

## **LANGDALE OWNERS CLUB COMMITTEE**

Held at Langdale on Saturday 22<sup>nd</sup> November 2014

**Present:** Mr I Hamilton (Chairman) (IH)  
Mr A Collier (AC)  
Miss J Walker (JW)  
Mr J Longmuir (JL)  
Mr N Lancaster (NL)

**In Attendance:** Mr F O Crouch (FOC)  
Mrs S O'Boyle (SOB)  
Mrs A Durnall (ALD)  
Mr I Murray (IM)  
Adam Sharrock (AS)

### **Minutes**

#### **1. Apologies for absence**

#### **2. Approval of the minutes of the meeting held on the 12th July 2014**

The Minutes were approved.

#### **3. Actions taken on the minutes of the last meeting**

#### **4. Matters arising not included elsewhere on the agenda**

#### **5. Finance**

##### **a. Management Accounts Review**

£148k in bank and due £200k from LLL building up to pay for lodge refurbishment. Nothing unusual to report.

##### **b. Reserve Fund**

After the 2 bedroom projects have been added the Reserve Fund will be more or less spent.

##### **c. Management Fee 2015-2016**

Manco have been investigating proposed budgets which indicate a 3% increase. Any increase is dependent upon spend next year out of the Reserve Fund. Before the next meeting SOB will distribute a proposal based upon planned works for the following year.

AC queried whether LOC might want to accumulate funds for future spend?

LOC agreed to freeze management fees for next year and reduce the Reserve Fund element to take allowance of the 3%.

Manco to work to a 3 and/or 4 year programme for bedroom refurbishment and to submit a detailed phased proposal for resurfacing of the roadways over the next 3 – 4 years.

## **6. Services to Lodges and Lodge Owners**

### **a. Performance indicators and customer feedback**

KPI's will be circulated after the meeting, a digital version had been circulated. It was felt that the digital version gave owners greater opportunity to comment in a more relevant way which worked well in conjunction with Adam's report to LOC. As a result the feedback received is far more focussed and enables Manco to react quickly and efficiently. NL proposed that LOC create paper/digital feedback forms which are consistent with each other LOC agreed.

### **b. Owner Correspondence**

AS presented comments from owners since the last meeting. To consider collating actual number of complaints per item (AS).

- IM will investigate the possibility of adding a shelf/cage for shower/shampoo in lodge showers.
- Issue of cracked glazing on some of the Porcelanosa units (approx. 15 in number). Cost approx. £280 – Manco will assess the extent of the issue.
- IM will audit and add detail to which lodges need more coat hooks in hallways.
- CS complaints regarding damp – there is an issue with airflow which maintenance are looking into and have addressed where possible. It is a symptom of the age and structure of the building. To consider when bedrooms are refurbished (IM).
- Increase in HK complaints recently which are already being addressed.
- Additional baking trays are no longer standard to lodge ovens and requests are being made by owners. Manco make additional trays available when requested. Alternatively Manco can include a note in the Information Folder to explain that a baking tray/shelf is already in situ in the oven.
- Lodge carpets – the most affected Lodges are 39 to 42 where there are uncovered balconies. IM will investigate with regard to finding a solution.
- Hand and bath towels complaints with regard to quality. Laundry do monitor quality and reject any poor quality towels.
- New mattresses – varied comments (positive and negative) have been received. LOC agreed to move away from coloured bed linen to a standard white, as shown in the new bedrooms.
- Lighting in bedrooms to be considered within bedroom refurbishment.
- WiFi issues continue to be reported as problematic. However access in terms of coverage is the best it can be. Our connection to the outside world is something which we have no control of.
- Terrace Steak Night proving a great success. Purdeys is receiving good feedback, of note is the level of service.

- Grounds –complaints regarding speed bumps and speed limit. Positive comments regarding some tree trimming with views being opened out.

