

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 25 April 2015

Present: Mr I Hamilton (Chairman) (IH)
Miss J Walker (JW)
Mr Kit Bird (KB)
Mr J Longmuir (JL)
Mr N Lancaster (NL)

In Attendance: Mr F O Crouch (FOC)
Mrs S O'Boyle (SOB)
Mrs A Durnall (ALD)
Dan Visser (DV)

Minutes

1. Apologies for absence

Ian Murray gave his apologies

2. Approval of the minutes of the meeting held on the 7th February 2015

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 - Summary Report

Although the accounts show a negative balance sheet the situation will be reversed in the final month leaving a positive result. £11263 added to the reserve fund YTD. Property management costs which are within 0.7% of budget.

b. Reserve Fund

There have been very positive comments and feedback from owners on the kitchen refurbishment.

c. Management Fee 2015-2016

New management fee introduced with no positive comment received from zero increase.

d. Regulated Bank Charges (Credit Card and Debit Card)

Prior to the meeting SOB circulated a summary of the revised charges to be made by the Bank for processing Debit Card transactions, a move to a percentage charge per debit transaction.

LOC historically has not passed on the costs of the debit card processing fee specifically to owners using debit cards as it was fixed at 12p per transaction. It

is also expected that the banks will revise the processing fees for credit cards in the next 6 to 18 months, details not yet known.

In light of the additional revision of credit card charges it was agreed that LOC would review the approach to recovering the processing fees for credit and debit cards before management fees are set for the next fee year; November 2015. At which time we will have a more complete understanding of the implications of the changes and options available to us for recovery of these charges.

6. Services to Lodges and Lodge Owners

a. Performance indicators and customer feedback

NL presented Guest Services report and footpath report following IH's letter of December 2014.

Ullswater TV's – NL will photograph the TV's in situ to gauge the impact on space within the lodge to enable LOC to decide on the size of TV to be purchased. LOC agreed to fund this over 3 years through the Ullswater Reserve Fund contribution.

Bedroom feedback – The additional Chapel Stile consultation has been very successful. Following a review of all the feedback from owners LOC agreed to refurbish all master bedrooms with option A and second bedrooms with C with new ceilings, enabling a new lighting scheme. LOC will communicate and provide a clear explanation with regard to the benefits of the lighting scheme within each option (i.e. changes to the ceiling will enable a much improved lighting scheme). The communication to take place before the refurbishment programme commences and LOC suggested by way of FAQ's. LOC would like to inspect and review the new lighting scheme in a refurbished bedroom. LOC also agreed to install divan beds in the first phase of master bedroom refurbishment with a zip link option in Grasmere lodges. IM will prepare a final cost for review.

Owner Correspondence

2 pieces of correspondence, Mr James (regarding footpath) and Mr Mitchell (regarding sauna proposal).

b. Employee Report

LOC considered whether to endeavour to progress towards introducing the living wage. ALD to put a proposal together with options and recommendations to improve employee retention for consideration before the LOC budget is set for the following year.

c. Owners Membership Data Management

DV presented a proposal to up-grade Maximiser, the software application. LOC agreed to up-grade Maximiser with on-site hosting. DV to provide the publicity release to explain features and benefits of the up-grade. The system needs to

remain stand-alone to keep LOC's data separate from that of LLL due to data protection requirements.

7. Maintenance

- a. Management Company report on health and safety matters
NL reported that an accident had occurred within a lodge where an owner stated that he had grazed his leg whilst handling the pull down bed. After investigation the cause of the accident appeared to be that the owner had had difficulty unfolding the pull down bed, forced it down and grazed his leg in the process. There was no identifiable remedial action to be taken in relation to the fold down bed mechanism or modification to the user instructions.

NL also reported that currently there is visible algae on the tarn which is the product of a build-up of organic debris on the bed of the tarn and the recent dry, sunny weather conditions. Andy Dawson will make suitable arrangements to dredge the tarn if appropriate.

Insurance Brokers recently carried out a Risk Management Review and the report is imminent. Early feedback was very positive.

- b. Lodge maintenance programme – All complete. LOC wished to record a vote of thanks to Ian and his team.
- c. Estate Roadways –£25k of resurfacing work has been completed with very positive comments from owners. LOP may provide up to £25k by way of contribution to the resurfacing work but this will not be known until the year end accounts are finalised.

8. Projects

- a. Lodge refurbishment 2015-2016
SOB distributed a paper on the 2015/2016 Reserve Fund Budget. Total spend £865,000 is broken down to £270,000 committed spend and £595,000 for refurbishment. JL talked through the individual projects all of which were agreed by the committee. IM will bring forward more details as the projects develop and firm costs for final approval. The CS remedial cost remains provisional until there is a full report following the recent structural survey. £50,000 is included for re-surfacing but this may reduce if LLL are able to make a contribution and/or some of this cost is taken into the 2014/15 reserve fund spend. KB pointed out that the Ullswater TV cost should be included.

KB queried the need for a contingency sum but the reciprocal relationship between LOC and LOP is a mechanism by which any shortfall can be managed and the project can be flexed during the year. It is usual practice to build contingency into the project costs as a component of the individual project costs build. The contingency being released at the end of projects assuming no unexpected issues.

9. Committee Business

a. Cancelled Members

XXXXXX
XXXXXX
XXXXXX
XXXXXX
XXXXXX
XXXXXX

IH/ALD will work up a further diagrammatic version of policy via flowchart. Policy to include a "7 day letter" in circumstances where 2 years outstanding management fees stating implications and action that will be taken if non-payment of outstanding fees continues prior to the week/lodge coming before the LOC meeting.

b. Re-sales – levels and success

DV to send the running total document to LOC.

c. Rentals – levels and success

Rentals are currently tracking well.

d. Succession Committee Nominations Received for 2015 AGM

No nominations received to date.

e. Saunas

No further comments but Manco will continue to gather feedback via the website.

f. LOC Activity Calendar

Populate the calendar with the review of the credit card charges and pay review (autumn meeting) and to set meeting dates (spring meeting).

g. Communication – Lodge Owner Correspondence topics and volume

Already discussed.

h. Electronic communication – this item to be removed from the agenda in future.

i. AGM – 2015 Location - Arrangement (Speakers, Presentation, Stage Management, Approach to the day)

IH proposed the following format for the day after discussion with LOP.

11:00 LOP AGM business only with questions taken on LOP business only meeting.

11:40 Short break

11:45 LOC AGM business only with questions on LOC business only

12:30 Short break

01:00 Meeting of LOP/LOC with presentations and further questions

02:00 Meeting concludes

10. External Communication

Industry Developments

ALD and DV attended part of the TATOC conference and noted that RDO are proposing to strengthen their Code of Conduct with regard to owners relinquishing ownership. IH proposed that a working group included LOP board members Michael Coletta, IH and John Whiteman together with LOC committee members, KB and JW.

11. Any other Business

JW raised communications/engagement with owners on website. Consideration to be given to making part of the website not password protected. LOC elected committee members agreed to write a short article for website publication every month. The next publication of Views will contain a notification via covering letter of the website articles from committee members. Views will be despatched as soon as the AGM 2014 Minutes are finalized.

KB informed LOC that he had been in communication with DV on rental pricing.

JL – dates for 2016 meetings

30 January 2016
30 April 2016
16 July 2016
26 November 2016