

every team needs a leader especially in times of emergency and Anne ensured that things didn't escalate into a crisis and for that everyone was very grateful

Ian also thanked the Owners Club membership for their support and patience during the COVID emergency. It had been a challenging time for everyone and their understanding and support was much appreciated

The Chairman gave thanks also to his fellow committee members and the Langdale team. The COVID emergency continues to unfold but the focus will continue to be on safety, bio-security and safeguarding at these difficult times.

Resolution 2

To receive, approve and adopt the Financial Statements for the year ended 30 April 2020 together with the Report of the Committee and Auditors.

Proposer: *Helen Vine (Singer)* *Lodge 68, Week 33*
Seconder: *John Whiteman* *Lodge 72, Week 29*

Resolution was 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: *Robin Welsby* *Lodge 72, Week*
Seconder: *John Dearden* *Lodge 31, Week 20*

Resolution was carried unanimously

Resolution 4

To re-elect Kit Bird as a member of the Committee of the Club who has offered himself for re-election in accordance with the Owners' Club Constitution and has agreed to stand.

Proposer: *Mrs P J Crossley* *Lodge 29, Week 34*
Seconder: *Mrs C J Roe* *Lodge 29, Week 35*

The Resolution was carried by majority

Before calling for the confirmation vote the Chairman introduced Paula Gorst and she gave a short presentation.

Paula Gorst

Paula and her husband first holidayed at Langdale in a rented lodge in 1993. They fell in love with the complex and the area immediately and were lucky enough to buy a week's timeshare in the lodge they had rented. Since then their holidays at Langdale had been the constant in their changing personal lives.

Paula trained as a children's nurse at Great Ormond Street Hospital but moved to Lincolnshire when she married her husband. She worked as a nurse, ward sister, manager and ultimately a director at Peterborough Hospitals NHS Foundation Trust. During this time she developed many skills that she felt were transferable to the committee member role:

- Caring for both patients and their carers should enable her to understand the needs of lodge owners
- As a manager she learnt that the key to almost everything was excellent communication: she knows this will be the case at Langdale

- As a director she learnt to deal with the challenges of managing and leading a complex organisation, which she hoped would help with her committee role.

In 2009 Paula and her husband were lucky enough to move to France where they lived in Charente Maritime for eight years. There, with another couple, they completely renovated a 200 year old Charentaise Longhouse. It was a long but immensely satisfying job where she learnt resilience, adaptability, determination and passable French. While in France they were able to buy another week at Langdale which served as a bolthole when visiting the UK.

Since returning to England, Paula settled in Norfolk and undertook a less demanding makeover of a new home and garden. She's had more time to pursue her hobbies of gardening, baking, keep fit and travel (when possible). She is also a member of the Wymondham Town Team; a voluntary organisation which seeks to support the town and arrange community events. Last year she helped with 'Wymondham in Bloom' where the town won first prize regionally for their town centre display.

In 2018 Paula successfully applied to provide informal support the Langdale Owners' Committee on an ad-hoc basis and attended a comprehensive induction day in February 2019. Regular communications and virtual attendance at a Committee Meeting have given Paula valuable insight into the complex role of the Committee.

Paula was delighted to be co-opted on to the Committee in September and regarded this as a very exciting opportunity to work with the team in the best interests of the owners. She very much hoped to meet some owners in person when conditions allow.

During the last few weeks Paula has been extremely impressed by the commitment, hard work and clear determination to provide the very best for guests and employees alike by both committee and the management team.

In the currently challenging times Paula said she would do her best to contribute fully to the committee as plans were developed for the future.

The Chairman thanked Paula for her presentation

Resolution 5

Following the resignation of elected Committee Member Jill Walker on 21 August 2020 the LOC committee filled the vacancy that arose by co-opting Paula Gorst a member of LOC, to serve on the Committee from 28th August 2020. Under the terms of Clause 8.11 of the Constitution, the appointment of Paula Gorst to the LOC Committee is required to be confirmed by the Members at this AGM. If approved Paula Gorst would serve on the LOC Committee for the remainder of Jill Walker's original term, which would have ended at the 2022 AGM. In accordance with clause 8.11 of the Constitution the LOC Committee seek to confirm the appointment of Paula Gorst as a member of the Committee by members resolution.

