

LANGDALE OWNERS CLUB COMMITTEE – DRAFT Revision IH

Held at Langdale on Saturday 14 September 2019 at 1.30pm

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

In Attendance: Mr D Visser (DV)
Ms K Hodkinson (KH)

MINUTES

1. Apologies for absence

Sarah Spencer and Anne Durnall had previously given their apologies.

2. Approval of the minutes of the meeting held on the 11 May 2019

The minutes were approved.

3. Finance

a. Management Accounts

The accounts had been previously circulated. KB queried the costs related to lodge boilers and Beckside. IM confirmed that this was the conclusion of replacement boiler work and meters, and additional meter relocation work at Chapel Stile.

b. Reserve Fund

Nothing to report

c. Management Fee

Nothing to report

d. Management Fee Apportionment Model Review

Action Tracker Item LOC-065 – IH and GJ (Graydon Jones) had recently met with Sarah Spencer to review the progress being made in developing a new model. Testing had indicated that the new model produced similar output to the current model. IH has agreed to investigate the integration of the manual reports that are created from the current model. Linking the reports to the model will avoid the manual production of the reports, helping to reduce the potential for errors. JW asked when the review was expected to be completed. IH stated that he anticipated the Apportionment Model review report would be available the end of October 2019.

e. Shared Costs Review

The review was progressing slowly. Measurement work was continuing with LOC auditors, using data from Langdale front of house staff to measure job tasks in order to provide the relevant data. IH asked if it was possible to conduct reviews of the shared cost areas where the costs did not involve staff utilisation, e.g. utilities. The objective being to make progress in areas that did not require 'task monitoring', NL agreed to investigate with SS

(NL/SS). NL confirmed that the costs incurred so far on the shared cost review stood at £3K. NL confirmed that it was not possible to confirm what the final costs would be but costs incurred were being reviewed regularly. JW queried whether the cost of the review would be a shared with LOP? NL confirmed that the costs would be shared 50/50 Manco/LOC.

4. Services

- a. Performance indicators – NL and DV reported having received 3 letters from owners the subject of these letters being: -

- lack of birds on the estate (DV had replied)
- sighting of red squirrels on site around Lodge 32 and 33.
- query regarding what would happen in 2062 and whether the hotel would close, (NL had replied)

JW suggested that red squirrel sightings and photos would make a good article for views

The Committee requested sales KPI's quarterly (calendar) regardless of the date of the LOC meetings DV agreed to circulate report quarterly – no action generated. JW queried whether it was possible to clarify the number of comments received by reference to occupancy in order to make it clear what percentages of occupants were commenting DV will review what is possible.

The Committee also requested re-sales, rentals and guest satisfaction figures (not Guestfolio reports) to be reported quarterly together with the number of owners in arrears and the number of cancelled members (where units remain un-sold).

- b. Owner Correspondence – LOC agreed that a report from the Guest Relations Manager, Gary Dixon would appear as an agenda item to be discussed at the next meeting. NL confirmed that GD had been seen as a very positive addition to the team and was very responsive to owners. JW had noted that there had been a number of positive comments mentioning GD by name. IH asked whether there was a pro-active response to questionnaire comments and NL on behalf of LLL confirmed that there was.
- c. Employee Report – KH presented the LOC Employee Report. It was noted that the overall absence rate had dropped by half due to the removal (from the system) of employees who had been on long term absence. This has highlighted that short-term absences needed to be monitored as the overall position had remained much the same. 60% of the workforce had been with LOC for 1 year. However, the number of leavers and new starters remains high with significant resources being applied to recruit and train new the starters.
- d. Owners Data
Nothing to report
- e. Business Continuity – the recent lightning strike was discussed. NL said that the insurance claim was likely to be in the region of £100k and insurers were satisfied with LLL's decision to mitigate losses by providing breakfast for those lodge owners who had been without power as a result of the event.

5. Maintenance

a. Health and Safety

No injuries were sustained as a result of the lightning strike.

There was a discussion regarding **XXXXXX** who suffers from dementia, and had arrived at Langdale unexpectedly a week in advance of her week. NL explained to LOC how much care and support the Operations team (Sarah Barge in particular) had provided to **XXXXXX**. NL agreed to circulate the report on the incident. JW asked what next of kin details were available to the Langdale team. NL confirmed that the only next of kin details are shown on PEEPs forms which are completed in advance when an owner knows that they might require assistance to evacuate their accommodation in the event of an emergency. LOC were very appreciative of Sarah Barge and Linda Turner looking after the guest so well.

b. Property Maintenance

Action Tracker LOC-052 – Meters – ongoing.

