

## LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 1<sup>st</sup> February 2014

**Present** Mr I Hamilton (Chairman) (IH)  
Mr A Collier (AC)  
Miss J Walker (JW)  
Mr J Longmuir (JL)  
Mr N Lancaster (NL)

**In Attendance:** Mrs A Durnall (ALD)  
Mrs S O'Boyle (SOB)  
Mr F Crouch (FC)

### Minutes

#### 1. Apologies for absence

IH welcomed JW to the Committee and FC in his capacity as Honorary President.

#### 2. Approval of the minutes of the meetings held on the 30<sup>th</sup> November and 1<sup>st</sup> December 2013

The minutes of both meetings were approved.

#### 3. Actions taken on the minutes of the last meeting

#### 4. Matters arising not included elsewhere on the agenda

There were no matters arising

#### 5. Appointment of Chairperson

AC proposed IH as Chairman, seconded by JL and was unanimously approved.

#### 6. Finance

##### a. Management Accounts Review to P8 2013/14

SOB reported that the previously circulated P8 accounts were very much in line with what was expected with expenditure within £700 of budget, and confirmed that there would be sufficient funds to complete the refurbishment for the current year. Noted was a slight increase from the predicted cost for lodge cleaning and contract cleaning as a result of timing issue.

##### b. Reserve Fund

Nothing exceptional or unusual to report. SOB still collating detailed information for kitchen and bathroom spend per lodge type with a view to producing a paper which would outline the future potential spend per lodge type. SOB will provide an up-date to LOC at their next meeting.

LOC would like to populate the refurbishment programme plan with future year's projects – beyond 2015.

##### c. Budget & Management Fees 2014/15

SOB circulated the proposed budget and management fee documents in advance of the meeting. These were discussed by the committee. Generally inflation has been applied to current costs, exceptions to this are where increases are known e.g laundry & staff transport and the new additional cost for pension auto enrolment which takes effect from

May 2014. 3% has been included for payroll increase, however the debate around statutory minimum wage has suggested the increase taking effect from October 1<sup>st</sup> 2014 may well be in excess of this. The impact of each additional 1% of payroll will be in the region of £10k pa. LOC decided to keep the payroll budget to 3% as proposed.

Manco will prepare short paper on implications/liability for committee members and their responsibilities as an employer.

AC thanked the SOB for the detailed budget breakdown, but queried the separation of "Repairs and maintenance general costs" at £14,040. These relate to unplanned emergency repairs and incidentals throughout the year. SOB will provide back up for this item. AC suggests this should be included in the overall maintenance spend. AC will produce a paper with his thoughts, including the definition of "Club Fund", "Sinking Fund", "Reserve Fund" for the benefit of JW and other future new members.

JL highlighted the possibility of giving a zero increase in overall fees by reducing the reserve fund contribution element. It was agreed this proposal had merit and should be considered for 2015/16 when the current refurbishment plan has been completed.

LOC approved the budget and agreed the Management fees as presented.

The recommended additional projects for 2014/15 as submitted by Manco with the budget should be developed further and brought to the next meeting for consideration.

AC suggested the existing arrangement for LLL be extended. JL will ask LOP to consider extending the current agreement of a fixed management company fee. It was suggested the terminology be changed from "surplus retained by Management Company" to "Management Company fee".

JW suggested consideration of different ways of communicating the Management fee breakdown of spend.

## **7. Services to Lodges and Lodge Owners**

- a. Performance indicators and customer feedback  
Consolidated Quality Scores from questionnaires up 2% overall YTD. There was a step in Housekeeping scores for December but NL noted that 30% of the Estate was rented out at that time. NL will review and present any findings.  
  
Adam Sharrock's (AS) report to be circulated by NL.
- b. Owner Correspondence  
The correspondence detail from Owners was circulated and discussed. JL to inform XXXXXXXXX their correspondence was brought to the attention of LOC and actions discussed.
- c. Path adjacent to L33  
AS still collating feedback and issue will remain on the Agenda for next meeting when there should be 12 months of feedback.

## **8. Maintenance**

- a. Management Company report on health and safety matters  
Incident in L63 – slip on stairway now rectified in all lodge types.

Legionella results returned and remain within an acceptable limit and no action is necessary other than continued testing and management.

There have been 2 incidents involving slip/trip due to wear and tear of roadways. The current policy is for patch repairs as required. Manco to review and submit a cost for resurfacing of all main lodge roadways to LOC for consideration.

b. Lodge maintenance programme

On schedule and progressing as planned. In addition, the kitchen in the Cottage will require new doors, with L82 needing additional work. The waterway outside L4 requires work.

## 9. Projects

a. Lodge refurbishment 2013-14

IM has reviewed and changes include excluding a kitchen to enable two more bathrooms to be refurbished. At the end of this refurbishment period every bathroom will have been refurbished. All remaining kitchens/lounges will be completed next year.

The small number of bathrooms refurbished in 2008 before the current plan are having to be re-tiled and floors repaired. Although the materials cost of remedial work will come out of the maintenance budget, the work will be undertaken by the in-house maintenance team.

## 10. Committee Business

a. Cancelled members

XXXXXXXXXXXXXXXXXXXX

b. Re-sales update

Dan Visser provided a paper in advance of the meeting detailing sales and purchases – together with reasons for both. 419 units available in December and 412 in January. Pro-active sales activity was noted.

c. Mattress Replacement

JL circulated a document highlighting the trial findings and proposed options in advance of the meeting. Manco proposed that sample bedrooms to be available in 2015-16. LOC approved the replacement of the foam mattresses in the master bedrooms with the Sealy option.

d. Electronic communication

Manco will submit a planned programme for electronic communication including the cost benefit.

AC suggested circulating a note with AGM papers regarding signing up for AGM electronic communication. Manco has sourced new software which will enable LOC to send AGM papers out electronically and deal effectively with voting papers, together with a track and trace facility.

e. Meeting dates 2015

Jan 31

April 25

July 11

November 28/29 - AGM

## **11. External Communication**

TATOC

## **12. Any Other Business**

AC confirmed that he will stand down at the next AGM. The process of electing a new committee member will revert to what LOC regarded as the “normal process”, ie the vacancy will be communicated together with the method of becoming nominated and elected. LOC agreed include text in Views as to this process this year.

FOC has the right as Life President to attend meetings for 3 years therefore LOC agreed to provide FOC with papers for meetings in advance.

Finalised and approved Minutes (without names of cancelled members) will appear on website.

AC suggested making a final decision regarding crockery at next meeting. NL will email images for consideration.

2013 AGM – considered a success. The use of video for all presentations was considered effective and LOC will consider for next AGM which would then enable presentations to be available on the LOC website.

NL presented a proposal from Reception for Lodge Check in to take place in the Hotel lounge with key cards being retained until 4pm but all documentation provided at arrival. The alternative would be to collect keys at arrival with the key programmed to only become effective at 4pm. LOC agreed to pilot the change initially at Chapel Stile. Manco will write to owners notifying them of the pilot scheme.

JW thanked the Manco for a comprehensive Induction day and will consider additional information which may be useful to include for future new Committee members.