

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Friday 2 February 2018

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

In Attendance: Mrs S Spencer (SS)
Mrs A Durnall (ALD)

MINUTES

1. Apologies for absence

2. Approval of the minutes of the meeting held on the 25 November 2017

The minutes of the meeting on 25 November were approved.

3. Actions taken on the minutes of the last meeting

a. LOC Action Tracker

- LOC-037 – LOC agreed to hold an additional meeting prior to the next scheduled LOC meeting to discuss communication but in the light of the changes to the Constitution **(IH)**.
- LOC-038 On-going.
- LOC-041 To be discussed later within the Agenda.
- LOC-042 Action to be closed. DV is obtaining a cost for the next development stage.
- LOC-048 ALD to continue to work with Kendal College to procure and install artwork for Chapel Stile refurbished apartments in 2019 **(ALD)**.
- LOC-050 On-going but c/f 1 April 2018
- LOC-051 Balconies to be maintained and repaired for the time being as LOC would like to see samples of the proposed solutions for LOC and a fully costed proposal for such solution. Small samples to view are acceptable. IM confirmed that there are 6 lodges that require new balconies and that it was preferable to replace balconies during the maintenance period due to the disruption caused **(IM)**.
- LOC-052 IM has been progressing this matter. Replacement meters, at a cost of £60, will need to be capable of being online - c/f 1 April 2018 **(IM)**. As previously minuted LOC have already agreed to replace 10% per year and this will be actioned **(IM)**.
- LOC-053 SS to circulate actual costs for water use-age **(SS)**. Project outline for all utility meters **(IM)**.
- LOC-054 Swaps Service – DV has a proposal in hand and will circulate in due course **(DV)**.
- LOC-055 On-going.

LOC-056	On-going.
LOC-057	On-going.
LOC-058	On-going.
LOC-059	Project Tracker and monitoring programme for all projects is on-going although IH will develop further. IM to share data (works completed to date) with LOC (IH/IM) .
LOC-060	On-going.
LOC-061	Signage proposal will be shared by (NL) .
LOC-062	On-going – IH will discuss IP telephony with WN to progress (IH/WN) .
LOC-063	On-going through the maintenance period and complete by second week in March 2018.

JW raised the action of providing instructions as to how to adjust the height of the TV's **(IM)**.

4. Matters arising not included elsewhere on the agenda

- a. Appointment of LOC Chairman
LOC confirmed that IH is appointed as Chairman of LOC for the forthcoming year.
- b. AGM 2017 Feedback
A discussion took place regarding the AGM attendee who raised the question of a Contingency within the Reserve Fund and it was felt that LOC would always ensure that there is a positive balance at the end of each year.

5. Finance

- a. Management Accounts
Cash is being accumulated at the moment. Some old furniture has been sold via eBay. KB asked whether LOC would be ahead of budget on property management costs and SS confirmed that indications were positive.
KB queried newsletter costs, however last year the AGM mailing, Minutes and Views were sent separately.
- b. Reserve Fund – revision of apportionment
SS presented the proposal (with a 3year forecast) taking into account the apportionment as agreed. LOC agreed to defer the decision on revising the apportionment of the Reserve Fund for this coming year. SS will re-visit the proposal. A significant factor in the committee deferring the decision to re-apportion came from the additional re-apportionment of the property management costs which had resulted in sharper increases in some management fees than anticipated therefore there was further work to be done, in light of this.
- c. Management Fee – 2017 - 2018
LOC proposed an increase of 2.6% considering the above discussion regarding revision of Reserve fund apportionment. SS to send out revised figures for approval.

6. Services

- a. Performance indicators
Guest satisfaction for 2017 – 2018 in pie chart form circulated. NL reported that he and other members of SMT have been attending Lodge Owner meetings and overall

the meetings are very positive. Meetings have now been moved to 4pm over the winter months.

