

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Friday 15 November 2019 at 9am

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

In Attendance: Mrs S Spencer (SS)
Mrs A Durnall (ALD)
Mr D Visser (DV)
Mr G Dixon (GD)

MINUTES

1. Apologies for absence

There were no apologies

2. Approval of the minutes of the meeting held on the 14 September 2019

The Minutes of the last meeting were approved

3. Finance

a. Management Accounts

SS reported that a water leak had been discovered at Wainwrights which has been repaired. The repair should effect a saving on water costs.

b. Reserve Fund

Nothing to report. Lodge maintenance is on-going

c. Management Fee

Nothing to report. NL reported being in discussion with a new laundry supplier due to the current contract expiring next April but the contract is under review due to poor service, however issues encountered are similar and not uncommon with alternative suppliers, in his experience.

d. Management Fee Apportionment Model Review

LOC 065 – IH had already circulated the Management Fee Apportionment Model Review. Upon further discussion LOC agreed that IH would confirm with SS the review cycle for the cost apportionment profiles (percentage allocation) used for actual costs, reserve fund and wear and tear with SS. In addition, the rationale used in definition of the Reserve Fund and Wear and tear profiles would be documented. Action on-going.

Following discussion LOC agreed to continue with the current model for this year.

e. Shared Costs Review

LOC 069 – SS reported that obtaining useable data from the Reception team had proved to be difficult Manco suggested a review of the Duty Managers and Business Support teams.

A discussion took place with regard to the size of the shared element of cost in relation to the overall department cost and the fact that the original split (and how it was calculated) has been

lost over time. It was agreed that a simple paper exercise would be useful in the first instance - as a discussion document. IH suggested utilities would be a good place to start.

LOC asked that the auditors confirm in writing what their conclusions are, even if this was that it was not possible at the current time, to define in any precise details.

4. Services

a. Performance indicators

Gary Dixon attended the meeting and presented his report which was circulated to the committee and discussed.

b. Owner Correspondence

Lodge 49/51 parking issue. LOC discussed the issues brought by the owners in details and were sensitive to their comments regarding their view. However, they felt that the situation would have to remain as it currently is. Manco will write to the owners to confirm **(LOC)**

IH reported that he had received correspondence directly regarding the inability, now, to lock the doors to the outside cupboard at the owners lodge to store bicycles. Storing bicycles in a locked area would enable the owner to validate his insurance cover. Manco to revisit secure point which can be installed at each lodge **(IM)**.

Correspondence received from an owner of Elterwater 3 (Vicki Nairn) who raised a query via a guest questionnaire, subsequent to which IM made contact and visited the owner in EWH. IM ascertained that it was not possible to put an additional handrail and had explained to the owner but at the same time had offered mobility aids which were available to all owners.

Mr Barry Natton owning at EWH had raised a query with NL regarding re-surfacing the drive at EWH but his daughter (and their son) are wheelchair users and the current surface makes mobility very difficult. Manco have costed to re-surface the entire driveway (resin finish) at £40k. IH suggested that a solution might be to re-surface a pathway wheelchair users. Manco would ask their owner consultant on such issues (Racheal Tlili) to comment **(NL)**.

c. Employee Report

The Employee report was circulated which demonstrated that the numbers were fairly static, with long term absences being eradicated and that it was good to see that total numbers of staff had increased. JW commented that this was a great achievement for Lodge Housekeeping bearing in mind the number of starters and leavers and that this should be passed on to the Lodge Housekeeping team **(ALD)**.

d. Owners Data

Nothing to report.

e. Business Continuity

Update on lightning strike insurance claim which is partly settled (computer element) but the material damage element is on-going.

5. Maintenance

a. Health and Safety – status

LOC 118 Mrs Baker - NL circulated Manco's report. Action closed.

b. Property Maintenance

- c. **LOC 052** – All gas meters have been replaced. Manco will be investigating the electrical metering as part of a larger electrical project. On-going action.

LOC 088 – CS 10 handrail (but also CS1) is due for installation shortly. On-going action.

IM reported the appointment of a new Fire Risk assessor and that Cumbria Fire and Rescue had followed up on their recommendations made regarding EW3, in particular the fire escape from EWH3. A meeting had taken place and despite sign off (from them) of the temporary solution which had already been installed which is a latch-able set of stairs with a security light, the direction now being received was that a fixed fire escape was necessary. Manco will cost for such an installation and submit to LOC for approval (**IM**). The existing temporary solution (latch-able stairs) can be re-purposed at Chapel Stile.

- d. Estate Maintenance
Nothing to report.

IM reported that the project on waterways was on-going and that the team had unearthed some undermining however the team have been able to identify a reasonably cost-effective solution. The project is running on time and the owners affected in the vicinity have been exceptionally understanding, particularly L59 as it is their first year in their lodge. LOC agreed to write to thank them for their understanding. LOC would credit their utilities (**LOC**).

Work had been undertaken on pathway lighting in order to improve illumination with 12 new units having been installed to the back of Lodge 32 and Lodge 33 and the pathway out from Fellside. This work forms part of an on-going programme across site. IM will put a cost to that as a project (**IM**).

- e. Inventory
LOC 103 – baking trays should now be in all Lodges. Action closed.

IM to distribute an up-dated inventory list (IM).

6. Projects

LOC 059 – project proposal process now in place. Action closed.

- a. Project Programme Implementation 2018 – 2019
Chapel Stile refurbishment project – the artwork recommendations were approved by LOC. IH recommended having the artists written approval to reproduce the original work. LOC agreed to put the original paintings in the entrance area with an artist biography adjacent (**ALD**).

LOC 099 – A letter has been sent to the TV Licensing Authority seeking rebate if appropriate. Action closed.

