

**MINUTES OF THE 34th ANNUAL GENERAL MEETING OF THE
LANGDALE OWNERS' CLUB**

**Held at North West Auctions, Junction 36, Rural Auction Centre, Crooklands,
Milnthorpe, Cumbria, LA7 7FP at 12 midday on Sunday 27th November 2016**

Present:

Chairman of the Committee: Ian Hamilton

Members of the Committee: Jill Walker
Kit Bird
Joe Longmuir
Nick Lancaster

Also Present 78 owners and their guests

Item A - Introduction from the Chairman, Mr Ian Hamilton

The Chairman welcomed everyone to the 34th Annual General Meeting of the Langdale Owners Club stating that this was his 30th year of serving as a Committee Member.

Mr Hamilton then introduced his colleagues on the Committee, Jill Walker, Kit Bird, Joe Longmuir and Nick Lancaster who are appointed members of the Committee from the Management Company.

Apologies were received from

Mr & Mrs J P Gillings, Boyd & Sybil Tennant, David & Norma Keeble, Howard & Lorna Jones & Melanie Docherty, Jenny Mintoft, Robin Ryall, Michael & Anne Quinn & Margaret Heath, Patricia Selmes & Bernard Money, James Murphy, Richard & Judith Yates, Maurice & Janice Kemp, Peter Rowland, Allen & Diana Halliwell, Paul & Hilary Rayser, Alan & Dorothy Riddle, Graham Vine, and David Fairs (who had intended to be here today, and sends his best regards to all).

The Chairman asked if there were any members present who were attending the AGM for the first time, and explained the format for the day would be very similar to last year with a joint meeting bringing together the Management Team and the Club, as the Management Team delivered the services for the Club and the Committee felt it appropriate that the Management Team and the Club Team were both present to enable all questions to be answered.

Mr Hamilton asked that anyone not attending the joint session to please ask their question this morning but that questions should be restricted to the operation of the Club. He also gave a vote of thanks to all those attending and to the team at Langdale who make it a very special place and he invited members to show their appreciation by a round of applause.

The Chairman referred to the operational highlights contained within the Committee's comprehensive report. He talked about the challenge presented by the closure of the A591 subsequent to the storms in late 2015 and stated that it was interesting that the estate wasn't particularly damaged by the weather itself but guests were prevented from getting to and from Langdale. The police and the emergency services advice was not to travel at that time. Mr Hamilton asked that when Langdale communicates information to owners then could they

please heed that advice as it will be being driven by advice given to Langdale from the emergency services.

As the A591 was completely closed (and took a very long time to re-instate) this meant that many of our lodge cleaners had a very long journey to work, as they travel from Workington. Some had to spend 3 or 4 hours more coming to work than they would normally – but they still came, and the Committee recognised that - we all appreciate their efforts and their commitment to coming.

The Chairman went on to discuss WiFi access points across site – a hot topic with people! As many members are aware we installed fibre-optic infrastructure onto the estate 5 years ago making sure the estate was 21st century, or beyond in fact. The internet connection from the site is now at a high-speed due to local infrastructure improvements. It is a continuing challenge to ensure the WiFi connection protocols supported by the Langdale network are up to date. By installing new WiFi access points we have improved compatibility with existing and modern devices (PC's, iPad, Phones), which will provide an improved experience.

Mr Hamilton hoped that members liked what was happening with the refurbishment of bedrooms and were having a comfortable experience, and we continue to look at all aspects of the Lodges and how we might refurbish various areas as we go forward.

A detailed review of the structural integrity of Chapel Stile has been undertaken and the survey was more positive than we anticipated, enabling us to now start planning for refurbishment and restoration of Chapel Stile.

The Chairman also thanked (on behalf of the management team also) all owners for the flexibility they show when needing to move Lodges to do an extended piece of maintenance or repair – this is very much appreciated.

Mr Hamilton expressed the view that when considering the scale of the operation run on owners' behalf, the actual distribution of the costs hasn't changed very much. The Committee have been able to keep the percentages between what it actually costs and what we spend on refurbishment fairly constant over time. Therefore in the future, the amount we collect for refurbishment will be more closely aligned to what is actually being done in Lodges. It's like the Forth Road Bridge – the Committee are always looking for areas that are getting to the end of their useful life, endeavouring to avoid a situation where items go beyond the end of their useful life. We're trying to strike a balance and owners' support and perseverance is appreciated.

