

## **LANGDALE OWNERS CLUB COMMITTEE**

Held at Langdale on Friday 25<sup>th</sup> April 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)  
Mrs K Baptiste (KB)

**Apologies:** Mr Adam Sharrock (AS)

### **Minutes**

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

#### **2. Approval of the minutes of the meeting held on the 1<sup>st</sup> February 2014**

The minutes were approved and as such can be published on the website.

#### **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 to P11 2013/14**

Accounts previously circulated spending currently on budget with no concerns. A final indication for year-end not yet available, though expected to be on budget.

An insurance reinstatement valuation (including lodges) has had an impact on the annual insurance premium with an increase of £1,500 for LOC (not allowed for in 2014-15 budget).

AC requested where the additional funds came from to allow £1m Reserve Fund spend this year? SOB explained, largely due to a balance carried over from the previous year.

IH queried the line in the Balance Sheet "amount held on trust for former members". It was agreed this is now redundant and can be omitted in future.

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

It was noted AC had circulated an explanatory note regarding “Maintenance and the Reserve Fund” as agreed at the February meeting (Minute 6c).

SOB’s circulated the most recent revision of the paper “Total Cost of Refurbishment” (major areas), projecting breakdown of spend per lodge type for future expenditure planning. With this information future Reserve Fund contributions can be more accurately calculated. SOB to develop in more detail what the potential impact on individual management fees could be. To review at next LOC meeting.

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

- a. Performance indicators and customer feedback  
Report from AS previously circulated. Questionnaire results are consistently steady. Current issue causing greatest concern is Wi Fi and owners not getting decent connectivity. The real issue is the extent of bandwidth to the valley, not the quality of on-site infrastructure. NL indicated the service to the valley is scheduled to be upgraded by the end of 2015. Meanwhile a good practice card should be put into each lodge, IH to provide text.

The revised Lodge check-in procedure has been received very positively, with only a few owners unhappy about still being unable to access the lodge before 4pm.

AS has been approached regarding repositioning the television in the Ullswater lodges. A second aerial point is being installed as the lounges are refurbished along the window elevation which would facilitate relocation, however it was decided that for now they should remain in the current location.

- b. Owner Correspondence  
Correspondence Report was circulated and discussed at the meeting.
- c. Path adjacent to L33  
AS Report circulated prior to the meeting summarising 12 months of feedback by each owner of L33 and L32. Generally there was an acceptance that the path would be a benefit to the Estate and would be accepted if the issues of privacy, safety and car parking can be resolved. However it was noted that a small number of owners were very unhappy about this and did not want the path under any circumstances.

In light of the feedback the Committee are minded to re-open the path adjacent to L33, but only after the issues noted above are addressed and the aesthetic from the lodge owners perspective is maintained. NL, IM and Andy Dawson to work up a proposal (including graphics) for dropping the path, walling, planting and parking that ensures the path would be no more intrusive than the main road already is.

Owners of L33 will be informed of the LOC decision with information on how the path will look, its extent and the work to be done to give safer passage and aesthetic, such information to be circulated prior to any work being done.

## **7. Maintenance**

- a. Management Company report on health and safety matters  
The only concern from the earlier SHEF meeting was a Lodge owner tripped outside Lodge 21 – see 7.c.
- b. Lodge Maintenance Programme  
IM delivered the Lodge maintenance programme on schedule and as planned, with the exception of Elterwater Cottage, which had been missed due to an oversight, but has since been completed. L82 kitchen had to be reprogrammed into next winter.
- c. Estate Roadways  
IM presented proposal for re-surfacing the roadways by section. Manco will present a budget plan for re-surfacing the entire circuit for next meeting. Meanwhile it was noted that there should be extra vigilance in repairs to existing surfaces.