- b. Project Programme Planning 2019-2020
LOC 102 – action closed

Work to second bedrooms started today at Lodge 33.

Balcony Replacement

LOC 100 - Proposal provided and approved by LOC - action closed. IM reported that due to a change in building regulations an alternative bottom rail was required but this would not impact on the current aesthetic although there would be an increase in the cost. IM had identified 29 units in urgent need so work would be done within the Lodge maintenance calendar.

Soft Furnishings EWH/Barn/Cottage

LOC 98 Proposal provided and approved by LOC - action closed.

LOC 101 – A sample of the tandem drawer had been put into Lodge 47 and Manco had identified 3 different utensil containers. The prototype drawer installation had a greater depth than anticipated and it compromised the space available in the main drawer. The optional kitchen top utensil storage containers were considered. IM to review options for drawer and consider alternative options for the storage containers.

7. Committee

a. Cancelled Members

XXXXX
XXXXX
XXXXX
XXXXX

LOC to review all suspended memberships subsequent to the AGM, prior to publishing the Surrender Scheme.

LOC requested that the next report pack be circulated January 2020 (covering Oct/Nov/Dec) and thereafter quarterly (DV, NL, SS, ALD). LOC specified the following for inclusion in the quarterly report pack: -

- Re-sales and Rentals
- Guest Satisfaction
- Cancelled members and member arrears
- Employee report

b. Property re-sales

Subject to the quarterly report

c. Property rentals

Nothing to report

d. Succession Planning and Committee Support Activity

LOC 108 – IH had invited Paul Symonds and Paula Gorst to contact EUROCC and they recommended keeping a watching brief. Action closed.

KB expressed an interest in becoming Chairman of LOC in the future.

There was a further discussion around a longer-term plan for succession and the importance of it.

e. AGM 2019

Nothing to report.

f. Constitution

Nothing to report –action closed but this agenda item to be replaced by “Rules”.

g. Surrender Policy

KB and NL have met recently and provided an update. LOC were not yet in a position to finalise the scheme but hoped to be early in the new year. KB felt a statement could be made at the AGM with a focus on why there would be a scheme and a clear statement about the financial risk and that LOP would be sharing the risk. KB will prepare the text for approval prior to the AGM. LOC agreed that KB would be the person who, at the AGM, answers all questions on the surrender scheme. JW wanted to register her preference to raise a fee for owners wishing to surrender, in recognition of the liability that remaining owners would be taking on.

LOC 120 – action closed

LOC 121 – action closed

h. Week Swap Service

Nothing to report

i. Exchange Organisations Relationships

LOC 111 – action closed.

KB, GD, Michael Wrigglesworth and IM will be visiting Cameron House.

j. Owner Specific Facilities

LOC 110- on-going.

k. Management Agreement

LOC 104 – action closed but will continue as agenda item.

l. Insurance – Directors and Officers

Nothing to report.

m. Policy – Environmental issues and Climate Change

LOC 112 – NL to circulate the Environmental Policy (**NL**).

A discussion regarding uninsured losses took place. Insurers to be asked what the affect on the premium would be if there were a nil excess. An alternative option is to change the Rules Part A 1(d) to give LOC the opportunity to recover the excess. JW would still like to change the wording of that Rule to allow for recovery of the excess.

LOC 113 – Points of Interest updated and circulated. Action closed.

LOC 115 – Additional Policy decisions, Policy Matrix circulated for discussion. Discussion deferred to next LOC meeting. Action closed.

8. Communication

a. Views

It was agreed that the next version of Views would be distributed in the new year and content was currently being developed. KB will provide the text of his presentation on the Surrender Scheme at this year's AGM for an article in in Views.

- b. Owners Website – discussion with Dan following circulation of recommendations.
LOC 114 – DV will re-circulate options the main query being the re-migration of passwords. The use of a Wordpress template for the new website will enable the migration of passwords together with self-managed password management. DV asked LOC to consider content which would appear in front of and behind the password. JW would like some content in front. KB felt that with the new Langdale website it was harder to navigate to the timeshare and could this be improved? DV agreed to make that change **(DV)**.
- c. Communication to Owners
LOC agreed to email Views where possible.
- d. Electronic Communication
Delete as agenda item
- e. Industry Developments – EUROC
Paula Gorst and Paul Symonds recommended to keep under review.
- f. Regulatory issues
Nothing to report

9. Any other Business

LOC 116 – the snooker room will receive a re-fresh within the Chapel Stile maintenance period.

LOC 117 – DV provided a quote for Information Folders. KB suggested using a bit more colour in line with the other (sheep) folder that would be complementary to the existing folder and a more descriptive title such as “Appliance User Guide”.

LOC 119 – IM to research future options for replacement balcony furniture.

JW had received very positive comments from owners present in Wainwrights at the time of the fire alarm about how well the team had dealt with it and JW wanted to pass on her thanks and appreciation to the Wainwrights team **(NL)**

JW gave apologies for the February and May meetings. KB and IH were happy to move meetings around. IH confirmed he couldn't make the May meeting either. IH to review meeting date options with LOC members and agree alternatives.

NL confirmed that it would be possible for committee members who wished to be accommodated in lodges for the autumn/spring meetings to do so subject to availability of lodges on maintenance. However, this option would not be possible through the summer.

SS confirmed that Management fees would be sent out early January for feedback.

IM LOC 122 IM reminded LOC that the AV solution on the main estate required up-dating. The current AV equipment installed was now no longer available, so it was difficult to get spare parts or replace units like with like. IM and IH to review options and lessons from the Chapel Stile upgrade, and make a recommendation to LOC.

Signed by

**I Hamilton
Chairman**

Dated

Prepared by

**A Durnall
Committee Secretary**

Dated