveloped in smoke!