## **8. Projects**

- a. Lodge refurbishment 2014-15  
Kitchen & Lounge Programme  
The remainder of the kitchen and lounge refurbishment in lodges on the main estate will form the bulk of what is done this coming year. IM presented the detailed programme identifying some significant peaks and issues which could be alleviated if some owners would be amenable to being relocated in lodges on maintenance weeks (those which have already been refurbished). LOC agreed to the proposal for this year. IM and AS to manage communication with those owners who will be affected.

### **Additional Projects**

Bedroom Design Proposals – Katie Baptiste presented draft schemes for refurbishment of the bedrooms. After discussion and feedback with LOC she will re-submit revised schemes taking into account LOC views/concerns.

Elterwater kitchens – IM presented selection of kitchen doors for consideration. AS to seek opinion from EW owners with an open invitation (including EW barn).

## **9. Committee Business**

- a. Cancelled members  
XXXXXX
- b. Re-sales update

DV circulated his re-sales update. No significant movement to note.

c. Succession

No nominations received to date. IH has had direct contact from one owner interested in standing.

d. Crockery

NL presented alternative crockery ranges for consideration. LOC agreed to stay with Villeroy and Bosch crockery, with the addition of 2 serving dishes per lodge which will match the existing V&B crockery. NL to action.

e. Saunas

Manco reported that it was approaching a time when saunas would need to be refurbished. Manco suggested there were 3 options, like for like replacement, an alternative infra-red sauna, or converting the sauna space to a utility room providing washer/dryer and storage.

Manco to provide cost of each of the 3 alternatives. LOC would then wish to consult with owners.

Infra-red sauna currently available to view on the Terrace.

f. Chairmanship protocol – appoint a Vice-Chair

IH proposed that one of the nominated members be Vice-Chair and IH invited NL to accept this position. NL felt that this would pose a conflict in his front facing role with owners and declined.

However, LOC agreed that it was appropriate in the event that the Chairman was not available to attend a meeting, then a temporary Chairman would be appointed to Chair that particular meeting.

g. Development of a LOC Activity Calendar

An Activity Calendar would be drafted to include key decision-making and activity dates, eg, management fee and budget process, annual accounts and AGM preparation, refurbishment programme and any other relevant cyclical events.

ALD, SOB and IH to collaborate to draft a calendar for circulation at next meeting.

h. Communication

Electronic communication

Dan Visser to present latest update at the next meeting.

LOC have already agreed to communicate AGM documentation to owners electronically to those who have already requested.

Owner communication with members (inbound and outbound)

Having considered points for consideration it was agreed that IH would have available to use [Chairman@LOC.co.uk](mailto:Chairman@LOC.co.uk). IH will share the access code with ALD. Communication with owners will be via [committee@langdale.co.uk](mailto:committee@langdale.co.uk) the password for which to be circulated between committee. All replies to come from [committee@langdale.co.uk](mailto:committee@langdale.co.uk).

AGM delivery format and optimal alignment with Owners Web site  
LOC agreed to a defined presentation approach for AGM (typical length of video clip between 3–7 minutes). It was suggested that different departments should be showcased within the AGM presentations over next 2/3 years at AGM time.

AD and JW to share ideas regarding a presentation about Lodge Housekeeping.  
AD and IH also to review Chairman Presentation covering the required elements making reference to the previous necessary format indicated by AC (financials, refurbishment, plans for the future, and comments generally about relevant Manco departments on site, eg, Grounds, Housekeeping, Maintenance).

#### **10. External Communication**

FOC attended last TATOC meeting.

#### **11. Any Other Business**

Employing people

ALD's note on employing people was discussed.

AC suggested that it would be helpful if an annual Report (around budget the time of the budget) from Manco be submitted to LOC Committee. The Report to identify any fundamental changes or implications for LOC in their capacity as employer and their employer responsibilities.

JW asked whether it would be possible to start to populate a record of recent LOC decisions, for LOC reference purposes but also for any new LOC committee members, eg, Saunas, broadband. JW will start recording these decisions.

SOB reminded the Committee that we had reached LOC year-end and the Committee Report will be required over the next 3 months. AC suggested following the previous format which he had adopted on behalf of the Committee.