

LANGDALE OWNERS CLUB COMMITTEE MEETING

Held via Video Conference Friday 24 April 2020 at 9am

Present: Mr I Hamilton (Chairman) (IH)
Miss J Walker (JW)
Mr K Bird (KB)
Mr I Murray (IM)
Mr M Coletta (MC) – MC was formally welcomed to the LOC committee meeting as nominated LOP member

In Attendance: Mrs S Spencer (SS)
Mrs A Durnall (ALD)
Mr D Visser (DV)

MINUTES

1. Apologies for absence

There were no apologies

2. Approval of the minutes of the meeting held on the 7th Feb 2020

The Minutes of the last meeting were approved.

3. Finance

a. Management Accounts – Covid-19 impact

SS reported that the application under the government's Coronavirus Job Retention Scheme would be submitted today. For LOC this requires manual inputting (less than 100 members of staff). A member of the accounts team had been un-furloughed in order to assist with the volume of work. Information on the criteria for awarding the business rates relief for timeshare is still coming in and EUROCC have made contact and may be able to assist with LOC's appeal to the rating authority that timeshare be included in the scheme.

b. Reserve Fund

Nothing to report other than any expenditure approved prior to the lockdown situation is being made and many contractors are making sure their invoices are sent in good time for payment. It is not anticipated that any further expenditure will be required at this time.

c. Management Fee 2020-2021 – Income, payment levels

SS had circulated a table to LOC outlining the number of owners whose management fees were unpaid. JW commented that this was a very useful table and felt that it was a good indication that owners were being supportive. SS confirmed that LOP's decision to withdraw the shareholders discount had received support with many owners repaying their discount which had already been applied. In normal trading conditions most owners do pay their management fees before they are due to arrive though some do wait until just before arrival to do so.

KB asked whether the previous suggestion for apportioning savings had included the Business Rates relief, as this was for the whole year so there was a question over whether this should benefit all owners. SS advised that it hadn't, though her suggestion had been based on the assumption of both the Business Rates relief being available and the furlough payments being received.

There was discussion around any potential apportionment of savings to owners affected by COVID-19. MC felt that with remaining uncertainty and advice changing quickly the decision to hold off deciding the level of apportionment to affected owners was the right one despite having to hold some bad debt as a result.

There remained uncertainty as to the duration of the furlough scheme and LOC identified that there may be a gap between the furlough scheme ending and LOC staff being able to return to work. MC felt, based on industry knowledge that funding would continue because the consequences of not continuing would be far more detrimental to the economy.

JW had considered that there may need to be changes in procedures following the re-opening of the estate, i.e. additional transport (to effect social distancing), workplace procedures and practices, additional training and that there may be additional cost attributed to this changed way of working. This might include the need for there to be hand sanitiser at each entry and exit from all buildings.

KB asked with regard to bad debt whether Manco were chasing owners who had not paid and SS stated that they were not being chased and was aware from calls received that some owners would be unable to pay due to the current circumstances.

LOC would benefit from further data being available over the next 2 weeks in order to make a firm decision on unpaid management fees. By this time LOC would know how successful both the furlough scheme and the Business rates relief had been.

- d. Management Fee Apportionment Model Review – item postponed due to COVID-19
- e. Shared Costs Review - item postponed due to COVID-19

4. Services

- a. Performance indicators – item postponed due to COVID-19
- b. Owner Correspondence
ALD reported that since the last LOC communication the majority of the feedback was supportive and positive but there were some negative comments with some confusion over LOC and LOP liabilities/responsibilities. The feedback would be circulated to LOC (ALD)
- c. Employee Report – CJRS Furlough Position
SS would submit the furlough claim today. LOC employees were grateful to have received 100% pay for the first month and to be held in employment.
XXXXXXXXXX
- d. Owners Data – item postponed due to COVID-19
- e. Business Continuity
Nothing further to report. JW wanted to record on behalf of the committee her thanks to the whole team at Langdale for the immense effort that had gone into the shutdown and the continuing work which was taking place.

5. Maintenance

- a. Health and Safety

IM reported that there were no H&S matters or incidents to report other than that upon re-opening the team would be required to mitigate any risk of legionella. MC commented that in his experience, in order to avoid any risk, systems had to be flushed every week. At the moment there was not enough resource on site to undertake this. IM would give further consideration and make a recommendation (IM). LOC confirmed that if it was necessary to un-furlough staff then they would support this.

