

# LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 21 July 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 A Durnall (ALD)

## MINUTES

### 1. Apologies for absence

Sarah Spencer (SS) gave her apologies.

### 2. Approval of the minutes of the meeting held on the 14th April 2018

The minutes of the meeting held on 14<sup>th</sup> April were approved.

### 3. Finance

#### Action Tracker items: -

LOC 065 - SS to circulate revised re-apportionment review/proposal by end August (SS).

LOC 069 – Shared Cost Review. SS to provide a more complete explanation of how shared costs are built and put together (possibly via a virtual call) with a brief presentation by end August (SS).

- a. Management Accounts – nothing of note to report
- b. Reserve Fund – currently at £119k
- c. Management Fee – The management fee for 2019-2020 to be resolved once the re-apportionment has been reviewed, see Action Tracker Item LOC 065.
- d. Shared Cost Areas – current position and review, see Action Tracker Item LOC 069.

### 4. Services

- a. Performance indicators  
NL reported that the Guest Satisfaction surveys demonstrate an improvement in guest satisfaction.

#### Action Tracker items:-

LOC 074 – NL outlined how LOP would support LOC with the proposed surrender policy being considered. KB thanked LOP for the positive support.

KB asked ALD to check whether the Constitution would prevent LOC holding more than 10 weeks (ALD).

- b. Owner Correspondence – NL reported that only 4 pieces of correspondence had been received, 2 of which had concerned exit/relinquishment of weeks, together with a letter from Mr Smart. Mr Fletcher had written directly to the Chairman. All correspondence had been responded to.
- c. Employee Report – the quarterly report was circulated with nothing notable to comment upon other than that the situation was stable. ALD reported that the company supplying Lodge Housekeeping transport had recently demanded approximately a 30% increase in the cost of supplying staff transport. As a result, an alternative quote from Hobans 1923 was sourced and we have placed the contract with this company and given notice to Reays.
- d. Owners Data – security and management.
  - A discussion took place regarding the processing, retention and storage of member’s historical, hard copy records. LOC approved the storage of historical timeshare files in a secure off-site facility and for those historical files to be scanned in-house. There will be a payroll cost in this regard **(ALD)**.
  - With regard to member specific operational records the committee agreed that such records should be placed within Guestline. Member specific operational records would include notes which are required in order to take operational care of owners but would not include information relating to their timeshare ownership where the repository would be Maximiser.
  -
- e. Business Continuity Planning – work is in progress to install a separate fibre link to Gateway to separate the LLL corporate network from the guest network in order to create greater resilience. As consequence of work to Distribution Boards LLL were continuing to develop greater resilience to the IT Comms room to ensure there is stand-by power generation. JW queried the comments regarding replacement routers and it was explained that all routers had been replaced but it had not been possible to place them in the most optimum position and this remained an on-going process bearing in mind disturbance to guests.
- f. Property Rental – it was agreed that IM would put together an Annual Review for each unit taking into account compliance obligations for rental purposes.

## 5. Maintenance

### Action Tracker items:-

LOC 048 – now closed.

LOC 051 – The installation of a sample glass fitting to the balcony of Lodge 37 had been completed by IM. The work had taken approximately 5 hours and replacement balcony glass had been scheduled for the remaining 5 lodges previously agreed. JW commented positively on the replacement seen.

LOC 052 – 6 Sample electricity meters had been fitted and live software is available which would potentially link to our billing system. Experimentation is on-going. IM and NL met with Robin Welsby and he recommended other reputable suppliers of meters which will be investigated **(NL/IM)**. NL commented that water meters would help more clearly identify the cost split between LLL and LOC.

LOC 079 – request to IM for a presentation as to how regular maintenance is planned and undertaken. IM agreed to do this for the next meeting **(IM)**.

KB asked IM for a “Works completed to date” document which IM agreed to circulate **(IM)**.

a. Health and Safety

JW attended the SHEF meeting which took place the day before. She reported that allergen information was to be put into all timeshare units and Andy Dawson would be using a gutter cleaning system (Sky Vac) which will negate the need for any adverse working at height. Considerable work was going on to reduce plastic usage on site for example, using mesh bags instead of single use plastic bags for towels in lodges. The existing Fire Risk Assessor is retiring so a replacement consultant will be required.

b. Property Maintenance

- Nothing further to report since the last meeting. There have been some adverse guest comments from owners with regard to the fire doors at Chapel Stile. JW offered to write an article for Views if necessary to explain the fire safety requirements with regard to fire doors.
- Planning permission for EWH3 has been granted but the improvement works already completed are acceptable to Cumbria Fire and Rescue Service. Work to install a handrail outside Chapel Stile 10 remains outstanding **(IM)**.
- IM mentioned that it might be necessary to undertake works to tarns by Lodges 62 – 67 at a material cost of approximately £27k. Funding the project in this way would enable the project to be completed in one phase with potential cost savings.

c. Estate Maintenance

Waterway repair – As it is not possible to abstract any water from the Great Langdale beck at the moment due to the dry weather, LLL propose to take the opportunity to undertake repair works to waterways. The committee agreed that this was a good course of action **(IM)**.

