

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 22 April 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)
Mr J Longmuir (JL)
Mrs S Spencer (SS)
Mrs A Durnall (ALD)

MINUTES

1. Apologies for absence

There were no apologies.

2. Approval of the minutes of the meeting held on the 11th February 2017

The minutes of the previous meeting were approved

3. Actions taken on the minutes of the last meeting

a. LOC Action Tracker

LOC-009 Action completed

LOC-010 Action closed

LOC-031 Action closed

LOC-032 Action closed

LOC-033 To do (NL)

LOC-036 Committee to collate articles for Views to go to out mid-May with content to DV asap **(ALL)**.

LOC-037 A session on communication will take place prior to the next committee meeting to discuss ways of communicating and what to communicate. ALD to organise **(DV)**.

LOC-038 IH will report further **(IH)**

LOC-039 JW requested a response regarding the functionality of IP phones in the event of a power outage. IH will contact Wayne Newton **(IH)**

4. Matters arising not included elsewhere on the agenda

5. Finance

a. Management Accounts

Not all costs have been collated yet, however, once final costs on Chapel Stile have been received the Reserve funds will have been spent. The next set of accounts will be year-end accounts. IH will start to put together the Committee Report.

b. Reserve Fund – Proposal revision of apportionment

A decision regarding apportionment will be discussed and finalised at the July meeting.

c. Management Fee – Proposal for year 2017-2018

The proposal for 2017 – 18 has now been implemented.

6. Services

- a. Performance indicators – guest comments
NL reported that there were no significant comments to discuss. 215 questionnaires had been completed since the last meeting. The average score was 88%, with no startling trends. Adam Sharrock's report was considered and discussed.
- b. Employee Report – status
The LOC employee report was circulated and discussed. It was noted that 10 long term absent employees had been removed from payroll the company having completed the process of their removal. Total absences had therefore fallen significantly and the percentage of employees who had never had an unauthorised absence had also increased.
- c. Owners Data – security and management
Manco have started to develop cyber security policies and protocols together with an appraisal of the General Data Protection Regulations (GDPR). IH raised a potential data breach recently and suggested that there was a need to review how links on the Owners website remain password protected. Dan Visser will review **(DV)**.
- d. Business Continuity Planning
Nothing further to report.

7. Maintenance

- a. Health and Safety
Our appointed Fire Risk Assessor is due to visit site next week to update all relevant Risk Assessments and provide any additional advice as requested.
It was noted that there had been a number of emergency call outs, particularly for the month of April of medical type incidents.
- b. Property Maintenance – Annual Review Schedule
KB queried the amount of unscheduled lodge maintenance apparent from IM's report. IM reported that unscheduled maintenance was slightly higher than normal but not exceptionally so.
- c. Estate Maintenance - grounds and roadways
Nothing to report since the last meeting. The Committee commented that the Grounds were looking particularly good.
- d. Inventory - delegation of authority.
KB confirmed that the committee would only want to be informed/consulted where brand new inventory items are being considered for inclusion and where the cost of such item was £50 or more. This consultation would not apply to replacement inventory items.

8. Projects

- a. Maintenance and Refurbishment report 2016 – 2017
IM supplied a useful summary of the Chapel Stile refurbishment and the Committee commented that the images were helpful. IM reported that there was still work to do at Chapel Stile, as a result of the challenging timescales.
- b. Programme for 2017 - 2018
 - New project proposals

2017 Maintenance Report, previously circulated, was discussed. IM proposed that the Committee enter into a service contract for the water storage tanks. The water tanks at Founders Seat are nearing the end of life and those located to the rear of Fellside require work. The committee agreed to undertake such work at a cost of £28k. The service contract incorporates sterilisation and survey and the cost is in the region of £2 - £3k p/a. This was also approved.

- Bedroom programme

There are x12 master bedrooms to complete across site.

KB queried the comments from owners where curtains cover the radiators which was noted. Manco confirmed that radiators were in the best location to optimise convection.

Chapel Stile refurbishment – March 2017 programme proposal

The committee will require costings and owner feedback and JPA feedback before proceeding to the next phase.

Refurbishment of waterways –

This is on-going project and IM has yet to appoint an appropriate contractor to undertake the works the focus of which is to protect long term integrity of the buildings on site. There will be some test work completed, the outcome of which will be reported at the next meeting. There will be a staged up-grade of side roads over the next year once works to the water tanks at Founders Seat are complete.

Balcony frames – IM will review with Jez Marvin as to replacement frames.

Lodge front doors - 5 have been replaced this year due to wear and tear.

Only 1 questionnaire regarding Chapel Stile refurbishment has been submitted but generally the feedback has been positive.

IH would like to have gliders to enable furniture to be moved easily

9. Committee

a. Cancelled Members

XXXXX

XXXXX

XXXXX

b. Property re-sales – levels and success

There have been 134 re-sales YTD which is significantly better than last year. The Timeshares Spring sale has been successful although the average price of re-sales has fallen to £5,200 from £2,900.

c. Property rentals – levels and success

The rental market remains fairly buoyant despite last month's figures being slightly down due to Easter. Numbers are picking up slightly and the improvement in hotel product does appear to be helping the rental market.

d. Succession Planning – encouragement and identification

KB intends to stand for re-election this year. No nominations have been received yet.

e. LOC Activity Calendar – review and additions

Nothing to report.

f. AGM 2017 – planning

The venue for the AGM will be the same as last year. Following discussion with LOP there is a desire to hold an AGM in the south in 2019. Manco will start to consider whether activities and events should continue to be held over the AGM weekend.

g. Trustee – progress

Arrangements for the appointment of the new trustee are on-going.

- h. Constitution Review – progress
Good progress has been made on the proposed review and potential amends to the Constitution. ALD to make arrangements with Oglethorpe, Sturton and Gillibrand to complete the next stage of the process **(ALD)**.
- i. Langdale Design Management Partner (JPA Design) – already discussed under Chapel Stile refurbishment.
- j. Week Swap Service – succession and planning for implementation
No further communication has been received with regard to taking the swap service on. DV has a number of options to propose **(DV)**.

10. Communication

- a. Views
Already discussed under item 3.
- b. Owners Website
DV and the team are working through a review of the Owners website. Some items have been flagged with Adam which have not been dealt with **(DV)**.
- c. Communication to Owners – strategy and resources
Meeting Friday before next meeting 2.30pm with DV, NH. JW would like to know what is being accessed on the owners' website **(DV)**.
- d. Electronic Communication
Nothing to report
- e. Industry Developments – e.g. new legislation, TATOC
Nothing to report
- f. Regulatory issues – e.g. issues of compliance, law
The General Data Protection Regulations which will apply in the UK in May 2018. If necessary, ALD will report to LOC in due course **(ALD)**.
- g. Life stage consultation – ideas
In considering the progression of a strategy to manage life stages of membership, it was noted that the lack of data available presents a challenge. IH to give this concept further consideration **(IH)**.

11. Any other Business

JW queried whether LOC should be charging interest on unpaid management fees and after discussion the decision was made not to do so.

JW requested whether hooks had been installed in lodge bedrooms and IM confirmed that hooks had been ordered and they would be installed thereafter **(IM)**.

Approved by:
Chairman

Prepared by:
Committee Secretary

Dated:

Dated: