

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 1 December 2018 at 1:30pm

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

In Attendance: Ms S Spencer (SS)
Mrs A Durnall (ALD)

MINUTES

1. Apologies for absence

N/A

2. Approval of the minutes of the meeting held on the 21st July 2018

The Minutes were approved.

3. Finance

- a. Management Accounts – Period 6 accounts having previously been circulated, SS reported that there was £396k in the Reserve Fund with approximately £10,500 in stock. Having agreed the Chapel Stile refurbishment this balance will likely be spent over the next couple of months.

KB queried the United Utilities (“UU”) costs. SS confirmed that UU had started to meter water for units at Chapel Stile and had applied a retrospective charge.

- b. Reserve Fund – as above.

- c. Management Fee – 2019-2020 Draft Budget Figures. SS has started to collate information from suppliers to begin work but from initial investigation there may need to be a significant increase bearing in mind a number of issues such as the minimum wage increase (4.9%), the increase in pension contributions and laundry costs in the region of 5%. SS will circulate a draft budget 2 weeks before the next LOC meeting. JW will draft an article for Views to explain the increases in costs having an affect on the management fees for next year.

SS reported that she had raised the question of setting of the management company’s Management charge and LOP had agreed to accept the retention of the current fee albeit increased by CPI. LOP are willing to open discussions on revising the Management Agreement.

- d. Management Fee Apportionment Model Review

Action Tracker LOC 065. The committee will continue to work on the current model used to allocate management fees to lodges.

IH proposes to provide recommendations to the committee for a revised management fee apportionment model following the review of the current model.

e. Shared Cost Areas

Action Tracker LOC 069. NL reported that investigatory work had commenced into shared costs but proposed that an outside organisation be sourced to undertake an independent review. The cost of the review to be shared with LOP on a 50/50 basis. It is anticipated that the initial review will take over 2 to 3 years.

4. Services

a. Performance indicators

NL reported a small increase in comments regarding sofas, furniture and pull down beds (PDB) generally. There are currently 6 sample PDBs in place. Comments with regard to the fire doors at CS being difficult to open and noisy on closing have been received. However, IM reported that it had been noted that timeshare guests have been wedging fire doors open in CS which is unacceptable. LOC decided that a notice be placed on the fire doors and in lodges explaining and confirming that fire doors have to be kept closed and that the situation would be monitored **(IM)**. Mention can also be made at check in **(NL)**.

2 owners have mentioned the height of the bedside cabinets however the bedside cabinets have not been changed, only refurbished. IM will conduct an audit of bedside cabinets **(IM)**.

AS has been working with The Brewery Arts Centre putting together an offering of creative activities on site which has seen virtually no uptake. AS has also been working with Alpacaly Ever After to provide another activity for owners.

KB queried comments in the report regarding EWH, sun damage to curtains and replacement of soft furnishings. IM felt that a refurbishment of the bedrooms in EW Cottage and The Barn requires a design to be undertaken and with LOC's approval, IM will approach Route ID **(IM)**.

b. Owner Correspondence – Sales had received correspondence from Mr Scott that he would like to terminate his ownership. LOC agreed that they would review the request subsequent to the AGM bearing in mind the changes proposed to the Constitution enabling an exit strategy to be worked upon.

c. Employee Report

The Employee report was circulated which showed a stable set of data over the year. Total absences were reduced slightly, and the total sickness absences varied between 2.35% to 4.12 % over the period from November 2014 to November 2018.

d. Owners Data

Action Tracker – LOC 081

To date, 1800 timeshare owners' files have been scanned at a cost of 95 hours x minimum wage. Once all files have been scanned the original ones will be stored securely, offsite.

DV had reported to LOP that 18 owners had been contacted by an outside organisation purporting to be Langdale offering to buy/sell additional timeshare weeks for £99. This has been treated as a data breach. However, the offer was legitimate, the commonality being that owners contacted were long term owners and LLL believed that their names had appeared on an historical database which the organisation have had access to. LOC queried whether this was worth an article in Views.

e. Business Continuity – events and status.

Alongside the Distribution Board project LLL are installing back up circuits for the IT system and installing fibre to enhance resilience of the corporate network. This will have a positive effect on business continuity.

JW agreed to write an article for Views on the benefits of owners having personal travel insurance. A discussion took place with regard to insurance cover in the event that owners were not able to occupy their lodge. KB requested sight of the QBE Commercial Combined policy wording **(ALD)**.

5. Maintenance

Action Tracker - LOC 052

The current trial using gas and electricity meters has been terminated due to the failure of the software to integrate properly. However, NL and IM have been working alongside Robin Welsby to investigate metering solutions. Meetings took place with Siemens and Stark Energy Data. Siemens have subsequently declined to progress the project, but work is on-going with Stark with a view to installing a compatible system.

Action Tracker - LOC 079

IM gave a presentation entitled, “Structure and Scope of the Langdale Lodge Maintenance Programme” which was well received.

