

LANGDALE OWNERS CLUB COMMITTEE MEETING

Held via Video Conference Friday 21 August 2020

Present: Mr I Hamilton (Chairman) (IH)
Miss J Walker (JW)
Mr K Bird (KB)
Mr I Murray (IM)
Mr M Coletta (MC)

In attendance Mr D Visser (DV)
Mrs A Durnall (ALD)
Mr P Symonds (PS) for Part One attending as an observer
Mrs P Gorst (PG) for Part One attending as an observer

MINUTES

Part 1

1. Apologies for absence

Apologies had been received from SS and DV (for Part one).

2. Approval of the minutes of the meeting held on the 24 April 2020

The Minutes of the meeting held on 24 April were approved.

3. Finance

a. Management Accounts – Covid-19 impact

The results for Period 3 had already been circulated in advance of the meeting.

b. Reserve Fund

LOC-132 A review of the COVID-19 Surplus Funds would be undertaken with scenarios and recommendations presented to the Committee in advance of the AGM (SS). The Committee will then be able to share the most up to date position, and communications can be developed and distributed **(SS)**.

c. Management Fee 2020-2021

IH had circulated a report on outstanding management fees relating to COVID and Manco were able to confirm that there were currently 99 owners who had not paid their management fees for that period, some owners indicating that they were waiting for the Committees' final determination on COVID costs.

Feedback received during the period demonstrated the continuing confusion between LOC and LOP and JW felt that further explanation was needed prior to the AGM. MC suggested that this could be addressed at the commencement of the AGM.

d. Management Fee Apportionment Model Review – suspended

e. Shared Costs Review- suspended

4. Services

a. Performance indicators

MC reported that there had been very little adverse comment from owners save that the inaccessibility of dining in Stove were being taken into account as an operational issue. JW felt that all comments needed to be taken in context with MC explaining the limitations of providing further covers in the restaurant and the pub due to COVID restrictions but that this was all being considered with a view to finding solutions to those challenges. There were also some comments with regard to Housekeeping which were also being addressed. MC also reported that anxiety across the workforce was the biggest issue at the moment.

Manco agreed to resume quarterly reports with effect from Q3 (quarter ending 30 September 2020) which will also, where appropriate cover Q1 and Q2.

- b. Owner Correspondence
Nothing to report
- c. Employee Report
There were now no LOC employees on the CJRS Furlough scheme.
- d. Owners Data – suspended
- e. Business Continuity
Nothing to report.

5. Maintenance

- a. Health and Safety
IM reported that a significant amount of work had been undertaken on the risk assessment and mitigation of legionella for all lodge stock. Having had the opportunity to review the cold water storage pertaining to lodge stock recently, IM felt that the current configuration of cold water storage needed to be reviewed and it was agreed that IM would put forward a proposal for changes to be made. In the meantime, in order to continue to manage the risk, Manco would increase the frequency of water testing from 3 per cycle to 10 and/or whatever level ManCo deemed necessary to deliver at least one test per lodge per annum. **LOC-137** The Committee agreed that Manco should set the level of testing and recommend any remedial works deemed necessary to ensure compliance with legislation (**IM**). To confirm when testing protocol is in place, including circulating schedule of accommodation unit testing.
- b. Property Maintenance
IM reported that all statutory testing had been met prior to closure of the Estate due to COVID. A member of the maintenance team had been kept on during the period of closure and had undertaken a weekly inspection of all areas.
- c. Estate Maintenance
LOC-133 IM reported that the repairs to the tarns adjacent to the area by Lodge 60 had been a great success. As an unintended consequence of those works however, grounds were currently having to tackle the emergence of blanket weed which Andy Dawson (AD) was managing (**IM**).

IM took the opportunity to explain the works undertaken by the one member of the Maintenance team kept off furlough during the closure of the estate as he had not only maintained the estate but also the grounds and the committee thanked him for his work.

