

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 25 November 2017

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 S Spencer (SS)
Mrs A Durnall (ALD)
Mr F O Crouch (FOC) for item 4a

MINUTES

1. Apologies for absence

2. Approval of the minutes of the meeting held on the 15th July 2017

The Minutes were approved save that the date at the top of the minutes should read 15 July and not 25 July. The website minutes would be amended **(ALD)**.

3. Actions taken on the minutes of the last meeting

a. LOC Action Tracker - review

Container under sinks **(Action Complete)**

Ullswater TV's – having reviewed and considered the H&S comment regarding Ullswater TVs, Manco consider that there is no significant risk but will ensure that there are instructions as to how to adjust the height of the TV **(NL/ALD)**.

Kendal College will be contacted in the new year regarding artwork for Chapel Stile **(ALD)**

Boilers – IM and SS explained that the cost was higher than anticipated due to replacing 3 more boilers (34 in total) and the cost per boiler being 20% more than anticipated. For future reference, monitoring of the budget costs is required on an on-going basis **(IM)**.

4. Matters arising not included elsewhere on the agenda

a. AGM preparation item 9.e. brought forward in the Agenda.

5. Finance

a. Management Accounts

SS reported that there was an extra £21k YTD in the Reserve Fund based on some savings in payroll, maintenance and grounds. There was an extra mailing this year compared to last year.

SS reported that on LOC's behalf Manco had applied for a one off discretionary rates relief which has resulted in achieving an £11k of rates relief for this year. SS had identified that it was available and made a claim quickly. SS was congratulated by LOC on the saving achieved.

b. Reserve Fund – revision of apportionment

SS had undertaken work on the Reserve fund budget based on what has been authorised so far. £25k spent on day to day replacements on a £65k budget. Lodge maintenance spent £33k so far but just entering lodge maintenance against budget of £100k.

The budget for water tank works was £28,200 but the end cost is likely to be £32k due to unforeseen groundworks.

Waterways budgeted for £70k and those works are underway. We anticipate that these works will come in under budget by £20k.

Nothing yet spent on master bedrooms but are scheduled to be done at a cost of £8.5k per bedroom.

Tarmac works will be undertaken in the New Year at a cost of £60k. Lodge roof cleaning and repairs, £14k already spent but the cost should come in at £20,100k. The cost of Chapel Stile kitchens and communal areas and labour is £71,215k in this year.

JW queried kitchen incidentals and the spend for the year as opposed to last year.

c. Management Fee – 2017 – 2018

For the next meeting SS will present a Management Fee proposal but will need instruction with a phased re-apportionment of the Reserve Fund (**SS**). Instruction from LOC required by 15 December 2017 (**IH**)

Factors influencing Management fees are; CPI to Sept 2017 increased by 3%, Minimum Wage increase in April by 4.4%, rates usually based on RPI at end Sept (3.85%) and Utilities which are likely to rise by 10%. Staff transport costs are also due to increase significantly with a renewal of contract terms subsequent to a takeover of the bus company.

6. Services

a. Performance indicators – guest comments

Work had been undertaken with Guestfolio and as a result a year on year report had been submitted to LOC demonstrating a slight improvement over the last 12 months.

AS report had been circulated and NL reported that the issue with the extract fan at the far end of the pool hall is receiving attention and will be remedied by the end of the year.

Timing of Lodge Owners' meetings have been changed. Feedback is being gathered with some senior managers attending those meetings in addition to AS. Proposal is to keep to a 4pm meeting throughout the winter months and then revert to 10am for the summer.

Research has been commissioned by LLL via Lancaster University with regard to life-cycle stages as raised at last years' AGM.

b. Owner Correspondence – topics and volumes

NL already submitted correspondence log. Comments regarding utility charges and owners seeing gas and electricity charges in terms of use-age rather than the cost of providing gas and electricity as a service. Estate costs £500k lodges reimburse LLL £135k. We do provide a breakdown of the metered cost even though no margin is added to the cost of utilities. LOC agreed to put an article together for Views with regard to gas and electricity charges (**JW?**)

c. Employee Report

ALD reported that LOC staff numbers (in total) had increased from 67 in the last quarter to 70 in this quarter. There have been more leavers than starters in the 52 weeks to date. There is some concern regarding the long-term absences although an improvement has been seen with 41% (of the 70 employees) never having had an unauthorised absence compared to 31% at the last quarter.

d. Owners Data – security and management

ALD reported that a GDPR Compliance team had been established with responsibilities for undertaking a data audit, staff training and Impact assessments where necessary. Training will be taking place next week for staff on cyber security.

- e. Business Continuity Planning – nothing new to report.

7. Maintenance

- a. Health and Safety

JW attended the SHEF meeting yesterday and noted that Lodge Fire Risk Assessments had received their annual review.

- b. Property Maintenance

Nothing major to report.

- c. Estate Maintenance

Nothing of note to report

- d. Inventory

Nothing of note to report

8. Projects

- a. Maintenance and Refurbishment

Cost of final works for 2016 – 2017 will be presented in due course.

