

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Friday 1 February 2019 at 9:30am

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

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

MINUTES

1. Apologies for absence

Kit Bird gave his apologies.

2. Approval of the minutes of the meeting held on the 1st December 2018

The Minutes of the meeting held on 1 December were approved.

3. Finance

a. Management Accounts

SS outlined the management accounts position - there is an overspend of £16.5k which is mainly attributable to utilities which was expected. The water supply company had recently installed new water meters which had resulted in a backdated usage charge being received. Overall, costs in other budget areas are as expected.

b. Reserve Fund

There is £413K in the Reserve Fund

c. Management Fee – Proposal 2019-2020

JW queried how the management fee invoice presented if a comparison year on year for the same apartment was undertaken in that it could be perceived that the management fee had increased but disbursements had gone down? SS explained that the Reserve Fund is within disbursements. IH suggested a short explanation of this to be included in the article on management fees to go in Views together with a statement on the website.

IH asked whether the employment management bonus remained on the budget for the management fee and SS confirmed that it had been removed this year as Manco were instructed. IH has already discussed this previous inclusion with DEW and further discussion would take place with LOP..

2019 – 2020 proposal. IH commented that the proposed 4.5% increase was too high and KB's view was the same. IH asked SS to re-calculate so that the overall increase is 3.5%. IH and JW had already discussed this.

During the meeting SS re-calculated the management fee proposal and LOC approved the revised figures. SS will provide an explanatory note for inclusion with the management fee invoices, IH to approve **(SS)**.

SS reported that Barclaycard had recently communicated an increase in credit card charges by 25% which equates to £10k across the business, (Visa, Mastercard, debit and credit). SS confirmed that this had not been included in the budget.

d. Management Fee Apportionment Model Review

IH summarised the current position in that he and Graydon Jones had undertaken significant work in order to produce an operational model that replicated the current model, accurately. IH will review with SS to progress this **(IH)**.

e. Shared Costs Review

NL confirmed that a meeting will take place with the LOC auditors, Scott & Wilkinson on 13 Feb to allow them to put together a proposal for a shared cost review to take place. Scott & Wilkinson undertook the original apportionment historically and therefore have a sound understanding of the estate.

4. Services

a. Performance indicators

The KPI's are showing a fairly steady score with no major issues or trends noticeable. There have been a couple of comments on the heaviness of the fire door closers at Chapel Stile. Based upon recent research, there is a statutory standard which will be applied to all fire doors and IM will include this test on the annual maintenance checklist **(IM)**.

b. Owner Correspondence

An owner had recently occupied their lodge but had brought 2 dogs with them and the property thereafter required additional cleaning due to the smell. Manco propose writing to the owner, confirming that this contravenes the Constitution, rather than charging for the cost of additional cleaning and explaining that the result could be cancellation **(IH)**.

c. Employee Report

ALD offered apologies for there being no Employee Report.

d. Owners Data

Nothing to report.

e. Business Continuity

Subsequent to the Distribution Board project there is now capacity to connect to external generation.

5. Maintenance

Action Tracker Items

LOC - 052 - IM has met with a number of metering companies the proposals from whom are currently being reviewed and this will remain an on-going item in order to identify both supply and solution.

LOC - 088 – On-going.

a. Health and Safety

The SHEF Meeting is due to take place this afternoon.

IH had already raised a query with regard to induction hobs and pacemakers, based upon a comment from an owner. This issue has been raised previously, at least 3 times in the last 10 years and Manco have had advice from manufacturers. Having reviewed research and advice, the current view remains the same as previous in that the risk posed is not significant, indeed it can be described as nominal (reference British Heart Foundation).

b. Property Maintenance

IM reported that works had been required to shower enclosures on early units due to some de-laminating and degradation of product taking place which is being addressed and will continue to be addressed.

c. Estate Maintenance

IM reported that there appeared to be an increase in the need to undertake works to the exterior of lodges, such as guttering and roofs which is being addressed via an on-going programme of cleaning, maintenance and repair.

d. Inventory

Nothing to report.

6. Projects

Action Tracker Item

LOC – 059 - on-going review

a. Project Programme Implementation 2018 – 2019

- Power Board Replacement

IH queried the cost relating to the Distribution Board project in the LOC accounts. SS confirmed that this item related to the depreciation of a shared asset and not the cost of the DB project, which is an LOP cost. IM reported that the project had been completed successfully - to plan and within schedule. The new DB kit will provide metered information with additional load management/monitoring capabilities. IM also confirmed that during the project the maintenance team took the opportunity to undertake additional works in Lodges.

