

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 15 July 2017

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

In Attendance:

Mr J Longmuir (JL) for section 4a only
Mr M Coletta (MC) for section 4a only
Mrs S Spencer (SS)
Mrs A Durnall (ALD)

Mr F O Crouch (FOC) for sections 4a and 7 only

MINUTES

1. Apologies for absence

Ian Murray gave his apologies.

2. Approval of the minutes of the meeting held on the 22rd April 2017

3. Actions taken on the minutes of the last meeting

- a. LOC Action Tracker
 - LOC-33 On-going (NL)
 - LOC-38 On-going (DV)

4. Matters arising not included elsewhere on the agenda

5. Finance

- a. Management Accounts

The final invoice from the contractors for work done to Chapel Stile is yet to be submitted. There are some works to finalise. Work done to common areas is now complete. There has been an additional £12k deposited into the Reserve Fund to date which will fluctuate over time. There has been a £7k saving on payroll, housekeeping, reception and staff transport. KB queried the spend in last years' accounts on boilers, and as the figure was higher than expected, SS agreed to ask IM to review and report to LOC as soon as possible. KB also queried the budget amount for project costs and whether LOC should be running a budget throughout the year for Reserve Fund spend? LOC asked SS to consider.
- b. Reserve Fund

Nothing to report
- c. Management Fee

The management fee for 2017-2018 is now in place.

The Chairman signed the accounts for auditors, and was reminded that the Committee report needed to be finalised as soon as possible.

6. Services

a. Performance indicators

AS report had previously been circulated. Comments regarding pelmets in lodges will be monitored in Chapel Stile. JW was concerned about the comment in a guest questionnaire regarding “wasting” the management fee and a further discussion took place. As a result LOC decided that a communication to owners about refurbishment spend (as a proportion of the overall spend) would be very helpful to owners.

b. Owner Correspondence

NL to consider current reporting methods, items to include, form of “correspondence”. It was positive to note that Dr Wilson who had communicated with LLL regarding the construction and development on site last year had written recently in a very positive way regarding brimstone Spa and his experience of it.

c. Employee Report

The employee report was circulated. It was noted that total number of employees was down but from the data and LLL experience, those employees were being managed more effectively. Unauthorised absence remains a challenge.

d. Owners Data

LLL are undertaking work across the estate on enhancing Cyber security and will be introducing a number of measures to safeguard, such as forced password changes, locking out USB ports, and the process of silo-ing internal services.

e. Business Continuity Planning

On-going review

7. Maintenance

FOC raised a number of maintenance issues regarding Lodge 76. The management company agreed to review the points raised.

a. Health and Safety

SHEF team have conducted a review of Fire Safety with some changes being made to fire system testing. It was reported that all Fire Risk Assessments across site are up to date and continue to be reviewed annually. In addition Cumbria Fire Service attended site to conduct an audit and made minor recommendations regarding egress from EWH and CS where the only exit route was through the kitchen and therefore the greatest source of risk. Work is complete to enable such egress as per the recommendation.

LOC asked IM to check what the insulation is within lodges and report back.

JW and IH attended the SHEF meeting and were impressed and reassured regarding the level of detail discussed and expertise demonstrated.

b. Property Maintenance

IM and the team are currently preparing for the forthcoming Lodge maintenance period.

c. Estate Maintenance

Nothing to report

d. Inventory

Of note was a comment regarding the large heavy tea-pot in lodges, which is being replaced over time due to feedback from guests.

JW and KB raised a comment regarding lodge frying pans and whether there was an issue with the supply of pans. Stores are investigating stock levels and will also consider the purchase of silicone implements. NL

KB raised the issue of Ullswater TVs and it was agreed that LLL would undertake a Risk Assessment based on a potential H&S risk raised by a lodge owner (ALD).

8. Projects

a. Maintenance and Refurbishment

As previously discussed the final invoice for Chapel Stile refurbishment has yet to be submitted and SS will investigate the cost quoted in the accounts for boiler installation.

b. Programme for 2017 - 2018

- Proposed projects - outline programme

IM's report with recommendations already circulated. Priority recommendations were the replacement of water tanks at Founders Seat, work to waterways at Lodges 4, 5 and 7 – 15, completion of work to master bedrooms on the main estate, introduction of IP phones, and the re-surfacing of some side roads. LOC agreed to the expenditure excluding IP phones which equated to a spend of £462k out of the £808k. Some additional signage would also be helpful and LOC agreed to fund this on additional side roads to help with access to lodges (IM/NL)

A decision has yet be made regarding the remainder of the Chapel Stile refurbishment with LOC due to meet with JPA to confirm that decision as soon as possible. Consideration can then be given to the refurbishment of lodge second bedrooms, lodge balconies etc. LOC would like IM to review alternative options for lodge balconies and to see the proposals alongside 2 more quotes for such alternatives.