- b. Property Maintenance – Hibernation Status Report
Nothing significant to report other than that lodges were being inspected weekly by maintenance and the lodges offered to staff for cooking were being very well maintained by staff using them.
- c. Estate Maintenance – Hibernation Status Report
Nothing significant to report other than the waterways were looking very good and IM was pleased with the work that had recently been completed.
- d. Inventory – Lakeland Relationship, item postponed due to COVID-19

6. Projects

- a. Project Programme Implementation 2018–2019
 - Chapel Stile refurbishment project – Artwork Installation. Item postponed due to COVID-19.
 - Project Programme Implementation 2019-2020 – Progress. Item postponed due to COVID-19
 - Second Bedrooms
 - Balcony Replacement
 - Soft Furnishings EWH/Barn/Cottage
 - Window Replacement Chapel Stile

7. Committee

- a. Cancelled Members
XXXXXXX
- b. Property re-sales – item postponed due to COVID-19
- c. Property rentals – item postponed due to COVID-19
- d. Succession Planning and Committee Support Activity - item postponed due to COVID-19
- e. Meetings – Covid-19 Meeting Schedule
LOC agreed that due to the current circumstances, meetings would take place on an ad hoc basis as and when necessary.
- f. Rules – item postponed due to COVID-19
- g. Surrender Policy – item postponed due to COVID-19
- h. Week Swap Service – item postponed due to COVID-19
- i. Exchange Organisations Relationships – item postponed due to COVID-19
- j. Owner Specific Facilities - item postponed due to COVID-19

- k. Management Agreement - item postponed due to COVID-19
- l. Insurance - item postponed due to COVID-19
- m. Policy – Additional Guidance / Environmental issues and Climate Change - item postponed due to COVID-19

8. Communication

- a. Views - item postponed due to COVID-19
- b. Owners Website - item postponed due to COVID-19
- c. Communication to Owners
IH asked whether LOC ought to start to put a communication together for those owners who had not paid their management fees and there was a general discussion about how that should happen with SS commenting that there was a difference between owners who disagreed with having to pay and those who simply could not afford to pay.

LOC would consider providing owners in hardship with payment options and it was felt that LOC should start to work some wording for that communication to owners in difficulty. MC felt it was important to do this in good time and that it should be an approach to owners as a matter of concern.

ALD felt that it would only be appropriate to make contact with non-paying owners, once LOC had communicated what the rationalisation for apportioning savings would be. Once this had been communicated then owners who had stated they disagreed with having to pay, would most likely make a payment and this may well then leave only those owners who were in difficult financial circumstances. These owners, at that time might then benefit from some telephone contact and help with alternative payment methods. DV felt that from comms perspective and based on his considerable contact with owners, this would be the right approach.

- d. Industry Developments - item postponed due to COVID-1
- e. Regulatory issues – issues of compliance, law
Nothing significant to report other than the emergency measures put in place as a result of COVID-19. DV confirmed that social distancing measures in place would cause significant further disruption to the hospitality industry and that SLDC had been tasked with some policing of those measures within the area.

IH commented on the technical point of classification of properties within the business rates system, with respect to timeshare properties and the use of the “Special Category Code” which he felt was being applied “281 – Timeshare Complexes – (National Scheme)”. MC confirmed that Scotland had confirmed that timeshare was included within the Business Rate relief scheme in Scotland.

With regard to continuing social distancing measures MC commented that hospitality colleagues in Italy were taking 24 hours between check in and out for deep cleaning and how this would impact timeshare accommodation with the possibility (IH) that a timeshare week may have to be a 6 day week for an, as yet unknown, period of time.

9. Any other Business

SS - Clarified for the benefit of LOC that the furlough scheme is on-going and therefore there will be several applications for payment, every 2 weeks. It was not the case that we would apply for one payment to cover the entire period. SS would keep LOC updated with regard to the claim. HMRC have stated that once submitted payments will be made within 6 working days.

XXXX

JW – Wanted to thank everyone concerned for their efforts and work at the current time.

There was also a discussion about this years' AGM and whether it could be postponed. ALD confirmed that an AGM had to take place within 15 months of the previous and that it would be sensible to consider an alternative digital format and LOC would consider this.

The meeting closed at 10:30 am

Signed by

Prepared by

**Ian Hamilton
Chairman**

**Anne Durnall
Committee Secretary**

Dated

Dated