Action Tracker - LOC 083

A waterway refurbishment/repair proposal was circulated with a cost breakdown attached. Work would need to be undertaken in May 2019 and SS confirmed that funds would be available. LOC approved the proposal as circulated and agreed works could commence in the new financial year. Any disruption will be limited to a 5 week period and there would be some noise disturbance due to the excavation required. Action approved and now closed.

Action Tracker - LOC 084

Work to the traffic calming is now complete. Action now closed.

Action Tracker - LOC 059

Remains under development - on-going item.

Action Tracker - LOC 085

Work to 6 balconies is complete with the installation of clear glass to those balconies. LLL have not received any comments. LOC agreed to use obscured glass on all balconies. IM reported that obscured glass would have to be laminate in order to be compliant. LOC asked IM to review the entire lodge balcony replacement project. LOP have been approached as to whether they would be prepared to loan the funds to LOC to facilitate the completion of the balcony replacement as a single project. LOP have indicated that they are supportive but any funding would have to be agreed at the time the project was required and fully costed.

- a. Health and Safety – JW reported, having attended the SHEF meeting that work had been undertaken on allergens procedures and protocols, and that LLL would consider putting allergens folders into lodges. JW reported being impressed by the detail that the meeting dealt with.
- b. Property Maintenance – nothing significant to report.
- c. Estate Maintenance - nothing significant to report
- d. Inventory – champagne flutes are now in every lodge.

6. Projects

- a. Project Programme Implementation 2018 – 2019

- Power Board Replacement – the Distribution Board project works have been approved by LOP and work will commence on 7 January 2019 – works are being funded by LOP. IM is confident that the project will be delivered on time and budget. LOC wanted to thank Dan Visser and Jackie Lancaster for contacting owners with regard to the closure and this would be passed on **(NL)**.
 - Bedroom programme – LOC agreed to re-commence the bedroom programme and refurbish up to 6 second bedrooms on site as budget allows.
 - Chapel Stile refurbishment project – LOC approved the CS project and all owners have been contacted.
 - Access Point replacement and repositioning – Wayne Newton has been working on optimising the position of AP's during the maintenance period.
- b. Project Programme Planning 2019-2020 – IM has started to address, and LOC welcomed early notification of project planning.

7. Committee

- a. Cancelled Members
XXXXX
XXXXX
XXXXX
- b. Property re-sales
LOC had received the re-sales report from DV which was similar to previous reports. DV reported that correspondence had been received from Trading Standards with regard to a complaint made anonymously which had been satisfactorily dealt with as far as LLL are aware.
- c. Property rentals
DV report had been circulated which showed a slight drop in conversions for the year as compared to last year, but this is consistent with the changing trend for self-catering accommodation in the region.
- d. Succession Planning
Paula Gorst and Paul Symonds will be attending site on 31st January 2019 to meet with the management company team and IH as a form of induction. JW also offered to attend site that day in order to meet Paula and Paul. JW noted that she would like there to be a discussion with regard to Chairman succession at some point **(ALL)**
- e. AGM 2018
Nothing to report
- f. Trustee
Nothing to report
- g. Constitution Review
LOC arranged for a short committee meeting to take place immediately after the AGM, which, if the Constitution was adopted, would formally adopt the new Rules **(ALL)**.
- h. Week Swap Service
This item remains in abeyance.
- i. Exchange Organisations Relationships
Nothing to report other than that the Australian branch of Dial and Exchange has been bought out by RCI but we expect Europe to follow at some point.
- j. Owner Specific Facilities
LOC discussed the on-going need to consider accessibility for all.
- k. Management Agreement

Nothing to report.

8. Communication

a. Views

JW agreed to co-ordinate Views content with DV and proposed that Views to published Jan/Feb 2019 (**JW**). LOC agreed that the Rules should be put into the Guest Information folders in all lodges (**NL**).

b. Owners Website

NL commented that the LOC website would change over time as the website platform would be changing. A re-design will be considered and consideration given to password protection and where that should be located (**DV**).

c. Communication to Owners

A long term approach to communication with owners still requires consideration (**ALL**).

d. Electronic Communication

A quarterly report is circulated by DV which shows a total of 709 owners have signed up to receive digital communication.

e. Industry Developments

IH reported from the LOP board meeting that Michael Coletta, an LOP non-executive currently sits on the board of Resort Development Organisation (RDO) for the Hilton Group. He has recommended that LOP consider joining RDO and that LOC also consider joining the newly formed Alliance of International Property Owners (AIPO).

f. Regulatory issues

Nothing to report

9. Any other Business

Action Tracker - LOC 087

DV had investigated replacing appliance information, within a new branded folder the cost for which would be £8.85 per folder. Printed card would be £10.80 per unit. This would be based on re-printing the existing information. It was noted that the time commitment to do so would be significant (ie, printing and preparation of the content and placing in the folders). LLL will continue to explore, particularly with a view to any changes to AV equipment.

NL reported that Adam Sharrock is leaving the business to take up a management position in Kendal.

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