Owners correspondence circulated

- XXXXXX

- c. Employee Report (e.g. numbers of employees, leavers and starters)
  - Report circulated and a proposal to email this report out prior to each LOC meeting was met with approval.
  - AC raised a query with regard to where personnel costs are recorded in the current accounts. After discussion, AC suggested a review of the presentation of accounts. LOC agreed to seek auditor's advice as to the current reporting situation and whether any amendment was required.
- d. Path adjacent to L33 - Management Proposal circulated to L32 & 33 Owners; consider feedback from owners.
  - LOC agreed to write to all owners 32 and 33 from the Chairman with an invitation to discuss with AS or IM at their next visit to site with a view to undertaking the work to the path next year. In the meantime LOC agreed to break out the rock. LOC agreed therefore that for the time being (next 12 months) the path would remain closed.

## 7. Maintenance

- a. Management Company report on health and safety matters
 

Speed limit on the Estate – NL reported that at the SHEF meeting held yesterday it was confirmed that the current 5mph speed limit was correct. Manco will continue to use, as they have already, British Standard specifications for any speed bumps to be built on site.

Chair collapse in Lodges – currently chairs are checked annually. LOC felt that annual checks were sufficient.

Ambulance/emergency call outs – Manco reported an increasing number of ambulance call outs and a report compiled by Linda Turner (Duty Manager) was circulated. The two main concerns for Manco were night cover for such incidents and the number of people involved on emergency call-outs. With an increasing number of elderly guests on site with complex health issues which may include dementia it was felt that staff would benefit from some Dementia Awareness Training which LOC agreed should be undertaken. After discussion LOC agreed that Manco would develop a protocol and recommendations to be presented to LOC. For the foreseeable future Manco will continue to record such emergency call outs and associated/similar incidents. IH suggested liaising with social services as to what their statutory responsibilities are.
- b. Lodge maintenance programme
 

IM reported progress as planned. IM also reported having to re-visit some of the earlier refurbished bathrooms to undertaken mostly remedial work - some of which is more serious than others.
- c. Estate Roadways – Review Status

No further comment

## 8. Projects

### a. Lodge refurbishment 2014-15

LOC agreed to ask Denise Green to review the design for EW Hall, Barn and Cottage after which a proposal would be sent out to owners for comment (to be returned by a specific date?) with a note that if the work is to be undertaken this winter etc. **(NL)**

#### ▪ Kitchen & Lounge Programme

Manco will consider complete refurbishment of CS kitchens. This project would be a more significant one as it would necessitate work to the floors, air circulation and plumbing. IM will consider the extent, and the possible need for a structural survey to enable a proposal to be prepared with time-scales – to be circulated in advance of the next meeting **(IM)**.

#### ▪ Additional Projects

#### ▪ Bedroom Design Proposals

JW recognised the amount of work undertaken in this regard. Feedback is being captured and the 360 degree images are already on the LOC website inviting feedback.

#### ▪ Ullswater TV's – results of the survey stated that there were 78 votes for scheme A and 156 for scheme B. Manco suggested that LOC report back to owners on the basis of the consultation process with a proposal to install an additional TV as a solution for Ullswater lodges for next year. A slight increase in the Management fee would account for this.

## 9. Committee Business

### a. Cancelled members

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LOC will re-visit the policy on cancellation after investigation and a report on cancellations would be discussed at the next meeting.

### b. Re-sales

Report circulated confirming that re-sales remain static, with a note that availability is growing.

### c. Rentals

Rentals are reasonably buoyant. The volume of rentals is increasing, and it was noted that the bedroom refurbishment may well improve the rental position in terms of value.

### d. Succession - Nominations Received for 2014 AGM

The only nomination received is from Kit Bird.

### e. Saunas – Feedback

Manco will send out the Sauna consultation in Views.

### f. LOC Activity Calendar - Draft Listing for consideration

Manco will continue to populate.

### g. Communication

### h. Electronic communication

A note will be included in Views.

- i. AGM - 2014 – Arrangement (Speakers, Presentation, Stage Management)

## **10. External Communication**

### **11. Any other Business**

JL reported that LOP have agreed that the AGM for 2015 will be held in London on Saturday 31<sup>st</sup> October 2015. LOC committee meeting will still take place on 28 November 2015.

JL circulated the report from TATOC magazine regarding relinquishment arrangements via Macdonald.