

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 12th July 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: Mr F O Crouch (FOC)
Mrs S O'Boyle (SOB)
Mrs A Durnall (ALD)
Mr I Murray (IM)

Apologies: Mr Adam Sharrock (AS)

Minutes

1. Apologies for absence

2. Approval of the minutes of the meeting held on the 25th April 2014

The minutes of the previous meeting were approved.

3. Actions taken on the minutes of the last meeting

AC raised item 6a from Minutes of the last meeting with regard to the positioning of the television in Ullswater lodges. LOC agreed that an electronic consultation should be carried out and the results made available in advance of the next meeting (AS).

4. Matters arising not included elsewhere on the agenda

5. Finance

a. Management Accounts Review

The final draft LOC accounts were approved. SOB will need the Committee Report to send to the auditors for final approval.

JW requested detail on the Club operating cost of £6k, a full breakdown is contained within the Management Accounts.

b. Reserve Fund

Period 2 Accounts were circulated to LOC. Of general note were some timing differences, on Grounds water usage was higher, but no material changes of concern.

SOB reported back on the management fee project. It was agreed that SOB would make adjustments with recommendations for suggested lead-in periods.

- c. Committee Report to the Accounts - Review and Approval
Recent amendments have been incorporated into the existing Committee Report. IH will provide SOB with the final report.

LOP have proposed to extend the current arrangement for LLL's remuneration to year end 2018. There is no expectation for this arrangement to change. AC stated that he would very much want LOC to eventually broker a permanent solution to amend the current Management Agreement whereby LOP and LOC agree to settle the fee by way of annual agreement and that this should take place subsequent to 2018.

IH will amend the Committee report with the agreed fee to year end 2018.

6. Services to Lodges and Lodge Owners

- a. Performance indicators and customer feedback
NL noted that there was no significant overall change. There had been a reasonable shift in housekeeping cleanliness showing a 5% increase. The KPI "everything you need" seems to remain static. Some concern has been noted with Terrace restaurant but recent changes appear to be increasingly having a more positive effect.

Owners now receive an electronic questionnaire which arrives 5 days after check in (ie on site). The opportunity to complete a paper questionnaire will remain. In time LLL hopes to be able to provide LOC with valuable reports based on the feedback received. Since the implementation of the electronic survey there has been increase in uptake and therefore a quicker response to the resolution of issues.

- b. Owner Correspondence
AS report will be circulated, however the main areas recently have been housekeeping with comments on the new mattresses (some mattress toppers have been added). Maintenance have been praised and owners like the new kitchens. There are regular comments on lack of colour in the lounge. Wifi bandwidth capacity to local telephone exchange continues to be the constant issue. However, IH advised it is not something we can improve as the increase in bandwidth is subject to a network upgrade program in progress with BT and the local council. IH will include a comment in the committee report.

The new style lodge check in is very popular. LOC would formally like express their thanks and appreciation to Nathalie Dasse-McKay and her team on the success of the new lodge check in procedure.

The key card system which had been problematic over the last few months, now appears to have been fully resolved.

AS reported that he still had a number of queries about the path adjacent to Lodge 33 with concerns that the path had been closed.

Brimstone open mornings have now come to an end.

No written correspondence had been received from owners.

- c. Path adjacent to L33 - Management Company Proposal
Manco (IM) presented a proposed solution to the path adjacent to Lodge 33 with imagery which demonstrated the proposed changes and improvements to parking in particular (a turning circle). LOC agreed to formalise their decision which should be presented in the first instance to owners of L32 and L33 based upon the proposal presented by IM with the benefits which would ensue and at the same time LOC would be able to provide reassurance regarding misuse by members of the general public.

7. Maintenance

- a. Management Company report on health and safety matters
P-Ramorum outbreak was discussed, and SHEF agreed that if an outbreak were to occur the procedure would be that the Forestry Commission would take control of the clearance of larch and rhododendron. A Tree Survey takes place every 6 months. LLL to report back to LOC.

No other incidents or accidents of concern,

- b. Lodge maintenance programme
Proceeding as planned
- c. Estate Roadways – Management Company Proposal
A cost for re-surfacing the Estate roadways was presented at the last meeting. However undertaking the re-surfacing will be dependent upon other projects and the priority of those projects which would take precedence. In the meantime LOC agreed that Andy Dawson would be under instruction to ensure that all pot-holes and degraded tarmac are addressed in a timely manner bearing in mind any health and safety risks. LOC accepted that in these circumstances it may be necessary for an outside contractor to undertake certain necessary works.

8. Projects

- a. Lodge refurbishment 2014-15
Kitchen & Lounge Programme
IM reported that it should be possible to include all of Elterwater in this year's programme. Owners have been contacted regarding moving lodges in order to facilitate the programme which is very helpful. Consultation has been sought on kitchen doors and tables.

Additional Projects

There are no funds for any additional projects proposed or which require consideration.

Bedroom Design Proposals

Samples of materials and fabrics have been received on the basis of the 4 designs which Katie Baptiste has amended based on the feedback previously given. The proposal will be to put these designs in place in 2 lodges (4 bedrooms) in time for this years' AGM in order to obtain feedback. A questionnaire will be submitted to owners which will have the benefit of 360 degree images to allow time for costings to be prepared and for the start of any works to be programmed in.

9. Committee Business

- a. Cancelled members
XXXXXX
- b. Re-sales update
Timeshare re-sales up-date was circulated for consideration.
- c. Succession - Nominations Received for 2014 AGM
XXXXXX
- d. Crockery
Agreed at the last meeting.
- e. Saunas
IM presented a proposal for options as requested at the last LOC meeting. LOC agreed to consult with owners as per the proposal presented which would be sent out with the AGM papers (NB only to those owners whose lodges had a sauna) or via Opinion Taker – Action DV/IM.
- f. LOC Activity Calendar - Draft Listing for consideration
On-going inclusions would be AGM arrangements, the approval of the accounts. LOC agreed to leave this item f., as an Agenda item which will then be populated at each meeting.
- g. Communication
JW has been discussing with DV the consideration of further engaging with owners and how this might happen. Consideration is being given to some form of bi-monthly contact perhaps by way of email with links to the website. JW invited any thoughts/comments.
- h. Electronic communication - Update
LLL continue to encourage owners to provide email addresses. LOC agreed to digitally send out this years' AGM papers to those who have asked specifically requested them via electronic means.

i. AGM – 2014

No comments from LOC on the papers ALD presented.

JW has been discussing a video presentation for this years' AGM. Other presentations possibly by way of informational video with a voiceover were discussed and will be formalised in due course via IH and ALD.

10. External Communication

11. Any other Business

a. Employee Status – Report back

ALD presented a paper outlining risks and indemnities for LOC as an employer.

LOC requested LLL consult a specialist employment lawyer to advise/provide guidance regarding an annual report for LOC purposes. AC requested that contract letters to Lodge cleaners state that their employer is LOC. LOC agreed that a committee member should attend the quarterly SHEF Meetings. LOC will confirm at next meeting that they are satisfied with the risks and mitigation presented.

b. ALD asked LOC to consider the Induction programme for Kit. JW will give consideration and make any suggestions as appropriate.

c. FOC raised a query with regard to papers which he ought to receive in connection with LOC committee meetings. LOC confirmed that FOC should receive the Agenda and Minutes.

d. Outside seat-pads on Lodges have been replaced.

e. JW requested clarification on the role of FOC. IH/FOC/JW/AC to discuss outside the meeting.