There has been an over-budget this year due to the unexpected nature of the disruption caused by an increase in the cost for transportation of cleaners for added payments we might have had to make to the staff. We did make a special ex gratia payment to all the lodge cleaners in recognition of their contribution this year.

The Chairman then moved on to the formal Resolutions reminding those attending that votes were dealt with on a show of hands

Resolution 1

To consider and, if thought fit, to pass the following ordinary resolution to approve the minutes of the last Annual General Meeting.

Proposer: William Walker Lodge 42 -Week 4
Seconder: Robin Welsby Lodge 72 - Week 5

On a show of hands in favour, the Chairman declared the Resolution carried unanimously.

The Chairman stated that there were no matters arising from the minutes of the Annual General Meeting 2015.

The Report of the Committee was as presented together with the Committee report on the audited accounts for the year as published.

Resolution 2

To receive, approve and adopt the Financial Statements for the year ended 30th April 2016 together with the Report of the Committee and Auditors.

Proposer: Alan Monkhouse Lodge 64 - Week 46
Seconder: Vivienne Robinson Elterwater Hall 4 - Week 26

On a show of hands in favour, the Chairman declared the Resolution carried unanimously.

Resolution 3

To consider and, if thought fit, to pass the following ordinary resolution to re-appoint Scott Wilkinson LLP as auditors of the Club and to authorise the Committee to fix the remuneration as appropriate.

Proposer: Dale Watler Lodge 24 - Week 26
Seconder: John Dearden Lodge 31 – Week 20

On a show of hands in favour, the Chairman declared the Resolution carried unanimously.

Resolution 4

To consider and, if thought fit, to pass the following resolution to elect a Member of the Committee of the Club from the following candidates who have been nominated in accordance with the Owners' Constitution and have agreed to stand, this being Jill Walker who, having offered herself for re-election for a further term is standing, and also to John Smart who has offered himself for election.

The Chairman explained that a formal poll would be taken upon Resolution 4 in the room and the result would be announced as soon as the count had taken place.

Resolution 5

To transact such other business as may be proper to transacted at an Annual General Meeting.

The Chairman explained that this was an opportunity for him to take any questions although if there were questions specifically regarding the operation of the estate, this afternoon would be a good place to ask those questions.

Q. Alan Quayle Lodge 43 - Week 32

Mr Quayle stated that he had never seen the estate in better "nick" than this year. The work that had been done in exposing the rocks and removing old rhododendrons, and just generally, just looks terrific.

A Chairman

Thank you very much - I feel sure the team on site will feel that's a very welcome comment.

Q. Margaret Brooks Lodge 70 - Week 8

I would just like to say that, having used the paths this weekend to Wainwrights, a thank you to the people in Lodges 32 and 33 for agreeing to have the paths there. I think it's a great asset.

A Chairman

Thank you very much for that - thanks must also go to all the owners for showing their respect when they use the path to the people in Lodges 32 & 33

Q Dale Watler Lodge 24 - Week 26

I seem to recall that a few years ago there was a change, to the Constitution of the Club, dealing with elected Members of the Committee who, now generally serve, if re-elected, for a period of 2 terms for 6 years or, in the case of the Chairman, this can be 9 years?

A Chairman

Yes

Q Dale Watler

Previously, there had been no limit on the time people spent on the Committee. Do you have any comments or any views on how the new rules are working?

A Chairman

Thank you very much for your question. It's a very good question. Bearing in mind the reasons for introducing the change were two-fold, one being to ensure that there was a cycle of people going onto the Committee, but also that it would result in a more regular and, in a way, forced change over a period of time. I do think it's been a very positive thing for the future.

It's very necessary to ensure that we get new blood onto the Committee. We have realised that there may be some limitations to this new process. Specifically that it takes people a little while to understand the Langdale Owners' Club operation.

