

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 16 July 2016

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 Spencer (SS)
Mrs A Durnall (ALD)
Mr I Murray (IM)

MINUTES

1. Apologies for absence

JL gave his apologies

2. Approval of the minutes of the meeting held on the 30th April 2016

The Minutes of the last meeting were approved electronically prior to the meeting today.

3. Actions taken on the minutes of the last meeting

- a. LOC Action Tracker will now replace the Summary of Actions. IM agreed to work through the Action Tracker and advise IH of various dates of completion.
- b. Item No: 6 b) An alternative TV stand has been put into Lodge 29 and KB will provide feedback. **(KB)**.
- c. JW thought that LOC had agreed at the last meeting to put a note in Views regarding Credit Card charges. Owners have been referred to the website for details of credit card charges **(DV)**

4. Matters arising not included elsewhere on the agenda

- a. Reporting Dashboards
IH has put together a spreadsheet of all metrics that Manco currently report on and will continue to discuss with Manco outside of the meeting as to how this is now to be progressed.

5. Finance

- a. Management Accounts
Period 2 accounts were published last week and are as expected. Savings in payroll are now being seen as a result of the re-opening of the A591. Utilities are higher due to a water leak on site which was running at £600 p/w. This was identified from water readings taken. The leak has now been fixed and we may be able to claim back the sewerage element of our invoice.
- b. Reserve Fund
£88k has been put into the Reserve Fund which is slightly up from last year. £28k has been spent to date of which £6k relates to Chapel Stile roof which appears under the Lodge maintenance component.

c. Management Fee
Nothing to report.

d. Committee Report to the accounts 2015-2016
A final version had been circulated by IH. LOC approved the final report.

Final accounts have been audited with no changes. LOC formally agreed the Accounts and IH authorised his digital signature to final accounts.

6. Services

a. Performance indicators and customer feedback

AS report already circulated. There were 208 responses via Guestfolio, 51% of which were excellent, 42% good, 3% average and 1% poor. Main responses have been the position of the TV, pelmets and water in waterways.

IM confirmed that he was currently searching for a suitable organisation capable of surveying waterways on site and making recommendations. Lodge 22 and 23 being the main issues and the tarn in front of 67. **(IM)**

b. Owner Correspondence

1 piece of correspondence received from Dr Ashley Wilson Lodge 45 regarding the noisy building works. Manco will write to relevant owners once again to advise working hours for noisy works should be 9:30 to 5pm.

c. Employee Report

LOC would like to recognise Mary Price's long service award as a great achievement.

d. Owners Data

JW and IH attended a demonstration of Maximiser with DV yesterday. IH is quite satisfied that security is well managed and was a very useful exercise. Thanks go to DV and Jackie Lancaster for their time.

e. Business Continuity Planning

Further versions of contingency plans or emergency actions plans will be circulated in due course **(NL/ALD)**.

7. Maintenance

a. Health and Safety

All Periodic Reviews for Lodge Fire Risk Assessments are now up to date and will be reviewed annually from hereon.

Manco will also start to issue notification of Personal Emergency Evacuation Plans (PEEPs) for guests occupying lodges. Portable fire safety equipment may need to be purchased to provide suitable PEEPs.

The implications of the Insurance Act 2015 will probably entail further investigation of and by LOC and LOP in conjunction with brokers and insurers.

With regard to fire alarm point testing, IM will report to LOC with proposals to implement a process of testing which is compliant and robust as advice states that testing should take place if not weekly then monthly. This may involve additional cost **(IM)**.

b. Property Maintenance

IM will provide IH with a date for the annual review in particular:-

- A date for the annual accommodation inspections
- An outline of the elements of the accommodation that are inspected within the annual accommodation inspection

c. Estate Maintenance

Work to the roadways is now complete with only markings and signage to be finalised. There are a large number of Beech trees on the boundary of the road opposite the Eltermere Hotel that need to be removed. This will involve approximately 4 days work including traffic management. IM proposed to replace a stand of trees elsewhere on the Estate as replacement. LOC agreed to works taking place on the basis of a provisional sum of £3,500.

The next area of re-surfacing would be in front of Lodge 1, 2 and 3 and up to Founders Seat and SS confirmed that there is an estimated £90k of works remaining.

8. Projects

a. Programme for 2016-2017

New project proposals

IM proposed that the water tanks at Founders Seat should be replaced as they are over 30 years old and no longer compliant. At the same time IM proposed to move the tanks to give better pressure. IM will put together a project cost and present to LOC at the next meeting **(IM)**.

There are 2 small sections of waterway which have been identified as in need of repair. IM will build a project proposal **(IM)**.

Bedroom programme progress

A number of LED bedside lights have failed and IM is in the process of finding a replacement quality item **(IM)**. Currently there are 56 master bedrooms left to refurbish. To coincide with the refurbishment of Chapel Stile kitchens IM suggests undertaking 37 this year. Manco hope to complete boiler installs this year.