Traffic calming – now that most road surfaces are very much improved, LLL propose to install a further 3 traffic calming ramps but also to make provision for wheelchair users with appropriate access spaces and the committee agreed to this course of action **(IM)**. IM advised that Andy Dawson and his team were in the process of removing rhododendron at Founders Seat and this area would be re-planted with native species.

d. Inventory – mugs have been put into lodges, but Villeroy and Bosch have confirmed that any replacements are not due to be produced until mid-2019.

## 6. Projects

### Action Tracker Items: -

LOC 059 – Development of the proposed long-term project tracker remains on-going. IM is providing a new matrix to IH.

LOC 062 – IP telephony – IH to discuss with Wayne Newton.

LOC 070 – This item is closed.

a. Maintenance and Refurbishment  
Nothing to report.

b. Programme for 2018 - 2019

- Proposed projects – The Chapel Stile refurbishment proposal document had previously been circulated. A discussion took place and the committee asked IM to present the next stage in process ie, the Project Proposal Document which will include detailed costings.
- Correspondence from Mr Clark re Chapel Stile refurbishment was noted
- Bedroom programme – this will be formulated once the Chapel Stile proposal has been reviewed and finally approved.

-

LOC asked LOP if they would be willing to fund a project to replace all balconies by way of a loan and NL agreed to take this to the board, once the result of installing the remaining 5 samples had been considered (**NL**). Funding the project in this way would enable the project to be completed in one phase with potential cost savings.

The committee agreed to hold a conference call in late September/early October to decide on a final programme for the forthcoming year.

## 7. Committee

### **Action Tracker Item: -**

LOC 038 – Action to be re-defined – On-going.

LOC 054 – Owner to Owner Swap Service review completed – this item was closed.

- a. Cancelled Members – there were no members to bring to the meeting today.  
XXXXX
- b. Property re-sales – Weeks available for re-sale 448 in April and 444 in May and June, so, availability slightly decreased in the past quarter.
- c. Property rentals – There has been a slight drop in rental figures over the month possibly relating to the World Cup. Overall a strong market.
- d. Succession Planning – Mr Hamilton has been nominated by Mr D Grimes to be re-elected as a committee member at this year's AGM. Contact has been received from an owner interested in contributing to the work of the LOC committee. The committee agreed that the Chairman would arrange to meet the owner and discuss informally how she might advise/support committee work.
- e. AGM 2018  
The venue has been booked and confirmed. ALD will send IH the usual draft Notice of AGM in conjunction with Oglethorpe, Sturton and Gillibrand bearing in mind the Resolution to amend the Constitution this year (**ALD**). It was noted that the 2019 AGM will be held in the south.
- f. Constitutional Review

The feedback received from the critical friends had been circulated to all. Jennifer Grabowski had processed and implemented relevant feedback into a latest draft, which would be made available to all next week **(ALD)**.

A key question for the committee, based on feedback received, was whether management fees should be refunded in the event of a timeshare unit being unavailable to occupy **(ALL)**.

g. Exchange Organisations Relationships – nothing to report.

## 8. Communication

### Action Tracker Items :-

LOC 037 – Development of Communication package for AGM 2018 – on-going.

LOC 050 – this item was closed.

LOC 063 – All user manuals in units had been physically updated and an electronic copy is also available.

#### a. Views

KB noted 2 articles for the next edition of Views, one being the Aspiring Leaders event which he had attended. Subject matter for articles could include road names, a reminder regarding pets, Chapel Stile fire doors, changes to Constitution. It was agreed that these articles should be collated in January /February 2019.

b. Owners Website – nothing further to report.

c. Communication to Owners – nothing further to report. A request was made for an update on the number of Owners currently signed up for electronic communication **(DV)**.

d. Electronic Communication – 4 requests for email communication had been received since the article in Views.

#### e. Industry Developments

- New legislation – nothing further to report
- RDO Conference Sep 2018 –KB wanted to know when he would need to confirm his attendance **(ALD)**.

f. Regulatory issues – nothing to report.

g. Life stage consultation – the committee asked NL to investigate whether it would be possible to ask Lancaster University to use the existing research, recently received to undertake a further piece of research which would expand on the existing analysis and results **(NL)**.

## 9. Any other Business

KB – KB asked for the cost of new user manuals, new folders and the re-printing to be circulated with a view to refreshing/replacing user manuals **(DV)**.

KB – KB asked whether the list of additional facilities was something that the committee wanted to discuss further, alone or in conjunction with LOP? NL confirmed that the facilities were very much about children's facilities and that there was no overall benefit to the company in terms

of revenue from any of these facilities. IH agreed to make this an Agenda item for the next meeting **(IH)**.

JW – JW asked the Chairman whether LOC were going to thank all critical friends for their time and comments and it was agreed that a letter would be sent. **(ALD)**

JW – JW asked whether lodge access was still from 10am for check out and 4pm for check in and NL confirmed that this was still the case.

NL – NL informed the committee that Andy Dawson, Head Groundsman had completed 35 years' service this year. This would be mentioned in Views.

**Dates of future meetings: -**

1 February 2019

11 May 2019

14 September 2019

30 November 2019

**Approved by:**

**Prepared by:**

**Signed:**

**Signed:**

**Dated:**

**Dated:**