

**MINUTES OF THE THIRTY SECOND
ANNUAL GENERAL MEETING
OF THE LANGDALE OWNERS' CLUB**

held at the Langdale Estate
at 2.00pm on Sunday 23rd November 2014

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Present Chairman of the Committee: Ian Hamilton
Members of the Committee: Jill Walker Joe Longmuir
Nick Lancaster
Also Present: 106 owners and their guests

Item A - Introduction

Ian Hamilton, as Chairman of the Committee, welcomed everyone to the 32nd Annual General Meeting of the Langdale Owners' Club.

The Chairman welcomed those present to the 32nd Meeting and his first as Chairman. The Chairmen went on to welcome a new committee member, Jill Walker who joined last year. He also welcomed Nick Lancaster, Operations Director for the Estate and Joe Longmuir, Managing Director.

The Chairman also stated that Andrew Collier was not present at the meeting but would be retiring today and a new member would be elected. There would be a short video from Andrew shown later.

Apologies

The following members gave their apologies:-

Ian & Christine McDonald, Ian & Eileen Metcalf, David & Alison Lea-Wilson, David & Katherine Pinder, Christopher & Doreen Greening, Allen & Diana Halliwell, Michael & Margaret Partridge, David Fairs, Robin Ryall, Glynis, Richard & Christopher Daniels and Mrs Catherine Hasler, Ian & Sally Fox, James Scott, Robin & Bridget Dolman, Peter Rowland, Patricia Selmes & Bernard Money, Anthony & Anne Clarke, John Mayne-Brown & Cynthia Sutcliffe, Alan & Dorothy Riddle, Murray & Margaret Foster, Tony & Lesley Hussey, Audrey Gilkes & Penelope Woods.

Item B - To consider and, if thought fit, to pass the following Ordinary Resolution

Resolution 1

To approve the Minutes of the last Annual General Meeting held on 1st December 2013

Proposer: John Smart Lodge 52 Week 36

Mr Smart wished to make a comment. Mr Smart asked whether minutes of Langdale Leisure Ltd could be made available to Club owners. The Chairman confirmed that Mr Smart could make a comment about this later in the meeting.

Proposer: Eric Pickering Lodge 23 Week 27
Seconder: Cordelia Welsby Lodge 47 Week 27

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

Item C - Matters arising from the Minutes of the last Annual General Meeting

The Chairman asked for any matters arising from the floor. There were no matters arising.

Item D - Report of the Committee

The Chairman stated that he would be giving a different, short report as he felt that the activities of the committee were already well documented in the formal documents.

The Chairman's presentation would focus on the cycle of work and the activities that are undertaken throughout the year to monitor and manage the Management Company's activities.

There would be a short modern visualisation presentation of the Club accounts and the Chairman hoped this would be an interesting way of explaining to the wider Club community how LOC spent the money they were responsible for.

The presentation would give members a flavour of matters the Club considered and would describe the cycle of activities and the themes of each meeting throughout the year. He stated that the Management Company executed almost all the activities on behalf of the Club, steered by the committee.

The general focus of committee business over the year is projects and programmes, items experienced as refurbishment and planned maintenance. In addition, lodge owners service delivery; everything coming from lodge housekeeping, window cleaning, carpet cleaning, everything to do with keeping the estate in good order. Operational reviews are also conducted to check how well the business is operating and whether there are new services which can be introduced. With improvements in lodge refurbishment, maintenance has become a more direct and immediate activity. The financial position is reviewed on a monthly basis via financial reports from the Management Company. Club income is fixed and consistent throughout the year provided people pay their management fees on a regular basis.

There are four committee meetings a year, Autumn, Winter, Spring and Summer. The Autumn meeting focuses on the AGM and a review of property management and refurbishment programmes for the current year. Proposals for the following year's refurbishment are considered and the Club starts to plan how they can deliver the bedroom refurbishment.