- Bedroom programme

Bedroom refurbishment is an on-going item, with the first 3 bedrooms being undertaken this weekend and another 3 the following week. All 6 should be completed in 2 weeks' time. IH suggested producing a time lapse video which might be helpful to show owners the refurbishment at Chapel Stile.

- Chapel Stile refurbishment project

IM reported that all orders had been placed and a site meeting will take place next week in readiness of commencing the project. IH reported on the sample TV that he has been trialling is very acceptable and value for money.

IH had also undertaken some research with regard to TV licensing for lodges and whether each site should be treated separately. ALD will investigate and report back **(ALD)**.

- Access Point replacement and repositioning

Good progress has been made replacing AP's into the optimum position within lodges. The vast majority will be completed by the end of this weeks' maintenance period.

b. Project Programme Planning 2019-2020

KB asked for the balcony replacement programme to be kept as an agenda item - IH will create an Action **(IH)** based on IM undertaking an overall site view and proposal (based on a coloured glass solution) **(IM)**.

IM will update LOC at the next meeting on the design update on EW Cottage, and the barn **(IH)** to create an Action.

IM asked whether LOC had given consideration to any items that required consideration for future projects and LOC confirmed that work to 2nd bedrooms would be a priority. IH will put together a policy/plan for the following year or more (IH). NL also suggested that accessibility might be a long-term item for discussion.

IH asked IM to cost a kit for the kitchen drawers (IM).

NL explained that the agreed planting on Founders Seat would need to be deferred to next year due to LOC existing expenditure commitments.

7. Committee

a. Cancelled Members

xxxxxxx

Xxxxxxx

xxxxxxx

b. Property re-sales

Nothing further to add to DV's report.

c. Property rentals

Rental levels are healthy with more units being placed on the rental market although rental faces the same challenges as hotel with patchy demand. A new online rental system is currently in development but should be live by Easter.

d. Succession Planning

IH reported that an Induction day took place yesterday with the 2 owners who expressed an interest in working with the committee. Both attendees were very appreciative of the time given to them and how everyone they had met were passionate about the estate. LOC wanted to thank the management team, and everyone involved in the Induction day.

e. AGM 2018

IH confirmed that he was very pleased with this years' event, the preparation and the delivery.

f. Constitution

LOC confirmed that following the approval of the revised constitution, work would now commence on developing the policy and practice to facilitate the "surrender" of Holiday Certificates from owners, the objective being to have a proposal for presenting at the LOC AGM 2019.

g. Week Swap Service

Nothing to report

h. Exchange Organisations Relationships

Nothing to report

i. Owner Specific Facilities

NL reported that conversations had taken place with LOP who were keen to give consideration to what might be delivered specifically to owners. NL suggested that these should form part of the future planning and possibilities for owner specific facilities. JW suggested that consideration might be given to facilities such as the Trim Trail, which would cater for all estate guests.

j. Management Agreement

Nothing to report at present although this would remain an important issue to address.

8. Communication

a. Views

LOC are waiting for DV to produce a draft, as articles had been submitted by the deadline **(DV)**.

b. Owners Website

Nothing further to report.

c. Communication to Owners

Nothing to report

d. Electronic Communication

There are 3372 email addresses (stored on Maxi) of which approximately 800 can be used for AGM purposes.

e. Industry Developments

LOC noted that the Resort Development Organisation (RDO) which is the developers trade association for vacation ownership across Europe is supporting the setup of European Resort Owners Coalition (EUROC). EUROC will be an organisation made up of the organisations that represent timeshare owners' groups. EUROC is in its formation stage and LOC will monitor its development and review the potential benefits and cost of LOC participating as a member in the future.

f. Regulatory issues

ALD reported that the SRA had again contacted ABC Lawyers to warn them of their use of language when writing to Langdale owners.

9. Any other Business

ALD confirmed that preparation of the 2018 AGM Minutes was on-going and would be circulated for approval in due course. It would be possible to publish the minutes on the owners website prior to postal circulation which would take place at the same time as the AGM papers **(ALD)**.

The meeting closed at 11:42

Signed by

**Ian Hamilton
Chairman**

Dated

Prepared by

**Anne Durnall
Committee Secretary**

Dated