- d. Inventory – Lakeland Relationship - suspended

6. Projects

a. Project Programme Implementation 2018–2019

- Chapel Stile refurbishment project
IM reported that the majority of the artwork had now been installed in Chapel Stile apartments.

b. Project Programme Implementation 2019-2020

- Second Bedrooms
IH felt there was a need to focus on bedrooms and balconies and that it was preferable to complete those bedrooms (IM confirmed there were approximately 50 lodge bedrooms to complete).
- Balcony Replacement
Remaining balconies could be progressed as and when ManCo consider works to be required.
- Soft Furnishings EWH/Barn/Cottage
IM reported that these were now all in place. From the limited feedback received IM felt that the lighting did need to be reviewed and adjusted (**IM**).
- Window Replacement Chapel Stile (CS)
IM reported that work had been undertaken last year as a requirement of the Fire Authority which included the provision of escape gantries for CS 5 and 10. LOC had previously discussed replacing more of the windows at CS but this work will be deferred until March 2021 which IM recommended.
- Projects 2020 – 2021
LOC-134 IM will submit a revised proposal document outlining recommended priorities. These were currently the electrical lighting circuits in 2 storey lodges on the main estate. IM reported that such wiring was in need of replacement as a priority but as all lodges had RCD protection the risk was mitigated sufficiently until a proposal could be finalised and submitted to the Committee for approval. The proposal would include 3 costed options (**IM**). IM would conduct some trials and include those findings within the proposal.

IH stated that he felt that the electrical lighting circuitry was a high priority which would impact on funding for any other works such as street lighting and cold water storage which IM had raised. IM estimated that works to the electrical lighting circuitry was required in approximately 40 lodges and felt that currently an estimate for this work would be in the region of £10k -£20k.

Detail for the street lighting project would be shared with the Committee when available (**IM**).

KB referred to guest feedback from owners in Beckside and Brackens and felt that these units ought to be included on the refurbishment programme. The level and scale of the refurbishment would need to be considered in a holistic way, possibly phased over 2 years.

Part 2

7. Committee

- #### a. Cancelled Members
- XXXXXX
XXXXXX

- b. Property re-sales - suspended
- c. Property rentals - suspended
- d. Succession Planning and Committee Support Activity
A general discussion took place with regard to the attendance of PS and PG in Part 1 of the meeting and the consensus was that this was a helpful and valuable exercise for both the Committee and the observers.
- e. Meetings – Covid-19 Meeting Schedule
IH stated that he would need to review the LOP meeting schedule and would revert to his committee colleagues in due course. JW felt that if meetings were to continue to be virtual would consideration be given to having more meetings but of a shorter duration? The Committee agreed to do so.
- f. Rules
KB had communicated with Jennifer Grabowski (JG) at Oglethorpe, Sturton and Gillibrand (OSG) with regard to the proposed wording within the Rules on the recovery of costs where insurance prevents such recovery and was awaiting a draft new Rule. It was agreed that it would be better to postpone implementing the new Rule until after the AGM. JG had also provided specific written advice with regard to the CMA guidance which was, in brief, that timeshare is specifically excluded from the scope of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 because timeshare is subject to the Timeshare, Holiday Products, Resale and Exchange Contracts Regulations 2010. Further that LOC were not in breach of their duties to owners whose weeks had been disrupted due to the closure of the estate and therefore owners would not be excused from their obligations to the club (to pay management fees). In accordance with Rule A 1(c) LOC considered the provision of alternative accommodation to owners affected by the closure of the estate between 23rd March and 3rd July but concluded that such provision was not possible.
- g. Surrender Policy
A letter in response to the letter from LOP on the Surrender Scheme has been drafted by KB and reviewed by IH and JW. It was agreed that the letter to LOP would be sent with an understanding that the Surrender policy scheme would be worked up in order to convert it into a Manco operating procedure to be presented to LOC and LOP as a recommendation with a target start date.
- h. Week Swap Service – suspended
- i. Exchange Organisations Relationships – suspended
- j. Owner Specific Facilities – suspended
- k. Management Agreement
LOC-135 A request to fix the Management Fee payable to LLL for a fixed period (up to 3 years) was requested be taken to the board of LOP (**MC**). Alongside this there was a reference to the shared costs split and the Management Agreement itself.
- l. Insurance
ALD reported on the FCA Business Interruption test case the trial of which had concluded on 30 July with an indication that judgment might be available mid-September. Any judgment is likely to be appealed.
- m. Policy – Additional Guidance / Environmental issues and Climate Change - suspended

8. Communication

- a. Views – suspended
- b. Owners Website – suspended
- c. Communication to Owners
DV stated that there was nothing significant to report in addition to what had already previously been circulated and actioned.
- d. Industry Developments – suspended
- e. Regulatory issues
Nothing to report.

9. Any other Business

- a. **LOC-136** KB proposed that LOC continue to support the Aspiring Leaders Programme (ALP) run by the Brathay Trust in conjunction with the University of Cumbria as they (LOC) had done previously. After discussion LOC agreed to do so and KB would make contact with Brathay to confirm **(KB)**.
- b. ALD confirmed that a trial run of the virtual AGM would take place on 3 September.

The meeting concluded at 11:23am