Even after 30 years, Mr Hamilton stated that it was still an eye-opener on occasions for him and also it takes some time to understand what the business is about, how the Club operates with the Management Company. Owners have effectively outsourced the servicing of Lodges to a Management Team (the Management Company). Interestingly, lodge cleaners are in fact direct employees of the Club managed on our behalf by the Management Company. The cost attributed to employing lodge cleaners is a disbursement. This also means that the Management Company tread a very fine line between putting forward what they think we should be doing and balancing that with telling us what to do. We have to be careful that we don't wade into how the Management Company do that. We're not experts in knowing how to operate a site with 200 plus employees servicing Lodges with all the challenges of doing so in a window that's available, weather conditions, people actually turning up for work, etc., all the day to day things that the Club doesn't actually get involved with.

I think we're going to have to re-visit the period over which people can stay on the Committee because I do think 6 years is a little short but I don't know what that would be. I want the right thing for Langdale, and we'll consider it in Committee and bring something back to you because it would involve a change to the Constitution. Any proposal would be based upon actual practicalities of operating in that if we had too much change at Committee level, it would be very difficult to hold the Management Company to account properly.

Q Barry Natton Elterwater Hall 3 - Week 17

What training goes in before Committee Members are appointed? An alternative would be for members to be appointed a year ahead so they shadow for a year – so there are other

solutions to give longer tenure to Committee Members.

A Chairman

I agree. When we ran the Workshop activity in Harrogate for interested parties we had a huge diversity of people attending, including age diversity. The activity flagged up owners who wanted to be involved in helping to steer Langdale's future and help the Management Company do a good job on behalf of the Members and also to make sure that the level of oversight is commensurate with what we're doing.

When it comes to the refurbishment it's slightly more involved but, at the end of the day, we defer to the Management Company to conduct the service of refurbishment but I would like to see if we can think about some kind of apprenticeship or shadowing as it may be the way to do two things: one to populate the Committee at full Committee level, but also may give us an opportunity to run some interested groups looking at things for the future, not necessarily involved with the operation of the site, but involved in shaping and/or considering future direction.

There are lots of long-term problems facing Langdale that some people aren't interested in as they just want to enjoy their holiday. The problem is that the Committee has to worry about what happens this year, 5 years from now, 10 years from now, because there are plans we may need to put in place that enable us to make the right decisions for members so that we get it right and just as good an experience as you have had for the last 30 years.

Q Jean de Kretser: Lodge 54 – Week 10

I really feel that the past Management Team have been such diverse people in their own field who have contributed immensely to the running of Langdale, and the improvement of it and I think the years of service that they've given have been absolutely commendable. I think for example if somebody was retiring who was in the energy field, perhaps it's more important to have somebody who's continuing in that field, someone younger and more up-to-date so that this sort of diversity will continue rather than just choosing people who just want to be on the Committee.

A Chairman:

Thank you very much for that comment. We have had assistance from Robin Welsby who has very specialist knowledge and has been instrumental at Langdale (even though he isn't a Committee member) He has been instrumental in defining our energy policy and how we go about procuring and contracting energy. He's one of the people that, while not a full Committee Member has been a supporter for many, many years, and deserves a round of applause. There followed a round of applause.

Q Fred Crouch: Lodge 33 – Week 15

Fred stated that there had been sub-Committees in the past; Finance Sub-Committees, Investment Sub-Committees and a number of different Sub-Committees over the years and this would be a way of people getting to know something about the running of the business before coming on (to the Committee).

A Chairman:

I believe this is how Robin got involved initially with the Energy Sub-Committee. What I want to do going forward (and I have to admit I haven't discussed it fully with the other Committee Members) is the idea of developing people, and new Committee Members by some form of apprenticeship scheme or distance learning where we perhaps provide information then have people attend some meetings possibly being involved in a special project. I will start to share these ideas with my colleagues, but I really hope we can start to essentially create a

new cohort of people who will serve on the Committee going forward, and striking a balance between tenure and the ability to bring on new people.

The results of the poll taken on Resolution 4 was then declared.

There were 593 votes for Jill Walker and 334 votes for John Smart. The Chairman announced that Jill Walker was duly elected to serve as a Member of your Committee for a further 3 years.

The Chairman then thanked Mr Smart for standing, stating that it was always good to see people standing and good to see people who are interested in what's going on at Langdale and commended the candidates for standing.

As there was no other ordinary business the meeting was declared closed. There would be a short break followed by the joint meeting