There are plans to complete kitchen refurbishment activities this year, bringing to an end the six year programme of modernising the kitchens and the lounges. In addition Ian Murray provides the Club with detailed maintenance plans to be undertaken in the Winter period when the team are able to get access to lodges for extended periods of time.

At the Winter meeting the committee receive, review and approve the budgets which form the working budgets for the Management Company to operate housekeeping, maintenance, grounds and all the other activities.

Your committee review the Reserve Fund utilisation, the fund can be used for general items and ad hoc replacement items throughout the year together with larger projects. There is a need to strike a balance between what are general items consumed, items needing to be replaced on a regular basis and items provided during large-scale refurbishments.

A refurbishment update is received, informed by the activities conducted during the winter maintenance period. There are often large numbers of simultaneous activities in progress. At one time the Club had 22 simultaneous activities in different locations taking place on site in a two to three week period - quite a challenge for Ian Murray and his team.

Simultaneously, the committee review proposals and refine budgets for future short and long term projects. Finally, we receive a maintenance update from Ian Murray on the preceding maintenance period to consider any unusual or additional costs incurred but not anticipated.

In recent years the Committee have moved away from day to day operational monitoring and focused on forward refurbishment planning; starting to think about five to fifteen year

refurbishment cycles for different types of areas in lodges. We also take the opportunity to consider improvement to the lodge environment or experience such as improving the quality of TVs, or the access infrastructure. Wi-Fi here is challenged because of the connectivity from the site to the other infrastructure in the UK.

Summer is when we focus on lodge owners' services, performance and measures, performance improvement and maintenance service delivery in general. At this time of year we evaluate how services are being delivered, how owners experience the service and whether they meet owner requirements.

We will always examine discrete projects capable of being undertaken with the funding available together with consideration of the Reserve Fund contribution, maintaining the level or increasing or decreasing it.

The Chairman then introduced Jill Walker who gave an introduction to her video.

Jill Walker

Jill thanked members for electing her on to the committee and stated how much she was enjoying the position and was looking forward to delivering things in future years. The year had been incredibly interesting, having been well supported by the other committee members and by the Langdale team.

Jill when attending committee meetings had spent time with the various departments on site finding it a valuable experience enabling her to understand a different perspective and the challenges they faced. Jill spent some time with the Housekeeping team and was very surprised by the difficulties of allocating lodges due to the uncertainty of staff numbers.

There followed a brief interview with Ruth Hodgkinson the Head Housekeeper.

Jill felt that the standard of housekeeping is extremely high but on occasions isn't perfect. Whilst the committee will always strive for perfection Jill had gained a greater understanding of the challenges faced. The Housekeeping team were also very grateful for the interest shown.

Chairman

The Chairman thanked Jill for her very interesting presentation.

The Chairman then introduced Nick Lancaster to talk about the bedroom refurbishments.

Nick Lancaster

Nick discussed ongoing refurbishments. Six years ago the discussion was concerned with kitchen refurbishment, lounges, and bathrooms. This year, at the end of this season's maintenance, all bathrooms on the estate will be complete and all kitchen work is programmed in. Approximately £5,000,000 will have been spent on lodges within that phase. We are now starting to consider bedroom refurbishment for next year.

As a result of the sample bedroom schemes available to owners, 80 feedback forms have been received. There are two distinct schemes, with four colour ways, but two distinct levels of refurbishment.

The first level is a redecoration which maintains the pine ceiling, which would prevent us from changing the existing lighting scheme. The second scheme is more holistic in that the pine ceiling is replaced with a white over-boarded ceiling which means that the lighting and electrical points can be changed and then the room would be re-decorated. These schemes will be available to view on the owners' website from today. All comments are welcome as part of the consultation process.

These schemes, if agreement is reached, can be implemented next year with work taking place through next year's maintenance period rather than this year. If all the schemes are rejected, then your Committee will start again.

Nick stated that he would collate all the feedback which would form a recommendation to the Committee in time for the February meeting. If there is agreement at that meeting then it would be possible to publish a bedroom refurbishment programme in early/mid 2015.

In the next publication of Views owners will find a number of items including a consultation on saunas which Nick recommended owners read in conjunction with the bedroom refurbishment. Nick invited owners to contact him if there were any other items which owners wanted to discuss as he would feed all comments through to the committee.

Chairman

The Chairman thanked Nick for his presentation and encouraged owners to participate in the feedback process.

A short video presentation was then shown visualising the Club accounts and how Club funds are spent.

Chairman

The Chairman confirmed that he would pass on the meeting's thanks, as indicated by the applause, to Liam Hill for providing the video presentation.

The Chairman then moved the meeting on to the Resolutions:

Item E - To consider and, if thought fit, to pass the following Ordinary Resolutions:

Resolution 2

To receive, approve and adopt the Financial Statements for the year ended 30th April 2014 together with the Reports of the Committee and Auditors thereon.

Proposer: Allan Brooks Lodge 70, Week 8
Seconder: Len Davidson Lodge 75, Week 21

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

Resolution 3

To re-appoint Scott & Wilkinson LLP as Auditors of the Club and to authorise the Committee to fix their remuneration

Proposer: Dale Watler Lodge 24, Week 26
Seconder: Boyd Tennant Lodge 48, Week 32

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

Chairman: Thank you very much.

The Chairman then introduced a film from Andrew Collier, retiring committee member, filmed whilst on site for his final committee meeting, which was received with applause.

The Chairman expressed his thanks to Andrew for his exceptional service to owners on the committee and given the warm applause in the room would be writing to Andrew on members' behalf to let him know how he was missed at the AGM and how his efforts were very much appreciated over the years.

The Chairman then moved to Resolution 4

Item F - To consider and, if thought fit, to pass the following Resolution:

Resolution 4

To elect Kit Bird as a member of the Committee of the Club who has been nominated in accordance with the Owners' Club Constitution and has agreed to stand

The Chairman confirmed that Kit had been nominated in accordance with the Owners' Club Constitution and had agreed to stand. He was the only member standing for nomination therefore there was no need for a formal vote. Kit Bird was nominated and elected as a Committee member of the Langdale Owners' Club.

The Chairman thanked the Langdale team.

The Chairman then confirmed that the formal business of the day was concluded and moved to Item G.

Item G - To transact such other business as may be properly transacted at an Annual General Meeting

The Chairman opened the meeting to questions from the floor.

John Smart – Lodge 52, Week 36:

Q. Mr Smart asked whether Joe Longmuir had taken up the matter of publishing the accounts of Langdale Leisure Ltd at the next Board Meeting - what was the outcome?

A. Joe confirmed that it had been discussed at the last board meeting and the Board declined to as the minutes were shareholder business. Mr Watler confirmed that the accounts of LOP in accordance with company law were the property of Langdale Owners PLC shareholders.

Anita Laird – Chapel Stile 2, Week 16:

Q. Mrs Laird posed a question last year regarding recycling and the provision of separate boxes for re-cycling purposes.

A. The Management company agreed to review re-cycling facilities within lodges. It was possible that provision could be made in the sauna area.

John Smart – Lodge 52, Week 36:

Q. Mr Smart wanted to know why the weir repair was the responsibility of Langdale Owners' Club and not Langdale Leisure.

A. Joe Longmuir confirmed that the weir was not anybody's responsibility and didn't belong to Langdale but because the lack of water on the estate caused considerable distress Langdale Owners PLC decided to take responsibility by paying for the weir to be rebuilt as it was originally constructed. Contributions to the cost were requested from owners and if funds received exceed those costs then they will be used for ongoing repairs.

The Chairman confirmed that there was no obligation to contribute but that the repair was for the wider good of the estate.

Q Mr Smart wanted to know what was going to happen in 2062 – and what lodge owners actually owned.