Proposer: *Alan James* *Lodge 1, Week 19*
Seconder: *Jane Mitchell* *Lodge 5, Week 16*

The Resolution was carried by majority

The Chairman then introduced the Question and Answer section of the meeting but also took the opportunity following the Prime Minister's announcement last night to confirm that the committee would be consulting with the management company to consider the implications of the statement and agree any actions required but it was likely that the estate would be closed from Thursday onwards and he asked members to bear with the committee until a formal announcement could be made next week.

Q: Alan Cull - Lodge 14 Week 35

How many have attended today?

A:

Dan Visser

Confirmed that 98 have attended today.

Q: Andrew Rushworth - Lodge 72 week 42

What has happened to Item D and the Report of the committee?

A:

Ian Hamilton

Ian said that he didn't propose to go over what was in the committee report that had already been published in the formal documentation.

Q: Graham Vine - Lodge 37, Week 27

Did staff ever deliver newspapers to lodges?

A:

Michael Coletta

Michael confirmed that having taken advice on Covid-19 measures it was deemed a risk to have newspapers delivered having been handled by multiple persons but this was something that would be brought back in when it was safe to do so.

Q: Anonymous

Are there any plans to improve the car parking at Chapel Stile?

A:

Michael Coletta

Michael was not aware of any particular concerns but would certainly consider whatever the committee wanted the management company to investigate. They would be happy to provide information and deliver if approved.

A:

Ian Hamilton

Ian stated that sometimes Chapel Stile car parking could be congested with Wainwrights people parking and then people parking just going for a walk so it was worth reviewing and the committee would pick this up.

Q: Penny Jennings - Week 29 Lodge 52

Penny wanted to say, well done to all the amazing staff at Langdale and to pass on her congratulations to Paula.

Q: Andrew Rushworth - Lodge 72 week 42

Can you provide an update on the scheme to buy back timeshare weeks?

A:

Kit Bird

Kit confirmed that the committee were still in discussions and planning for the scheme. Things had been delayed because of the committee's COVID commitments this year but it hadn't been forgotten about. Unfortunately, Kit had nothing of substance to report but confirmed that the committee were going to review this before Christmas and hoped to be able to give a substantive update in the new year.

Q; Roger Harper – Lodge 64 Week 48

What is the likely response to Lodge Owners who cannot occupy in the next few weeks? And by the way keep up the good work we're right behind you.

A:

Ian Hamilton

Ian confirmed that the committee would adopt the same policy as they had previously with the last closure assuming the whole estate had to close. The committee hoped to treat those owners who might be subject to this closure or any subsequent closure in exactly the same way as those owners subjected to first closure so the committee would refund any of the costs saved which were attributable directly to the weeks in which those costs were saved.

Ian explained that there was a complication in that disbursements (items on which VAT is not paid), for example, rates, had to go back to owners directly if the costs were saved. It is a little complicated which is why the committee needed a while to work it through but they had recently made an announcement about completely refunding up to the level that we had agreed to owners disadvantaged during the earlier closure and the committee were now in a position to move forward using the same method.

A:

Kit Bird

Kit agreed with Ian but stated as we didn't yet know how this lockdown would develop or whether the restrictions would be the same, as the detail had not yet been released by government, he could only confirm that the policy would be the same in principle but the committee would need to see the detail of the legislation before it was able to decide exactly what credits could be made.

Q: Mark Trevelyan – Lodge 11 Week 51

If and when the situation improves will you communicate this to lodge owners?

A:

Ian Hamilton

Ian confirmed that all owners affected would be kept up to date by the management team and the committee would continue to update owners via the owner's website.

A:

Dan Visser

Dan also confirmed that those communications had already started which included all arrivals over the next 4 – 5 weeks.

Q: Vivienne Robinson - EWH 4 Week 26

With the lockdown coming on Thursday will Dan be resuming briefings on the owners Facebook page?

A:

Dan Visser

Dan confirmed that the owners Facebook page was for owners by owners, an independent group. DV confirmed that he would be happy to continue the briefings if that was what owners wanted.

Q: John Bell - Elterwater Barn Week 30

Can you provide an update on the barn bedroom decoration? Have the triffids been removed?

A:

Ian Hamilton

There were features of the redecoration of the barn and cottage that some owners have found large and interesting - a feature wall in one of the bedrooms. The committee have received some feedback; some people like it some people don't. The committee came in for a little bit of criticism in not sharing the re-painting colours and the proposal to refurbish some of the furniture in the bedrooms with the owners prior to doing it. The Chairman apologised for this which was an oversight on the committee's part but they didn't normally consult on redecoration when there were slight changes of

paint colour etc, but admittedly the size of feature wall feature is something to be seen. The committee will review this and will take on board the feedback.

