

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 14 April 2018

Present: Mr I Hamilton (Chairman) (IH)
Miss J Walker (JW)
Mr Kit Bird (KB)
Mr N Lancaster (NL)
Mr I Murray (IM)

In Attendance: Mrs A Durnall (ALD)
Mrs J Grabowski (JG)
Mr F Crouch (FC)

MINUTES

1. Apologies for absence

Sarah Spencer gave her apologies.

2. Approval of the minutes of the meeting held on the 2th February 2018

The minutes of the previous meeting were approved.

3. Actions taken on the minutes of the last meeting

a. **LOC Action Tracker** – actions will be taken under the relevant agenda item.

4. Special Items for Consideration

a. *Constitution Review – Final Draft for consideration and agreement*

JG joined the meeting for this Agenda item.

KB confirmed that he had 2 remaining queries which were discussed and appropriate changes were then made. JG would make these changes and proof the final Constitution document which would then be circulated **(JG)**.

The Committee discussed the clauses with regard to cancellation of an owner's membership. The word "entitle" provides LOC with the discretion to deal with the week. However, it was confirmed by JG that cancellation of membership required all weeks of ownership to be cancelled on the basis that no one can own a timeshare week unless they are a member.

A discussion took place with regard to the procedure when sending letters out explaining the implication of cancellation on all weeks of ownership.

JW also had a number of minor comments on the Constitutional review which were discussed and dealt with satisfactorily in the meeting.

On the basis of the foregoing discussion, the Committee agreed the final amends to the Constitution and thanked JG for all her work. The Chairman also thanked KB for all his efforts to date.

Next steps would be to finalise the Rules which will sit alongside Constitution (**ALD** to circulate the latest version).

The Committee decided that when communicating with members, they would receive a final version of the Constitution but also have access to a comparison document on the website. A Key Facts document would also be presented alongside the Constitution.

The Committee expressed a desire to start to engage with owners in good time prior to the AGM – by a communication which invited questions to be raised in advance of the meeting and to enable the Committee to populate a set of FAQ's which could be added to over time.

The Committee asked **ALD** to circulate a timetable of actions for implementing the changes to the Constitution.

5. Finance

a. Management Accounts

JW would like to know why kitchen sundries have increased significantly as compared to last year.

The Committee are still waiting for a note of the cost of water (**SS**) and would also like SS to undertake further work on the re-apportionment of the reserve fund re-calculation asap so that the Committee can consider this in good time for the next meeting. They would like some narrative as to how it is constructed.

b. Reserve Fund

Nothing to report

c. Management Fee – 2018-2019

Nothing to report

d. Shared Cost Areas

SS was to circulate a note on shared costs and to consider a review of one area as an example and investigate the results. The Committee would like to review how shared costs are built today, given the changes in operational practice over a number of services. The suggestion was made to take one of the shared departments, reception, for example, as a starting point and present an explanation of how the costs are built and then shared (**SS**).

6. Services

a. Performance indicators

Dan Visser had previously circulated his report and it was noted that comments have improved marginally. Guest engagement remains at a high level.

Adam Sharrock's report demonstrates a change which might be attributable to more members of Senior Management Team attending and taking part in the Lodge Owners Meeting and Manco feel that this presence is reflected in AS's report. JW felt that SMT attending the meetings was a huge step forward and very much appreciated.

Owner Correspondence

Mr Hall – no comment to make

There was discussion with regard to owners who might want to rent their units out via AirBnB. The Committee confirmed that the rental process would be the same as any other rental arrangement.

XXXXX

XXXXX

Beckside owner – comment about coat hooks and towel hooks and a boot/shoe rack. LOC instructed Manco to ensure that there were sufficient coat hooks in all lodges. **Manco** will address all issues.

b. *Employee Report*

Kelly Hodkinson attended and presented the LOC employee report with some very interesting data presented. JW asked whether owners could receive, in their lodge, some information about what happens with the smiley face cards to encourage people to complete the cards and to include a note in Views. IH thanked Kelly on behalf of LOC for the presentation, which was informative and very interesting.

c. *Owners Data*

A Privacy Policy for the Owners website should be updated (**ALD**).

d. *Business Continuity Planning*

A Cyber Liability insurance policy is now in place.

Manco purchased a Kubota snow plough which has proved highly effective in severe weather.

7. Maintenance

a. *Health and Safety*

Manual Handling training and Ladder safety training is due to take place.

All items on the Notice of Deficiencies received from Cumbria Fire and Rescue Service have been rectified and the Service are satisfied with the works done, having revisited site. A Planning application has been submitted for Elterwater Hall 3, so that it might be available if required, in the future. In respect of Chapel Stile 10 a planning application has been submitted for immediate work relating to the fire escape.

Works undertaken to 4 apartments at Chapel Stile, eg compliant windows have been installed. At Elterwater Hall the fire alarm system is now hard wired and gives beacon sounders in every area of every apartment. IM confirmed that the fire alarm system should be replaced at Chapel Stile.

b. *Property Maintenance*

The Committee decided that a trial installation of lodge balconies would take place using the clear glass already procured, on covered balconies. IM to decide which 6 lodges would receive the installation. Once installation has taken place the Committee will review future installations.

Estate Signage has been ordered and once received will be erected.

