

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 30 April 2016

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

In Attendance: Mr F O Crouch (FOC)
Mrs S O'Boyle (SOB)
Mrs A Durnall (ALD)
Mr I Murray (IM)

MINUTES

1. Apologies for absence

Joe Longmuir gave his apologies

2. Approval of the minutes of the meeting held on the 30th January 2016

The Minutes of the meeting on 30 January were approved electronically with no further amends.

3. Actions taken on the minutes of the last meeting

- a. KB has taken responsibility for the FAQ's. SOB provided a note regarding AGM costs.

4. Matters arising not included elsewhere on the agenda

5. Finance

a. Management Accounts Review

SOB reported that there is currently £73k in the bank at the end of Period 11. LLL owe LOC £17k and there is a total of £104k left in the Reserve Fund. There are still some items to go through. The balance should be £30k. Personnel costs are still overspent YTD by £18k (£10k of which is transport costs) due to the closure of the A591. We have been notified that the A591 will re-open on 13 May 2016. SOB has budgeted for the road not to be open so there may be savings against budget next year.

b. Reserve Fund

There is a balance of £104k

c. Management Fee 2015-2016

SOB reported that owners not being asked to pay credit card charges has been very well received both by owners and the team. A note to this effected will be included in the next edition of Views **(DV)**.

d. Committee Report to the accounts 2015-2016

IH will start to put the Committee report together. JW will prepare a note on the previous year and KB will prepare the achievement section **(IH, JW, KB)**.

e. New Charging Model

SOB has started to review the process of putting together a new charging model and will have a first draft model to present for the November meeting **(SOB)**.

6. Services to Lodges and Lodge Owners

a. Performance indicators and customer feedback

Adam's report had already been circulated. A recurring theme is the height of the second TV in the Ullswater lodges.

The overall feedback (via Guestfolio) is 86% which is very good on the basis that over 1100 questionnaires have been completed this year.

b. Owner Correspondence

Mr Oldshaw has contacted NL to raise the issue of the height of the second TV in Ullswater lodges. KB and JW have reviewed the positioning of the second TV in Ullswater lodges and considered whether an adjustable stand for the TV would be a solution. **(IM)** will source alternative stands and send images to LOC committee for approval.

Mr lutz would like smaller beds or hooks and hangers to hang his clothes on as he felt that he had nowhere to put his clothes at night and a smaller bed would give him more space around the bed. NL confirmed that the beds have been the same size since the last bedroom refurbishment.

Mr Natton has, for the past 3 years, queried his gas and electricity readings, both high and low and would like us to check the calibration of

the meters. The meters at EWH are Ofgem heat meters, LOC agreed to check a 10% sample **(IM)**.

Mr Eyre Lodge 45 Week 25 has 2 disabled sons and requires safer access into his lodge. LOC agreed to adopt the process for projects in a similar way when reviewing requests for existing properties for disabled access. The Equality Act matrix already drafted will be utilised in order to undertake this review.

JW asked for the feedback on the experimental Hulsta units, already installed, to be collated **(NL)**. IH has been in contact with JPA Design with a view to seeking advice to identify or design a suitable replacement for the Hulsta units, currently installed. It is recognised that the current prototype units installed in 4 lodges are for evaluation. JW requested that the supply or manufacture of the replacement Hulsta units be sought from suitable manufactures (minimum 2) when the design has been agreed. The solution must take into consideration the overall room interior design, space available and the functionality of the furniture and surface finishes and detailing.

- c. Employee Report – The Employee Report as at 14 April 2016 was circulated by ALD. IH to consider information from the report which could be included in the dashboard document **(IH)**.

The Recognition Vouchers have been very well received by the LOC Lodge Cleaners and KB will include a note regarding this in the Committee Report **(KB)**.

- d. Owners Membership Data Management – DV will provide a one to one demonstration of the new version of Maximiser to any LOC committee member by prior arrangement **(DV)**.

7. Maintenance

- a. Management Company health and safety matters
IM reported that due to changes in the Gas Safety regulations the gas fires at EWH are not compliant. To meet compliance Manco will need to erect scaffolding to enable the air input into the living room to be altered. However, this will cause disruption, noise and the cost will be approximately £4 – 5k in total. IM will proceed on the basis of the estimate provided **(IM)**.

A surveyor who is able to survey the waterways on site has proved difficult to source. Lodge 4 is showing significant signs of movement. A Structural engineer will be on site to prepare a report on the Waterside properties therefore, IM proposes that the same engineer conducts a review of all riverside lodges at the same time to which LOC agreed **(IM)**.

As a result of a Cumbria Fire and Rescue audit last month LOC agreed to undertake a review of the Fire Risk Assessments and to put together Personal Emergency Evacuation Plans **(NL/ALD)**.