Q: Ian Smith - Lodge 26 Week 48

Why isn't the owners' website more dynamic and updated regularly? The website should be able to mirror the weekly updates and provide easy access to the information and news provided by Gary (Dixon)?

A:

Dan Visser

The plan pre-COVID was for the Marketing team at Langdale to develop a whole new owners website easier to update, more dynamic and able to carry information in a more user-friendly way. Then when COVID happened and that work had to be put on hold. The marketing team have re-started work on that in the last couple of weeks. The team would provide an update to LOC at the next meeting.

Q: Robert Coupe – Lodge 72 Week 12

Are there any plans to introduce extra wide parking spaces near to the club and restaurant?

A:

Michael Coletta

Michael would certainly investigate this.

A:

Dan Visser

Dan confirmed that pre-COVID there were 3 additional wider disabled spaces added by entrance to Stove and by the entrance to Fitness and Leisure so there has been an improvement in the last 12 months and something we will take on board and discuss further.

Q: Vivienne Robinson – EWH 4 Week 26

Will the work to the balconies and bedroom refurbishment continue during this new lockdown?

A:

Ian Murray

Yes, Ian confirmed that he had been in touch with all contractors and had confirmation that they were all able to deliver the work what has been proposed.

Q: Jane Neal – Lodge 25 Week 36

Not a question but a thank you for the pool refurbishment. No injuries this year when swimming!! Thank you also to the maintenance team and housekeeping team for their continued hard work.

Q: Helen Singer - Lodge 37 Week 27

Will current residents be able to stay until the end of their week, or will they have to leave on Thursday?

A:

Michael Coletta

Michael confirmed that he was meeting the team tomorrow to discuss the government announcements. If pressed today he would expect everyone to have to leave site on Wednesday as the new lockdown comes into plan a minute past midnight on Thursday morning so in order to comply he expected to have shut the estate down on Wednesday. There will be further clarification over the next 24 – 48 hours.

Q: Tony Whitby - Lodge 25 Week 40.

With the increase in electric cars are there plans to introduce charging points for the lodges.

A:

Ian Hamilton

Ian confirmed that electric charging points would be kept under review and where the technology, ability or the cost changes to such an extent that it becomes practical to do we will do it. The committee are in discussion with the management company as to whether or not we can provide additional charging points around the estate that might be located in a position that would allow people to charge their car and take it back to their lodge.

Q: David Kendall - EWH 3 Week 15

Are there any plans to upgrade the lounge furniture at Elterwater Hall please?

A:

Ian Hamilton

Ian confirmed that there were no immediate plans but this was something that would be brought to the committee's attention by Ian (Murray) as plans for the next cycle of refurbishment were proposed so this would be picked up in Jan/Feb and if it is furniture it might not need to wait until the maintenance period but could be undertaken in the year.

A:

Ian Murray

Ian confirmed that if there was something that needed replacing he would look at it but currently there were no refurbishment plans for the living rooms.

Q: Christine Artus - Lodge 17 Weeks 50,51,52

When decorating and purchasing new furniture, please take account of the fact that not all lodges of a design are the same size. Christine has Lodge 17 (a Coniston with a full balcony) and small dining area. It is not possible to sit 6 adults at the table.

A:

Ian Hamilton

Ian would take this comment and advice into account.

Q: Steve Pullum - Lodge 6 Week 22

Why can't paper notification be given by post for those without internet access?

A:

Dan Visser

Notification of this meeting and the registration link was included in all of the paperwork that was sent out, including hard copy for all owners and shareholders.

A:

Ian Hamilton

If the person asking the question, did not receive their paperwork could they let us know in order can check our database.

A:

Dan Visser

For awareness those owners who have requested to receive their communications from the Owners Club electronically, once those are sent out the team do check whether those emails have been delivered and opened and when they haven't the team take appropriate action.

A:

Ian Hamilton

Ian reiterated that the option was always available to any member to request paper copies or electronically.

Q: Ian Smith – Lodge 26 Week 48

How many bedrooms are yet to be refurbished?

A:

Ian Murray

44 bedrooms are scheduled to be refurbished this year – leaving about 10 for next year.

Q: Anonymous

If it is recorded, can we watch this again?

A:

Ian Hamilton

It is being recorded and we use the recording to create the minutes. The committee don't generally make the audio available but we will review this and see if we can do so securely. Then we would let everyone know via the owners' website.

Q: Martin Bruton – Lodge 33 Week 20

Could there be a forum on the Lodge Owners website so that lodge owners can share information and experiences etc?

A:

Dan Visser

It is possible to look at various different ways that owners could communicate and share views on the owners website in its new format. Completely separate to the management company and the Owners Club, is an owners Facebook group which is completely autonomous – run by owners for owners - where they share information, walks and recommendations. It has well over 600 owners and seems to be very popular.

A:

Ian Hamilton

Any ideas for sharing are good and the Owners Club will keep things under review.

A:

Michael Coletta

Michael commented that having served on 4 timeshare associations as a committee member for 25 years, where those associations had tried to facilitate a forum it was found to get very messy for the committee because the committee always has to try to walk the neutral line and keep everyone happy. The Facebook group allows for good open dialogue without drawing the committee into potential governance issues. It's good for owners to express their views but Michael warned the committee about opening up a forum and placing themselves into that field.

A:

Ian Hamilton

The Chairman felt that people beyond the committee had to remember that all committee members were volunteers and many organisations had come to learn that all social media channels need to be managed and serviced and the demands on those doing so, can be quite pressing as it can consume a lot of time. On the face of it a forum sounds like a good idea but the Facebook group is providing some of this service.

A:

Michael Coletta

Michael confirmed that the management company were extremely keen to hear owners' views and Gary Dixon and Dan Visser had been facilitating the Monday night Zoom calls, Dan interacts with the Facebook group and the guestfolio comments were also received. If there were any questions he invited owners to ask us at the resort and the management company would try and answer the question or take it to the committee on your behalf and make sure your voice is heard.

A:

Ian Hamilton

IH mentioned that the Lodge Diaries do perform the function of sharing ideas and recommendations.

Q: David Kendall - Lodge 24 week 20 –

Could invoices for our week be sent electronically please? And any rent payments be sent via bank transfer instead of cheque?

A:

Sarah Spencer

Sarah confirmed that rental payments can already be sent by bank transfer, the accounts team would just need to know. The management company do have the facility to send Invoices out but it isn't possible to send any additional information with the invoices because the 2 systems were not aligned. Hopefully within the next 2 years this might be possible.

Q John Bell – EWH 2 Week 7

When can we expect zip linked beds in bedroom 2 in Elterwater Hall and Barn?

A:

Ian Murray

Those rooms are not in any current refurbishment plan but when they are, it is something we can include.

Q: Ian Smith – Lodge 26 Week 48

Given the success and ease of running today's meeting will future AGMs be virtual?

Q: Anonymous

Would you consider using Zoom for future AGMs to help us long distance members participate (300 miles from Langdale)?

A:

Ian Hamilton

Ian felt that the meeting today had gone well with participation at normal levels and given the current conditions it has been very beneficial. The benefits, of which there are some significant ones (in terms of cost), would be reviewed and the committee would consider the possibility of keeping 2 or 3 meetings held virtually and 1 physical meeting?

Q: Anonymous

I have Lodges in Week 46 (Saturday to Saturday) and 47 (Sunday to Sunday) which will now be cancelled. We had a hotel reservation for the Saturday night in between. I've just received an email from the hotel advising that due to the closure we will be issued with a voucher which will be valid for two years. Are we eligible for a refund in place of a voucher?

A:

Dan Visser

Dan confirmed that with regard to this hotel stay the owner would be entitled to a refund, a re-schedule or a cash voucher.

Q: Ian Smith Lodge 26 Week 48.

One area that lends itself to a web application is the area of managing swaps

A:

Ian Hamilton

The Chairman agreed that a technological solution was a slick way to do so.

A:

Dan Visser

Dan stated that there is a historic relationship with the current swaps provider which has been successful for many years and weeks are now being swapped through the Facebook group. The new website would be a place for that to happen but on an owner-managed basis which the team were looking at as part of the package of improvements.

A:

Ian Hamilton

Ian stated that arranging swaps and matching people up tends to require a significant number of weeks available, to enable it to happen and should be underestimated.