A. The Chairman stated that the assets within the lodges were owned but in 2062 the property itself and all of the estate would revert to the primary leaseholder, the management company. The shareholders are the people who actually get the reversion rights to everything that is on the estate.

Alan Chubb – Lodge 31:

Q. *Mr Chubb stated that there were a number of the showers on site that did not have anywhere to keep the soap and this was a slip hazard.*

He also asked whether pressure was being brought to bear upon any of the major telecoms companies.

A. The Chairman stated that the question regarding the location of a soap holder in showers was already being addressed as this was one of the issues that Andrew Collier was keen to make sure was resolved before he left.

With regard to telephone operators the Chairman stated that he was aware that the government was putting significant pressure on mobile operators to share their towers so he hoped that owners would benefit from improved coverage in the next 18 months to 2 years. Nick Lancaster confirmed that Cumbria County Council were committed to roll out high speed broadband across the county therefore Langdale should have high-speed broadband within the next 6-12 months. Langdale may also have the benefit of improved technology as the company had been approached to site a 4G mast. Nick asked that owners contact their service provider to query the poor coverage.

Trevor Tuckley – Lodge 36, Week 20:

Q. *Mr Tuckley requested an update on the temporary footpath between here and Wainwrights.*

A. The Chairman explained that the management company in consultation with the committee had for the moment suspended the extension of the path until further remedial works had been undertaken in addition to the works already undertaken to the parking areas for owners of the relevant properties.

Vivienne Pickering – Lodge 76, Week 10:

Q. *Mrs Pickering asked if Kit Bird was present could he please stand up.*

Kit Bird then joined the committee at the front of the room.

Kit Bird – Lodge 10, Week 22:

A. Kit expressed his thanks to owners for accepting him as a member of the committee which he regarded as a great privilege. Kit stated that he was looking forward to working with the existing committee, continuing their good work and meeting owners.

William Cropper – Lodge 82, Week 40-41:

Q. *Mr Cropper asked why the jacuzzi was very often out of action.*

A. Nick Lancaster replied by saying that the jacuzzi had been updated and was on a timer in order to ensure that water quality was not compromised and sanitary.

Fred Crouch – Lodge 33, Week 15:

Q. Mr Crouch replied to the earlier question from Mr Smart regarding the value of owners lodges in 2062. He confirmed that the value to non-shareholders was written down to a pound.

Anita Laird – Chapel Stile 2, Week 16:

Q. Mrs Laird asked if Kit would step into Andrew Collier's shoes and lobby for Chapel Stile bathrooms. She stated that there was not enough shelf space in the bathroom, appropriate to the number of people in the lodge. She stated that she had raised this query many times in the past, having been an owner since 1983.

A. The Chairman felt sure that Kit would take up the point put by Mrs Laird.

Eric Pickering – Lodge 23, Week 27:

Q. Mr Pickering asked for a sign to be put up adjacent to the Jacuzzi asking people to not sit in it once the bubbles had stopped.

A. Nick Lancaster confirmed that this was possible and that guests were asked to be responsible but he was unsure whether everyone understood the hygiene of the Jacuzzi.

The Chairman then brought the meeting to a close by thanking all the staff at Langdale for their efforts with arranging the AGM. He also thanked 1Media, the AV company.

The Chairman wished everyone a safe journey home and hoped that owners had enjoyed the style of his first AGM. He confirmed that the committee were listening and welcomed feedback. He also encouraged owners, if they encountered anything within the lodge which was not working, to contact the team at Langdale at the time.

The Chairman also informed members about arrangements for the AGM next year. He stated that the AGM would not be at Langdale next year due to the on site development which would be taking place at that time. The next AGM would be in the London area taking place on Saturday 31 October. It would also be a simple AGM meeting whilst away from Langdale. Further information on the timings of the AGM and the meeting itself would follow.

The meeting closed at 3.15pm.

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