

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 11 July 2015

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)
Mr A Sharrock (AS)

Minutes

1. Apologies for absence

Joe Longmuir gave his apologies.

2. Approval of the minutes of the meeting held on the 25th April 2015

The minutes of the meeting were approved.

3. Actions taken on the minutes of the last meeting

4. Matters arising not included elsewhere on the agenda

5. Finance

a. Management Accounts Review

Accounts are tracking satisfactorily to budget, as the report previously circulated.

The impact of the new National Living Wage was discussed. There will be minimal impact this year but impact for the following year would be in the region of an additional £20k. Consideration will need to be given for the following years which Manco currently estimate at £30k p/a compounded, considering the differentials. JW will draft an article to be circulated to owners to explain potential impact.

b. Reserve Fund

SOB reported a £51k spend from the Reserve Fund.

KB queried a £19k expenditure from 2014/15 and whether this was an exceptional item. SOB confirmed this related to replacement mattresses.

c. Management Fee 2015-2016

Nothing to report.

d. Regulated Bank Charges

No new matters to report regarding charges for credit and debit card transactions.

e. Committee Report to the accounts 2014-2015

The Committee Report as drafted and circulated as version E was approved save that KB will provide additional wording regarding the increased level of consultation in the year with examples and will amend the statements made regarding saunas and consultation. An article for Views would be drafted which will further explain consultation and communication generally.

IH queried whether the figure of £5,271 could be found in the accounts. SOB advised that this was an amount underspent, ie, additional funds in the Reserve Fund over and above what was budgeted for and retained in the Reserve Fund. Consequently, it was not in the published accounts.

The accounts for 2014 -2015 were approved the auditors having made no adjustments.

6. Services to Lodges and Lodge Owners

a. Performance indicators and customer feedback

AS attended and presented the Guest Services Report July 2015. Actions from the report as follows:-

- LOC asked Manco to obtain a quote for fabric bolster cushions in Lodges.
- Manco will find a location in the larder units for hooks for tea towels – IM will provide a cost.
- Manco will install corner wire shelves in showers in this year's maintenance period.
- Manco will replace the 2 speed bumps outside Brimstone with engineered speed bumps. And move the remaining 2 with 10mph speed bumps. This work to be carried out in conjunction with the re-surfacing work.
- Manco will investigate solution for utensils for non-stick pans.
- Footpath at Lodge 33. Very few owners have been in contact since the last communication. More comments complaining that the footpath is not open. Most owners of 32 and 33 would prefer the path to be fenced rather than walled.
- Manco agreed to place a warning on the owners website regarding current scams by simply stating the facts and stating that Manco policy is never to give out owner information. Look on TATOC website. LOC

would like to receive AS report prior to the meeting. JW noted that Michael Wrigglesworth had received very positive feedback in lodge owners meetings and would it be helpful for he and AS to alternately do lodge owners?

- b. Owner Correspondence
Martin Gorin emailed AS regarding bedroom refurbishment at Chapel Stile. LOC instructed NL to respond.
- c. Employee Report (e.g. numbers of employees, levers and joiners)
LOC would like to see number of average number of accidents over the period so that LOC know the trends if there are any (ALD).
- d. Owners Membership Data Management
A server has been purchased for Maximiser upgrade and has been paid for and an implementation and training plan has been organised.

DV to attend the November LOC meeting and explain the new features and benefits of Maximiser (DV).

7. Maintenance

- a. Management Company report on health and safety matters
The tarn will be drained and dredged in order to resolve the on-going pond algae issue and this work will take place over a continuous 4 day period.
- b. Lodge maintenance programme
IM reported that door locks would be changed again due to a number of failures last winter. Salto will replace locks at no cost with a new 2 year warranty. Salto will also up-grade the software to enable timed entry. LOC thanked IM and the Maintenance team for their diligence in reaching a very satisfactory solution.
- c. Estate Roadways
Works undertaken have been positively received. Further works have been identified and contractors will be asked to undertake re-surfacing from Lodge 71 to Heading Mill. Re-grading work has been undertaken at Elterwater Hall – IM will provide some photos to put on the owners website. LOC approved the £55k for tarmac re-surfacing this year.

ALD will chase up the Risk Management report which was undertaken by Insurers prior to renewal. This may be in an internal document (ALD).