Hard copy instruction manuals – IM had previously circulated digital instruction manuals but will still need to extract the manuals as hard copy (**IM**). DV is waiting for a sample folder which can be used (**DV**). The manual should include all the audio visual kit. KB asked whether a simple plain English guide to AV kit would be helpful and Manco agreed to put a draft of this together.

c. Estate Maintenance

There was nothing further to report. LOC commented on the works to the estate roadways and improvements to access, and that these had been very well received by owners.

d. Inventory

There are now large mugs in all Saturday and Sunday properties and these will be put into Friday lodges next week. NL asked the Committee whether every unit needed both small and large mugs? LOC confirmed that they were happy for Manco to manage the requirement.

KB asked whether champagne flutes could be added to inventory and the Committee instructed Manco to add these to the inventory.

KB also asked about toasters but as these are a very repairable item the Committee decided it was not necessary to replace them.

8. Projects

a. Maintenance and Refurbishment

Nothing to report. Chapel Stile had been a success this year and Manco commented that they were pleased with the end result.

b. Programme for 2018 – 2019

The Committee would like Manco to set up a programme to undertake refurbishment at Chapel Stile with any options provided for saving money, for example, cost benefits to undertaking all works at the same time or in 2 phases over 2 years. It was noted by the Committee that their preference would be for pull down beds as opposed to sofa beds. The Committee suggested taking the current design and going through a process of value engineering but with the same quality and same guest experience (**IM**).

Bedroom programme

All master bedrooms on the main estate have now been refurbished and the next stage would be to refurbish 2nd and 3rd bedrooms.

9. Committee

a. Cancelled Members

XXXX

XXXX

b. Property re-sales

DV considered that the Spring sale had been successful, numbers have not declined as rapidly as they had last year. 466 units were available for sale at the end of February.

c. Property rentals

Rentals remained stable at an average of 20% of the estate. There had been a slight decline in the number of lodges being made available for rent. Rentals achieved are at a good level.

d. Succession Planning

Nominations for Committee membership have to be received by 1 July 2018.

e. AGM 2018

ALD confirmed that the AGM was to take place at the same venue (J36 North West Auction Mart). The board were considering whether they wanted to continue with the joint Q&A session.

f. Trustee

The new Trust Deed has been completed and the LOC's trustee is now RFS Ltd.

g. Constitution Review

Previously discussed

h. Langdale Design Management Partner (JPA Design)

IH has communicated with JPA. Nothing further is required from JPA on CS refurbishment.

i. Week Swap Service

DV had circulated a proposal for a web-based swaps solution. The Committee would like DV to confirm whether Manco could replicate the Swaps Service, as is, if required to do so **(DV)**.

j. Exchange Organisations Relationships

DV reported that DAE will fund the cost of a mailing in return for an insertion in the mailing or an article in Views.

JW requested meeting dates for next year.

10. Communication

a. Views

JW will put together articles for Views for end April with the plan for Views to be published in May **(JW)**.

b. Owners Website

Nothing to report

c. Communication to Owners

Nothing to report

d. Electronic Communication

DV reported that there were 649 owners/emails –who own 915 weeks. This will be reported on at each meeting **(DV)**.

e. Industry Developments

Nothing to report

f. Regulatory issues

A note on the GDPR had previously been circulated.

g. Life stage consultation

The research project from Lancaster University students had been received and was discussed. The project in presentation form would be circulated by NL to the committee. IH would like to see the student's presentation. NL confirmed this would be presented by video conference next week, if IH wished to join. NL would also circulate the electronic copy of the initial findings **(NL)**.

11. Any other Business

IH - reported on his discussions with LOP regarding Exit Strategy and had articulated the concerns of LOC in terms of the risk of the management fee liability. LOP had tasked NL and DV to prepare a proposal for the operation of such Exit Strategy/handback scheme in terms of volume of handbacks and rentals. NL confirmed the proposal would be developed for review by LOP and LOC **(NL/DV)**.

JW – referred to a request which arose at 2017 AGM for work to be undertaken on children's programme/activities. It was felt that soft activities and signposting would be advisable, ie what was available in the area. Manco had investigated the re-instatement of the trim trail in the woods, (approximate cost £5k) but this could be linked to green gym equipment. A quote for additions to the playground equipment had also been received at a cost of £6K. Works to enable the tennis courts to also be used for basketball would cost £6k. There was also the option to develop the cycle track at Birch Hill Wood which would offer a multi-generational facility (quote £80k). NL would circulate the options to the Committee for review **(NL)**.

JW- IM confirmed that Manco currently have 6 sample gas/electricity meters to test. Once the test is complete he will report to the Committee **(IM)**.

NL – Subsequent to the Fire Safety Review recently undertaken **(NL will circulate)** IM and the team have identified that Distribution Boards controlling electricity from the sub-station to the bulk of the site require updating. LOP had agreed to proceed to change the Distribution Board but in doing so, the site would need to be shut down for 4 days and would also affect 13 lodges. There would be no other facilities on site during shut down; including no TV, fire alarms or WiFi. Manco will approach those 13 owners to offer alternatives.

It may also be possible to set up back-up generation for IT infrastructure as the Gateway building would still have electricity as will staff accommodation and brimstone (although brimstone will close).

KB – commented on the AGM LOC only Minutes and asked ALD to review and improve in terms of readability and then to re-circulate **(ALD)**.

The meeting concluded at 5:40pm