KB queried the Guestfolio reports. NL explained LLL's responsibilities around GDPR. Data circulated to LOC will be anonymised to ensure the data is protected appropriately.

b. Owner Correspondence

Correspondence had previously been circulated. NL noted to LOC that there appeared to be an underlying theme regarding exit strategies. Also of note was Mr Hulley who was looking for a commitment to undertake work at Chapel Stile.

c. Employee Report

The employee report will be circulated via email although the main issues this quarter were; the long term absence problem has almost been eliminated (from 11 people down to 2), absence issues remain as a result of short term/one off absences although with HR assistance, absences are now back to being monitored very closely which in the past has improved the situation, unauthorised absences reported to be a bigger problem than sickness. Overall the absence rate has dropped slightly since last report which is positive.

d. Owners Data

A note for LOC/LOP on GDPR will be circulated via email.

e. Business Continuity Planning

Nothing to report

7. Maintenance

a. Health and Safety

LLL received a visit from Cumbria Fire and Rescue Service (CFRS) and 2 Deficiency Notices have been received with regard to EWH3 and Chapel Stile with regard to evacuation and in particular egress through kitchens. The notices demonstrate the continuing evolution of CFRS thinking in the context of their own reducing capacity and capability. Previously, in 2016 deficiency notices were issued against the same properties but the issues raised at the time were suitably addressed and therefore resolved.

LLL have already identified and are confident that works identified to resolve this issue, will meet the criteria for fire safety. In addition, IM recommended improvements to the fire alarm system in Chapel Stile in order to make it an addressable system, this work to be scheduled for 2019.

NL/IM/ALD will meet with Unwin Jones Partnership ("UJP") next week with a view to submitting a planning application for external fire escapes at both Chapel Stile and Elterwater Hall so that permissions are in place if further works are required by CFRS who will return to site on 16 March to review the works that have been done.

A major Fire Review has been undertaken on behalf of the LOP board who have agreed to share the content with LOC. It should be noted that fire testing and periodic testing is all up to date.

The company also was the subject of a Shieldsafety Audit which was predominantly very positive regarding Health and Safety across site.

- b. Property Maintenance
Nothing significant to report. New water tanks will be commissioned within the next 10 days.
- c. Estate Maintenance
No works undertaken to date but works will take place in the first 3 weeks in March.
- d. Inventory
LOC agreed to add larger mugs to lodges. LLL have been replacing mugs on an as when basis. NL

8. Projects

- a. Maintenance and Refurbishment
IM reported that maintenance works were all going to plan and have had great success with works undertaken on waterways.
- b. Programme for 2018 – 2019.
IM would like clarification from LOC regarding works to Chapel Stile particularly as these works will then guide/dictate other works.
 - Proposed projects - outline programme
 - Bedroom programme –
 - Chapel Stile refurbishment -
 - Elterwater Cottage – the committee agreed that the living room furniture should be replaced (IM).

9. Committee

- a. Cancelled Members
XXXXXX
- b. Property re-sales DV report circulated.
- c. Property rentals – DV report circulated. Noted was a decline in the number of weeks available which infers more owners are occupying their timeshare weeks.
- d. Succession Planning
IH confirmed that he would be standing for re-election at this years' AGM. LOC agreed that it would be helpful to publish (as an article in Views) a table of re-election. JW also suggested that committee members might want to share their intentions for the future.

The meeting was suspended at this point as IH had to leave due to urgent family commitments.

- e. AGM 2018 - planning
- f. Trustee - progress
- g. Constitution Review – progress and programme
- h. Langdale Design Management Partner (JPA Design) – review
- i. Week Swap Service – succession and planning for implementation
- j. Exchange Organisations Relationships – engagement

10. Communication

- a. Views
- b. Owners Website – News Desk Items
- c. Communication to Owners – strategy and resources
- d. Electronic Communication
- e. Industry Developments – new legislation, TATOC
- f. Regulatory issues – issues of compliance, law
- g. Life stage consultation – ideas

11. Any other Business