Q: Vivienne Robinson EWH 4 Week 26

What programme is there for replacing the pull-out beds across the site as they do not match the quality of the free-standing beds and are very uncomfortable. Also following on from an earlier question on the soft furnishings at EWH, this issue has been raised at the last 3 AGM's as they are quite poor quality so we would like this to be seriously considered.

A:

Ian Hamilton

Broadly there is no immediate plan to replace the pull down beds as they are a component of the Hulsta furniture and integral to the cabinetry. With regard to the mattresses the committee would keep this under review and if they are not of the same standard then the committee would look into this.

A:

Ian Murray

Ian confirmed that the management company would review the mattresses on the pull down beds which should just be picked up as on-going throughout the maintenance period.

Q: Anonymous

Comments from an owner on the format of the AGM where they previously have not been able to attend as it hasn't been suitable or appropriate but they have been pleased to be able to attend today and wanted to congratulate those involved in the organisation and handling of the event.

Q: Vanessa Serota - Week 17, Lodge 79

Mrs Serota said that they loved their pull down bed and it's more comfortable than the other beds.

A:

Ian Hamilton

The Chairman felt that because mattresses are such a personal thing, if people had feedback on the mattresses on the pull down beds then any comments on the questionnaires would be very helpful as was very hard to second guess comments but the team do go through them and take action so the surveys are worth completing and available to do online.

Q: Vivienne Robinson – EWH 4 Week 26

As viewings of lodges cannot take place, are there any plans by the marketing team to introduce 360 degree views so prospective owners can get a better idea of the accommodation rather than static photos

A:

Dan Visser

We have had 360 degree images in all lodges of every single room in the past but over the last few years the team have had to try to keep up with ever changing refurbishment of rooms but plan to do so again. It is difficult with 3 or 4 rooms across 100 units on site with limited access between the Housekeeping team finishing and the new occupant arriving. At the moment if a specific owner has a specific request we will try to meet this and recently we have gone live on a walk through via

Whatsapp. We always have to be mindful to keep our distance and allow the Housekeeping team to do their job on changeover.

Q: Joe Longmuir – EWH3 Week 26

There have been several questions on the Elterwater Hall refurbishment. Following this year's upcoming bedroom refurbishment and the remaining 10 next year, Elterwater bedrooms and lounges will be the "oldest on the estate" being refurbished about 12 years ago. Perhaps the committee should look to plan when the hall refurbishment is due?

A:

Ian Hamilton

Ian asked Ian Murray to confirm whether this was the case and Ian confirmed that Becksides and Brackens were the oldest and then Elterwater Hall.

The Chairman said that it will be part of our thinking of refurbishment following completion of the programme and it might be possible to undertake this quite quickly once the committee had established what can be done.

Q: Rob Nelson - Lodge 78 Weeks 14 & 23

When was the invitation to register for the Owners plc meeting sent out?

A:

Dan Visser

The invitation to register to attend was sent out with the statutory AGM paperwork that is posed to all shareholders of Langdale Owners PLC.

Q: Anonymous

A comment that the saving on using virtual technology as against various locations in the UK must be considerable? Any idea how much this is?

A:

Ian Hamilton

It will be substantial – because we have to hire a venue to run the meetings and invited Sarah to comment.

A:

Sarah Spencer

For LOC the cost will be in the region of a £5k saving.

A:

Ian Hamilton

The Chairman confirmed that LOC share the cost with LOP

Q: Rosalind Peach – Lodge 7 Week 20

Excellent format for meeting. More eco-friendly rather than owners travelling from all over UK for relatively short meeting. A saving for Langdale and owners.

Q: Paul Williams - Lodge 45, week 42

Just to give thanks for the ongoing good work of all teams at Langdale, especially in these challenging times. Also, well organised today and more inclusive rather than travelling to attend.

DV confirmed that any additional questions would be collated and included in the Q&As posted on the website.

The Chairman thanked all those who had asked and answered questions and thanked all those behind the scenes and in particular Jonny Winter from Cumbria Tourism who had done an excellent job of managing the call for us. He thanked all owners for attending and participating today. He had

felt that the meeting did feel very much like a normal AGM meeting in terms of interaction and questions and answers although not quite the same as seeing everyone and difficult to get a feel for the meeting.

The Chairman then announced that the next AGM would take place on 7 November 2021 and the format will be subject to whatever was happening in the world at that time and a review of the benefits of holding the meeting in this way.

Keep well keep safe, and thanks for your participation.

The meeting formally concluded at 3:15pm