

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 11 February 2017

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

In Attendance: Mr F O Crouch (FOC)
Mrs S Spencer (SS)
Mrs A Durnall (ALD)

MINUTES

1. Apologies for absence

Joe Longmuir gave his apologies. Ian Murray was welcomed as the new nominated member of the Committee.

2. Approval of the minutes of the meeting held on the 26th November 2016

Slight amend at Point 4 – JW commented that some additional clarification would benefit the minute. Minute therefore to read “LOC agreed to fund an aspiring leader from donations which will substitute those donations which have been made to re-pay the cost of repairing the weir, **once completely re-paid**”.

3. Actions taken on the minutes of the last meeting

a. LOC Action Tracker – review

- LOC-002 Draft Model – to be discussed in this meeting.
- LOC-009 H&S matters – JW requested confirmation of compliance of the proposed fire testing regime. IM confirmed that work was in progress but that all testing is regularly documented and up-dated and retained in each lodge file and fire testing procedures would be completely compliant by the end of this years’ maintenance period (March 2017).
- LOC-010 Review of riverside properties will be undertaken in March.
- LOC-012 Structured maintenance review is in place and is lodge specific.
- LOC-021 FOC recommendation regarding TATOC. LOC will continue to be members.
- LOC-024 All access points should be installed by the end of this maintenance period.

4. Matters arising not included elsewhere on the agenda

a. Community Sponsorship - Aspiring Leaders Programme

The cost of the sponsorship will be £9k p/a to be invoiced in September for 3 years. Manco will start to populate the LOC website with information. The programme leaders were keen to give LOC the opportunity to be involved with a) business mentoring, b) the Innovation funding grant panel, and c) networking and celebration events. KB expressed an interest in

the Innovation panel, dates permitting. NL would circulate dates but Manco agreed to participate as business mentors and any appropriate networking but to keep LOC informed **(NL)**.

5. Finance

a. Management Accounts

Period 9 accounts circulated with no major points of interest. JW asked what the increase in printing costs referred to which related to 2 separate mailings this year as opposed to 1 together with lack of sponsorship this year. SS confirmed that there would be a cost to come for the Trustee annual fee. KB enquired about the cost of soft furnishings. This related to the agreed supply of additional cushions.

b. Reserve Fund – Proposal revision of apportionment

The proposal put forward was that having established the cost of current lodge refurbishment by lodge type it was recommended that LOC collect Reserve Fund contributions based on lodge type so that the level of collection becomes more closely aligned with lodge type.

LOC stated that there was a need to consider this proposal in conjunction with the current management fee increase. Therefore LOC agreed to defer the implementation of the revised apportionment of reserve fund until 2018 – 2019 and to complete the Chapel Stile refurbishment for this year. The proposed revision of apportionment would then be communicated to owners.

c. Management Fee – Proposal for year 2017-2018

KB queried costs for staff transport which relates to a larger capacity bus to and from Kendal. KB also queried the admin and general management costs with an increase this year. Some of the increase is additional support from IT, upgrades of licencing on software and use of Holiday Tracker software for managing absence in Lodge Housekeeping together with the increase in credit card fees and depreciation on additional equipment on IT equipment. IH asked for a breakdown of the admin and general costs figure **(SS)**.

JW suggested an article for Views (to be included with management fee invoices) based on the management fee increases **(JW)**.

JW and KB proposed that the increase for this year should be based on an average of 2.9% with a view to communicating the reasons for that increase and the challenges of setting the management fee taking into account the increases brought about by the National Living Wage and the significant rates increase of 15% **(JW)**.

6. Services

a. Performance indicators – guest comments

General comments are centred around Wi-Fi although these appear to be mainly resolved. There have been a flurry of comments about lounge furniture, but generally no significantly new comments or any new/developing trends. All comments are reasonably positive. JW noticed the comments regarding utility costs. Manco agreed to check costs however all meters are read and any anomalies are generally picked up quickly by Accounts.

Adam Sharrock's report had previously been circulated. KB wanted to record the committee's thanks to AS and the team for addressing pro-actively the situation caused by the shift in the start dates of lodge weeks and dealing with the unexpected volume of negative responses from owners. Manco will continue to remind owners and consider how future date shifts might best be flagged up to owners.

b. Owner Correspondence – topics and volumes

Correspondence received from Mr and Mrs Bullimore requesting a full refurbishment of Beckside. IM will be meeting with the owners when they arrive on site to discuss their requests.

Mr McPherson had recently been alerted to the TESS/Praetorian scams and wanted to know what LOC were doing as a result. ALD to respond to confirm that LOC were already linked in to industry action and were being kept up to date **(ALD)**.

IH brought forward a request for the location of the cleaning equipment container which would be better kept under the sink as opposed to in a food cupboard. IH was happy for Manco to source a different equipment container if required **(NL/RH)**.

c. Employee Report – status

Employee report was circulated at the meeting. Of note was the decreasing number of employees who had never taken an unauthorised absence. ALD and KH to work with Lodge housekeeping to discuss ways to manage these levels. The report as it stands would continue to be worked up and presented **(ALD/KH)**.

d. Owners Data – security and management

Nothing to report

e. Business Continuity Planning

Nothing further to report. LOP agreed to communicate the existence of a plan which could be included in Views.