IM will put together a structured maintenance review plan for lodges **(IM)**.

b. Lodge maintenance programme

IM has started to review the programme for next year. A fee proposal has been received for an interior design for the communal areas at Chapel Stile, the kitchen/living room, lighting wall finishes, furniture together with Hulsta unit. The fee proposal is £8,700. IM will construct a brief for the interior designer which will be circulated to LOC for approval **(IM)**.

JPA Design have agreed to provide initial advice to LOC on a Hulsta replacement strategy, in particular the issues related to the pull down bed requirement within the furniture.

IH will arrange a meeting in London w/c 23 May 2016, for **(IH, JW, KB)** with JPA Design to explore options for development of a solution that takes into account the living areas in the lodges and the specific constraints in the Chapel Stile apartments.

Any decision on developing a design for Chapel Stile will be made following the meeting with JPA Design, to ensure effective expenditure on interior design activity, overall.

LOC will take into consideration comments and feedback already gathered when approving future designs. When interior design schemes for the Chapel Stile kitchen/living area have been developed they will be shared with the owners for comment.

LOC recognise that the refurbishment plans for Chapel Stile are dependent on the development of an interior design solution for Chapel

Stile and LOC will work to provide clear instructions on how to proceed to IM, in terms of engagement of design resources and eventual design specification.

c. Estate Roadways

Further tarmac work is scheduled to take place the first week in June (for 10 days) which will effectively complete the circuit of the Estate. In addition this work will include drainage run offs.

8. Projects

a. Lodge refurbishment 2015-2016

Wi-Fi Access Point (AP) deployment – testing has been completed and feedback forwarded. A new AP has been installed in L32 – at a cost of approximately £110. LOC agreed to install this AP into lodges as a replacement to the existing AP (in the same location) with a view to optimising the location within the lodge during the maintenance week.

LOC have now completed payment for the lodge Wi-Fi and Digital TV optical network infrastructure (Wi-Fi and TV network), a total of £300K made in 5 annual payments of £60K.

9. Committee Business

a. Cancelled Members

XXXXX

XXXXX

XXXXX

XXXXX

XXXXX

Cancelled members policy was reviewed and agreed that it would remain in line with the Constitution.

LOC agreed for Manco to bring to LOC's attention any cases where it was anticipated that management fees would fall into arrears to enable Manco to rent out without authorisation from the owner.

b. Re-sales

The team are now managing timeshare re-sales in a slightly different style and approach which appears to be successful in adding to recent

timeshare sales. Some sales transactions have been completed at a very low cost to achieve a situation where the management fee is paid. It was noted that a reduction in sale prices achieved reflected diminishing demand.

- c. Rentals – levels and success
YTD 90% of rentals have been achieved which is a slight increase on last year. It was noted that the busiest week last year was Xmas/New year week. JW would still like to see owner –v- renter recorded on the questionnaire. DV reported that to do this there may be a cost attributable **(DV)**. KB confirmed that he was very interested from the perspective of renters just as much as owners.
- d. Succession Committee Nominations Received for 2016 AGM
Jill Walker has been nominated to stand again as LOC Committee Member.
- e. LOC Activity Calendar
- f. Communication
Views has been approved and will be circulated.
- g. Electronic communication
A note of the numbers of owners registered for email communication would be an item to be included on the proposed dashboard. 813 owners to date are registered for email.
- h. AGM – 2016 format and location
The AGM venue will be North West Auctions, Junction 36, Rural Auction Centre, Crooklands, Milnthorpe, Cumbria, LA7 7FP.

IH and DEW will discuss the format for the day but the proposal is that it will be similar to last year. In a further 3 or 4 years LOC would like to consider an AGM venue in the south of the country **(IH)**.
- i. Membership needs – Oglethorpe, Sturton and Gillibrand will provide a quote for reviewing the Constitution.

Manco **(IM)** will collate information regarding damage done to lodges for the next meeting for consideration.

- j. LOC AGM Minutes – to be circulated with the AGM pack.

10. External Communication

Industry Development
Nothing to report

Regulatory issues
LOC have adopted The Equality Act matrix for compliance/guidance.

11. Any other Business

- a. Pre-meeting circulation of information - LOC would like to adopt the use of dashboards for regular information prior to each meeting. IH would consider what information to include **(IH)**
- b. JW asked whether LOC should still be members of TATOC and it was agreed that FOC would bring a recommendation to the next meeting **(FOC)**. ALD will forward link to 2016 conference notes **(ALD)**.
- c. JW circulated a proposal for writing owner articles which was agreed by LOC. JW will draft April and May articles **(JW)**.
- d. LOC reiterated that nothing else should be added to the inventory list unless agreed with LOC. Consideration may need to be given to any disability aids to be offered.
- e. JW wanted to ensure that there was a system by which previous uncompleted actions were carried forward to the current minutes. **(IH/ALD)**.