IH would like to see a proposal from WN and IM regarding a solution for the potential scenario of when telecoms cables to lodges fail completely. LOC are comfortable to find individual solutions in case of isolated line failures to a lodge.

9. Committee

a. Cancelled Members

SS reported that there were 3 cancelled member sales since the last meeting but only one week with a balance outstanding in the sum of £994.64. A discussion took place as to whether to return or retain the balance proceeds and LOC agreed to retain this sum.

There were 8 cancelled members on the books with £20k owing despite rental income diminishing the management fee account.

There were 11 owners with 1 years management fees outstanding, with all properties placed on the market for rent to mitigate liability.

b. Property re-sales

Re-sales numbers are fairly strong although the trend continues with re-sales prices being down. The sales team have been tasked with stabilising re-sales prices. KB commented that

- there have been a number of hotel guests who have become timeshare owners recently and LLL reported that we had seen more hotel guests becoming renters which was positive.
- c. Property rentals
Rentals continue to be reasonably buoyant. Some very good feedback regarding brimstone Spa and access to the Spa is being reported. LOC's view is that the exclusivity of Spa for onsite guests will encourage rentals and sales. JW asked for owners/renters to be identified in the guest questionnaires (NL) and could DV ensure that the report on rentals was sent to LOC as the last two reports had been missing (DV).
 - d. Succession Planning
2 nominations have been received for membership of LOC committee for this years' AGM from Mr John Smart and Kit Bird. The election process would be the same as last year.
 - e. AGM 2017
Topics for presentation – JW to present spend on Reserve Fund.
 - f. Trustee
Lawyers representing LOC report slow progress with lawyers acting for Barclays as a result of the fee earner dealing with the trusteeship only working one day per week. They will continue to chase them in order to finalise the transfer and ALD will keep LOC informed (ALD).
 - g. Constitution Review
The review is on-going with LOC involved in the process of finalising amends to the Constitution. It was agreed that KB as LOC representative should meet Oglethorpe, Sturton and Gillibrand, if possible on his next visit to Langdale. (ALD to organise).
 - h. Langdale Design Management Partner (JPA Design)
LOC to meet with JPA in due course, IH to organise.
 - i. Week Swap Service
A discussion took place with LLL confirming that the new LLL PMS system should incorporate a potential swap service.
 - j. Exchange Organisations Relationships
It was noted that Dial an Exchange remain the most pro-active of those organisations and LOC have a good relationship with them.

10. Communication

- a. Views
LOC felt that the just distributed version of Views was a good balanced publication.
- b. Owners Website
The Owners' website and communication generally was discussed in a separate meeting with DV yesterday. Recommendations were made and actions agreed with DV.
- c. Communication to Owners
As above
- d. Electronic Communication
As above
- e. Industry Developments
The demise of TATOC was discussed.
- f. Regulatory issues
Nothing to report
- g. Life stage consultation
NL has spoken to Mrs Smalley and progress can be made via a research project in conjunction with Lancaster University (NL to progress).

11. Any other Business

- JW queried the right to gain access to lodge properties for the purpose of repairs and urgent repairs.
- JW and KB had visited some lodges and looked in some Instruction Manuals the day before. Some lodges had certain Instruction documents missing, such as those for coffee machines, bed radios and the bath. LOC requested that the presentation of Instruction Manuals should be consistent. There were also no instructions for the wine cooler in particular, how to switch on.
- JW queried the policy when perishable food is left in fridges.
- JW queried re-cycling facilities in lodges and whether it would be possible to introduce a mixed re-cycling bin on site? Or whether to provide further information for owners regarding re-cycling.
- JW had been sent the Man at the Top flyer which referred to doing works to Harrison Stickle but this should be more clearly labelled as Man at the Top as it was not entirely clear.
- IH suggested that Kendal College be asked to curate a collection of artwork for Chapel Stile lodges (NL/ALD to organise).
- KB was aware of 2 separate instances where owners had possibly behaved in an unacceptable way. KB to write an article for publication in Views to communicate the kind of behaviour to staff that was unacceptable and to also remind owners that lodge Housekeepers were employees of the Club.

12. Date of next meeting

The dates of future meetings are:-

2017

25 November

2018

3rd February

14th April

21st July

1st December

2019

19th January