7. Maintenance

a. Health and Safety

Manual handling training is an on-going requirement. IM confirmed that the fire systems linked to reception if lodge went into fault (ie when unoccupied). LLL to obtain clarification if current testing is sufficient and this would be carried forward to the next meeting – LOC 009 **(IM)**.

b. Property Maintenance – Annual Review Schedule

Already discussed under LOC Action tracker

c. Estate Maintenance - grounds and roadways

Nothing to report other than the tree works completed adjacent to Elterwater Hall by the tennis courts has been successful and well received by all.

d. Inventory - delegation of authority

In principle LOC do not want to control the issuing of inventory. Manco will make a proposal for managing the addition of inventory items for review at the next LOC.

JW queried the request for a shower chair. Manco confirmed that we do hold a stock of access aids including chairs for showers, ramps etc. IM confirmed that 2 shower chairs had been ordered.

8. Projects

a. Programme for 2017 - 2018

- New project proposals – in conjunction with IM report recommendations
IM outlined priority matters to proceed with for the next year:-
 - Replacement of water tanks - £28k
 - Repairs to waterways - £70k
 - Refurbishment of 12 master bedrooms - £102k
 - Installation of IP telephones (due to the long term degradation of underground telephony cabling) – £21k
 - Tarmac groundworks - £60k

IH would like to know how IP phones will work in the event of a power outage in order to maintain fire coverage. LOC agreed to proceed with these items but IP phones to be replaced on a piecemeal basis.

- Bedroom programme

The committee postponed making a decision on numbers/costs for second refurbishment until a firm commitment had been made for refurbishment in Chapel stile in 2017/18.

- Chapel Stile refurbishment – March 2017 programme proposal

Work commenced on communal areas over the Christmas period. IM has been working with JPA to identify how to refurbish 2 Chapel Stile apartments and reported that 2 apartments can be refurbished this year, bearing in mind lead in times. An indication of the final figure would be circa £44k per apartment. The committee agreed to proceed to complete the 2 apartments to facilitate a more informed decision on the remainder of the refurbishment.

Formal feedback to be requested from owners. LOC will put together a feedback questionnaire **(IH)**

Noted is JW and KB's request to refine the procedure for approval for future refurbishment.

9. Committee

a. Cancelled Members

XXXXXX
XXXXXX
XXXXXX
XXXXXX
XXXXXX
XXXXXX

b. Property re-sales

Year to date re-sales have been very good. The setting of realistic market prices by owners has improved re-sales volumes.

- c. Property rentals
Year to date rentals have increased along with numbers of properties actually available for rental. Rental as a percentage is static.
- d. Succession Planning – encouragement and identification
Based on IH discussion with owners at AGM, IH would like to introduce a scheme whereby interested owners can engage more fully with the committee. With the review of terms of tenure this item could be addressed **(JW/KB/IH)**. On-going over next 2 meetings.
- e. LOC Activity Calendar – review and additions
Nothing new to report or add.
- f. AGM 2017 – planning
LOP would like to return to the same venue, due to very positive feedback. LOC agreed.
- g. Trustee
The legal process to appoint a new trustee is on-going and should be completed within the next 3 months.
- h. Constitution Review
The committee’s objective was to implement the following changes:-
 - Revisions to the Constitution and rules of the Club
 - Changes to internal documentation

ALD to work up a note as to what has agreed to change both AGM and non-AGM matters for circulation to the committee. **(ALD)**
- i. Langdale Design Management Partner (JPA Design)
Nothing further to report.
- j. Week Swap Service – succession and planning for implementation
IH has discussed with Sheila Crouch the Langdale swaps service and offered to take over the activity. The discussion is on-going and Manco were requested to work on a plan for transitioning the service as and when required.

10. Communication

- a. Views
The committee decided to put together an issue of Views ready to be circulated at the end of March **(ALL)**.
- b. Owners Website
Information on the Owners’ website has recently been up-dated.
- c. Communication to Owners – strategy and resources
The committee discussed the need to develop a strategy for communication, ie, what LOC do and are responsible for and what LOC don’t do and are not responsible for **(ALL)**.
- d. Electronic Communication
See Constitutional Review 9 h.

- e. Industry Developments – e.g. new legislation, TATOC
TATOC AGM is to take place on 4 March 2017. No-one was available to attend.
- f. Regulatory issues – e.g. issues of compliance, law
Nothing to report
- g. Life stage consultation
The committee discussed how to address the question of representing all stages of life views within the membership. KB stated that he felt this would link well to the committee's succession strategy and encouragement. To be carried forward with activity in 9d.

11. Any other Business

- a. RCI Gold crown Award - 25 Years
The Gold Crown Award will be mentioned in Views
- b. KB – queried the owner who only wanted to speak to JW. Despite providing a means for doing so, no contact had been forthcoming.