8. Projects

a. Lodge refurbishment 2015-2016

IM has been reviewing master bedroom refurbishment and anticipates between 35 - 40 can be completed this year. IM will email costings in the next 2 weeks for approval. LOC agreed that priority would be given to Chapel Stile for bedroom refurbishment.

Works to Chapel Stile subsequent to the structural engineer's report are still being investigated with a view to providing a long term solution.

JW asked whether it would be possible to install TV's in bedrooms in the future. IM confirmed that cabling was present to enable this to be done if a decision was made in the future. Future TV provision would be likely to be internet TV.

JW queried the efficiency of the new lighting scheme in bedrooms – the new lighting design would be installed in Lodge 7 by 17 July and available to view.

Stand for Ullswater TV's needs to be sourced to provide a better solution for owners. TVs which have been on trial have been a 40" and 48". The 40" having similar external dimensions to the existing Panasonic sets that are in the Hulsta was the preferred option.

KB queried Becksid East and West refurbishment. Becksid furniture, curtains, mattresses and TV have already been replaced. IM will raise any refurbishment issues as they arise.

KB also queried the Reserve Fund element of the fee and how fees can be set for what LOC might need to spend out of the Reserve Fund – ie Forward Planning. LOC would like to see the refurbishment plan but on a timetabled basis with projected numbers in some more detail for further discussion regarding the pace of implementation (SOB).

LOC would like to consider refurbishment of the communal areas in CS.

9. Committee Business

a. Cancelled Members

None

b. Re-sales

Re-sales data for 12 months to end June 2015 report circulated. Percentage of timeshare owners purchasing timeshare at Langdale is 71% so we are seeing a gradual concentration of weeks with a reduced number of owners.

c. Rentals

Rentals are 88%, down slightly in percentage terms but volumes are up. Rental rate has increased. Cumbria Tourism is approx. 62%, nationally rental rates are lower. Self-catering has declined over the last 12 months. Manco have taken pro-active steps for example by reducing access to the leisure club by other hotels/B&B's in the area and this is proving to be successful.

Manco to start to collate data as to rental rates and the management of those rates in terms of reduction/discounts.

d. Succession Committee Nominations Received for 2015 AGM

ALD confirmed that a nomination had been received for IH to stand as committee member this year and IH has confirmed that he is agreeable to standing. The nomination was received within the constitutional time limit.

e. Saunas

Saunas will be re-visited in due course due to other projects (particularly bedrooms) which are a more pressing priority. The planned article in Views will provide explanation and feedback on the consultation process.

f. LOC Activity Calendar

Latest version had been circulated by ALD, minor amendment to remove a duplication.

g. Communication

Views and AGM Minutes will go with AGM pack. DV to let LOC know deadlines for Views articles (DV).

AGM Minutes can in the meantime be published on the website (DV/ALD).

Members of LOC will need to start to populate the website with content on a regular basis.

h. Electronic communication – level of owner registration

LOC would like to know how many owners are registered for use of the website (DV).

i. AGM – 2015

The previously agreed format is to remain. IH confirmed that the draft Notice of Meeting, Agenda and Voting Form were approved. NL would present on Lodge refurbishment within the joint meeting. All presentations to be simple powerpoint.

- j. New Footpath additional consultation
As a result of the considerable consultation and the worked through solution for the path at Lodge 33, LOC agreed to open the footpath. Low level lighting would be installed. Manco will review signage if necessary – a sign at the WW end that is marked “Private – The Langdale Estate” together with the usual “No Dogs” sign should be sufficient.
- k. Scenario Planning
Scenarios had been submitted to LOP by IH and were well received. IH thanked those for their contribution. IH will progress with the sub-committee with a view to presenting findings after some consolidation of the various scenarios.

10. External Communication

ALD stated that Manco had received a communication from Timeshare Exit Support Services (TESS) which was noted and will be monitored.

11. Any other Business

IM has arranged for a sample pull down bed to be made up by TMS. JW will attend and view the sample on behalf of LOC in Glasgow on 14 August.

KB asked for an up-date on WiFi. Lodges are now taking advantage of the 200Mb leased line which has very recently been configured to do so.

Signage to the Estate was discussed using existing refurbished signs and NL presented images. LOC agreed.

Amends to the LOC AGM 2014 Minutes to be sent to ALD electronically. LOC agreed to send out Views and the 2014 AGM Minutes with the AGM 2015 pack (ALD).