NL confirmed that Manco will review the cost of purchasing new duvets as opposed to laundering duvets **(NL)**. A rolling programme for the replacement of duvets and pillows will be implemented, the proposal being to retain a synthetic hypoallergenic product. LOC agreed the proposal.

Wi-Fi Access Point deployment plans

The timetable of deployment of the new access points will be managed by Manco. Manco intend to replace the current access point with the new units as direct swaps in the current installed location to provide early improvements to performance. During this year's maintenance period new cabling will be installed to enable the access points to be relocated to the living area, to provide optimal performance within all the accommodation types.

There is an additional requirement for a number of new switches so that each Lodge has its own AP **(IM/WN)**.

Chapel Stile refurbishment

IM has been working with Alison Tordoff who has come up with 2 design concepts for kitchen/ living room as a whole based on the agreed brief which were presented to LOC today. LOC requested that no further design work be conducted in relation to Chapel Stile or other areas until LOC has considered its position regarding the wider management of the

accommodation design activity. LOC to advise next steps following a review of the approach to the wider accommodation design requirements **(IH)**.

Langdale Design

IH confirmed that he, JW and KB met with James Park Associates (JPA) regarding the Hulsta units and proposed wider relationship with JPA; to be the custodian for the overarching design and theme/brand for LOC. IH will contact JPA and confirm that LOC wish to appoint them as design and brand advisors to LOC, terms of reference to be agreed.

JW would be keen to see a more cohesive approach to design for the future. A further discussion took place based on JW's suggestion that LOC don't refurbish CS next year to allow LOC further time to consolidate a longer term plan bearing in mind the changing face of timeshare ownership and the rental market in a way which is akin to the approach taken with the design of Brimstone, Stove and Spa. KB summed up that LOC's desire is that Langdale Lodges should be to self-catering what Brimstone is to the hotels.

As a result of the discussion LOC agreed that IH would seek advice from JPA with regard to whether to proceed with the Fidget Design for this year **(IH)**. This would also inform any additional or further communication with owners. However, even if kitchen/lounges were not to be refurbished next year, LOC agreed that common areas would be.

9. Committee

a. Cancelled Members

XXXXXX

XXXXXX

XXXXXX

b. Property re-sales – levels and success

Since the last meeting, DV has reported that timeshare sales have increased with a more effective, new approach to re-sales recently.

c. Property rentals – levels and success

JW would like to know the percentage number of rentals. LOC will agree with DV exactly what information is being requested and to what end for both re-sales and rentals **(KB)**.

d. Succession Planning - Committee Nominations Received

A nomination has been received from Mr J Smart. LOC agreed that both candidates for election to LOC would provide written statements only which would be circulated with the AGM Voting papers **(ALD)**. IH will contact Mr Smart **(IH)**

e. LOC Activity Calendar

Nothing to report.

f. AGM 2016

The timetable of the day would be :-

11:00 LOP AGM – Business only meeting

12:00 LOC AGM – Business only meeting

13:00 Short break for tea/coffee

13:30 Joint LOP and LOC meeting with presentations (probably 2)

- g.** Membership needs
Oglethorpe, Sturton and Gillibrand are compiling a report for LOC and an executive summary was presented to LOC within the meeting. ALD will forward the report (a general review of the constitution) when it is received **(ALD)**.
- h.** LOC AGM Minutes
The Committee agreed that a supplementary note (footnote) would be added to the AGM Minutes regarding the question taken from Mr Smart. IH will speak to Mr Smart (ALD)

10. Communication

- a.** Views
Nothing to report
- b.** Owners Website
NL reported that the Co-wheels offer is now on the website as a source of information providing owners with an alternative travel solution. JW would like a comment regarding Co-Wheels to be in next version of Views.
- c.** Communication to Owners
Nothing to report
- d.** Electronic Communication
Nothing to report
- e.** Industry Developments – e.g. new legislation, TATOC
FOC has not yet followed up and will report to LOC **(FOC)**.
- f.** Regulatory issues
Nothing to report

11. Any other Business

JW enquired with regard to the number of comments regarding lodge key failure. IM confirmed that Manco are changing Salto locks again due to a problem with the chip within the lodge mechanism.

NL confirmed that owners will soon have paid back to LOP the cost of repairing the weir (£70k since 2011). Manco have recently been approached by University of Cumbria and Brathay Trust with regard to the Aspiring Leadership Programme and whether this would be something that LOC would consider as a replacement repository for donations. If this is something the Club would be interested in, they would need to underwrite the sponsorship of a student on the basis that donations collected from owners would fund the sponsorship. NL will send out detailed and further information for LOC to consider this charitable proposal **(NL)**.

12. Dates of future meetings

2016 – 30 January, 30 April, 16 July, 26 November (AGM on 27th)
2017 – 11 February, 22 April, 22 July, 25 November (AGM on 26th)