IM discussed the My Green Butler scheme which is a behaviour adaptation platform which uses persuasive communications to guide visitors' Actions – see <https://mygreenbutler.com/>

Action Tracker LOC-088 – CS10 handrail – ongoing.

A handrail has been commissioned and IM will confirm when this has been fitted. There was a discussion as to whether LLL assess the need for handrails when a request is made. IM confirmed that an assessment was carried out.

c. Estate Maintenance –Work on the waterways has been actioned and is due to commence 12 November for 5 weeks.

d. Inventory – Action Tracker LOC-103 – Ongoing

JW and KB had joined IM to inspect the inventory in a lodge that morning. KB queried how inventory was checked and NL explained the process and there was a discussion about consistency and quality of inventory and the impact that high quality items had on retention. JW felt that Wayne White's (Stores Supervisor) experience was vital in helping LOC to understand issues with inventory items and decisions needed to be made bearing in mind the potential conflict between consistency and quality.

NL would send out list of all inventories in lodges **(NL)**.

KB will review current inventories and make recommendations for any changes in inventory items and levels as appropriate. NL pointed out that very clear guidance would be required if changes to the existing process were to be adopted and that there would be a cost implication given the number of lodges concerned. NL said that there had been a request for mattress toppers and LOC agreed for there to be a stock of such items (x6).

NL confirmed he would circulate the price for baking trays **(NL)**.

6. Projects

a. Project Programme Implementation 2018 – 2019

Chapel Stile refurbishment project – the artwork provision in Chapel Stile has yet to be completed. **ALD** had been in contact with Kendal College.

IM confirmed completion of the works elements of the project; however, there are a number of Chapel Stile windows, not replaced as part of the refurbishment, that now require attention. IM recommended completing the remaining windows all at the same time at a cost of £26k. IH enquired whether it would be possible to undertake this work within the maintenance period. IM confirmed that the works could be completed in the standard maintenance period at Chapel Stile.

b. Project Programme Planning 2019-2020

Second Bedrooms – IM confirmed that there were 73 units to refurbish at a cost of £8,500 per bedroom. IM has recommended the programme be implemented over 3 years. LOC agreed.

Balcony Replacement – LOC agreed that those balconies where there could be a potential H&S risk should be prioritised for replacements.

IM to provide information on possible alternative balcony furniture to that currently provided. **(IM)** LOC-119

Soft Furnishings EWH/Barn/Cottage – LOC-098

IM showcased the story boards for the above lodges and there was considerable debate and discussion regarding the ‘simulated greenery’ on the master bedroom design.

LOC agreed the design and IM will put a cost together for inclusion in the overall proposal for 2019/20 maintenance period refurbishment projects which he will circulate to LOC for approval **(IM)**.

TV Licences – LOC-099

TV licence purchase is now under a new site use profile, at an annual cost of £2.6K. This has enabled a saving of 12.5K per year over the previous site use profile.

ALD to write to Licence Authority to establish if there is any opportunity for a rebate of previous years licence fee as the profile of payment had been incorrect **(ALD)**.

Tandem Kitchen Drawer - LOC 101

IM has sourced a tandem kitchen drawer kit for evaluation, to enable the installation of a tandem drawer in the existing upper kitchen drawer. The objective being to provide a more suitable space for the storage of the kitchen utensils and knives. It was agreed that possible alternative counter top utensils holder would be identified for consideration as an alternative to the provision of Tandem Drawers – ongoing.

7. Committee

a. Cancelled Members

XXXXXXX

- b. Property re-sales – report previously circulated by DV
- c. Property rentals – report previously circulated, rental performance is good overall. DV reported that it was not possible to implement more complex pricing options until the software had been changed due to the limited options available in the current system.
- d. Succession Planning and Committee Support Activity
A general discussion took place exploring the potential impact of the elected member tenure restrictions within the constitution. It will be important to plan the succession of elected members to ensure that experience and expertise was not inadvertently or prematurely lost. This is particularly important when serving elected club members have to stand down due to the committee tenure restrictions.

It was noted that the committee can as required co-opt individuals to the committee to provide knowledge and experience that may not be available from within the elected members on the committee. In the past this has been done to good effect through working groups on specific subjects.

The committee agreed to provide an opportunity for the current supporters of the committee to be exposed to and gain experience of committee business and activities. The committee has been approached by the European Resort Owners Coalition (EUROC) – a new organisation that represents the interest of timeshare owners and their members clubs to government and the industry regulators. The approach is related to LOC joining EUROC for the benefit of LOC Members.

- e. AGM 2019 – nothing to report
- f. Constitution – LOC-097 closed.

A discussion took place with regard to including a note on personal holiday insurance into the FAQ's. KB to liaise with ALD **(KB)** LOC-109

- g. Surrender Policy – NL reported on behalf of the board that the board position would be supportive but legal advice would be required regarding share allocation. NL advised launching a year one pilot scheme in order to gauge response rates. There was a discussion regarding guidance about which lodges would be preferable to retain and KB said that LOC would want to be consulted. DV queried whether this was operationally practical. LOC will proceed to formulate a proposal for discussion at this year's AGM. LLL will manage the surrender scheme with its operation reviewed annually. JW would prefer that there was a charge to owners for surrendering and KB stated that the project needed to cover the liability for the remaining ownership.

JW raised the issue of LOC's approach to cancelled members and the need to take non-payers to small claims court. To enable KB to prepare a statement to be made at the LOC AGM, NL would contact KB post taking legal advice on share allocation on surrender of a week **(NL)** LOC-120. KB will develop a draft statement on progress with the development of the Surrender Policy for consideration by LOP, prior to it being presented at the LOC AGM **(KB)** LOC-121.

h. Week Swap Service – nothing to report

i. Exchange Organisations Relationships

EUROC Membership Review LOC-108: IH will contact the committee supporters to seek their participating in a review of the benefits and cost of membership of the European Resort Owners Coalition (EUROC).

NL to obtain contact for Cameron House for KB with regard to meeting – KB to meet with the chair of the Cameron House Management Company and Owners Club, IM to be included **(KB) LOC-111**

j. Owner Specific Facilities

NL reported that LOP were considering re-modelling the reception area in Fitness and Leisure to include a seating area.

Based on the list of possible additional owner's facilities provided, LOC agreed to **(IM)** developing prices for discussion, specifically the proposed pump trail and trim trail refurbishment **(IM) LOC-110**.

k. Management Agreement

LOC 104 – LOC would identify aspects that required work and this would be reviewed subsequent to the agreement of the surrender scheme.

LOC 105 - LOC agreed to roll over the Management Agreement fee for the next 2 years - Action Closed

l. Insurance – Directors and Officers

ALD confirmed that the indemnity limit had been increased to £1m.

LOC-106 Closed

m. Policy – Environmental issues and Climate Change

NL reported that Paul Symons had asked what LOC were doing for climate change and the Climate Change emergency. NL recommended the introduction of a formal, stated aspiration. NL would circulate the current Environmental Policy **(NL) LOC-112**.

JW asked how often LOC reviewed policy documents. IH stated that currently there was no regular review of LOC additional policy guidance in place. IH agreed to prepare a listing of areas within the constitution where he believed additional policy guidance had been developed to support the management team **(IH) LOC-115**.

Points of interest – IH would review the list (Points of Interest) and apply the priority input from LOC before the next meeting **(IH) LOC-113**.

8. Communication

a. Views

It was agreed that there would be a January-February edition of Views. Lead articles to be the new integrated re-cycling service being utilised on the estate. LOP had asked for a note on 3rd party rentals and liability resting with owners to be included.

b. Owners Website

Following the circulation of Website Review recommendations from DV he confirmed that the website needed re-development and re-design and recommended a site where only certain sections are password protected. DV to outline the benefits of new website and the password re-set function would mean that owners would be able to do this for themselves. **(DV)**. LOC-114

IH Noted that a decision would need to be made as to what was password protected and what was not.

c. Communication to Owners – strategy and resources

AGM papers will be circulated in line with the Constitutional deadlines.

d. Electronic Communication

Discussion regarding emailing papers (Views) and JW commented that research had indicated that people were more likely to read paper format than electronic. IH confirmed that the current Views circulation policy was to send electronically with paper copy on request.

e. Industry Developments

Nothing to report

f. Regulatory issues – issues of compliance, law

Nothing to report

9. Any other Business

NL discussed the development of staff accommodation behind Wainwrights.

JW – queried whether there was any progress on increasing charging points for owners who bring hybrid vehicles to site? NL reported that this issue was kept under review but there are no plans for deployment beyond the current main car park charging installation.

IM – agreed to paint the snooker room at Chapel Stile and ensure suitable seating provision
(IM) LOC- 116

DV - Discussed manuals in lodges – DV confirmed that guest information folder had changed but would provide cost of an A4 folder for the Instruction Manuals **(DV) LOC-117**.

JW suggested that it would be good to know, prior to regular LOC meeting, which units of accommodation were not going to be occupied in order that where possible LOC members could view a selection of units. It was agreed that access to specific accommodation could be facilitated on changeover days as required for LOC.

Dates of 2020 Meetings :-

1 February 2020

16 May 2020

12 September 2020

28 November 2020 (provisional)

Date of next meeting

The next committee meeting to commence at 9am on Friday 15 November 2019 with accommodation for Thursday night.