- b. Programme for 2017 – 2018

Proposed Projects

The balance of master bedrooms programmed in with the addition to water tanks, waterways, tarmacking and roof works. IM has ascertained that replacement balconies would not require planning permission. State of balconies is a regular comment from owners. IM proposes to undertake a sample of balcony replacements at an estimated cost of £2k per balcony in stainless and glass. IM to get samples for glass with the intention of replacing 6 balconies, Lodges 68 – 70 and 34, 35 and 37 (**IM**). To agree with UJP and to take into account the protection of birds.

KB queried the review/replacement of gas and electricity meters. IM has met with a contractor who would offer a completely managed solution (including the meter) but it was not considered to be cost effective. IM will send out a proposal for a replacement meter with costs which would provide real time metering. NL asked whether LOC would like to meter water – as he reported that it was likely that in the future there would be an increase in the cost of water (**LOC to consider**). SS to circulate a note of the cost of water rates and the cost of metering water in order to review the situation (**SS**).

Bedroom programme

IM reported that the bedroom programme is on schedule.

Chapel Stile refurbishment

IM reported that minor touchpoints in Chapel Stile have been completed. IM has not received any further information from JPA.

JW would like to know the spend on the 2 CS units already refurbished with a breakdown/estimate of the cost per area within the lodge in order to facilitate a decision on refurbishing 3 CS apartments (2, 7 and 8) in February (**IM**). IM confirmed that 10 2nd bedrooms can be completed within this year's Maintenance Programme

9. Committee

a. Cancelled Members

XXXX

XXXX

XXXX

XXXX

XXXX

b. Property re-sales

DV previously circulated his report. JW had a query regarding the sales data and the total available from one month to the next.

Property rentals

Rental levels – there have been fewer properties coming to market over the past couple of months although prices are holding up. DV felt that staycation and the quality of the resort was having a positive impact.

c. Succession Planning

Nothing further to report

d. AGM 2017

Previously dealt with under item 4

e. Trustee

KB queried the version of the Deed of Trust. ALD will obtain the definitive version as referred to by Jennifer Grabowski at the last meeting **(ALD)**.

f. Constitution Review

LOC will meet after AGM to start the process of progressing the Constitutional Review. IH proposed the creation of a Sub-committee to manage the process with suggested members with IH to approach Andrew Collier (IH).

ALD on behalf of LOC to seek guidance from Oglethorpe, Sturton and Gillibrand as to whether cancellation of a members Holiday Certificate would trigger cancellation of all weeks of ownership. ALD did not think so but clarification would be sought from Oglethorpes **(ALD)**.

LOC agree in principal that they will work upon and complete a form of Exit Strategy and an operational process for Owners wishing to exit their timeshare commitment. It was agreed that the necessary powers should be incorporated in the new draft Constitution.

g. Langdale Design Management Partner (JPA Design)

Nothing to report.

h. Week Swap Service

Manco will provide a proposed solution for a swap service before any further progress can be made **(DV)**.

i. Exchange Organisations Relationships

IH, NL and ALD attended the Dial an Exchange event and were keen to continue to develop the relationship with DAE who had agreed to write an article for Views or include information for insertion in Views in exchange for contribution to the cost of such a mailing. DAE to be contact regarding this proposal **(DV)**.

10. Communication

a. Views

LOC will work upon articles/content for a Spring issue of Views **(JW)**. IH will write an article regarding the value of timeshare not being the intrinsic value **(IH)**.

b. Owners Website

Nothing to report

- c. Communication to Owners – strategy and resources
Following up on actions from previous communications meeting at Feb committee meeting **(with DV)**.
- d. Electronic Communication
LOC would like to see the number of those owners subscribing for digital communication as a KPI **(DV)**.
- e. Industry Developments
TATOC has demised and there is no other organisation to replace it.
- f. Regulatory issues
The General Data Protection Regulations come into force from 25 May 2018 and is a refining piece of regulation. Note from ALD to be circulated with the Minutes.
- g. Life stage consultation
A Research project has been commissioned in conjunction with Lancaster University Business School on agreed terms. Students appointed will survey owners within the next month with results due to be published in March 2018.

11. Any other Business

- NL A Project Tracker has been prepared by IM/NL and will be circulated so that LOC can keep monitor projects. This will be circulated to KB and JW **(NL)**.
Ian Hamilton agreed to review and make recommendations on format of the tracker for discussion at the next meeting of LOC **(IH)**.
- JW JW will prepared a communication to owners regarding refurbishment spend ready for the next edition of Views **(JW)**.
Additional signage would be helpful whilst re-surfacing work is undertaken, eg Leafy Lane, Dog Kennel Corner **(NL/IM)**.
JW raised a query regarding IP telephony and infrastructure required. Manco to circulate the note from WN note to IH **(NL)**.
JW requested that Instruction documents in manuals should be presented consistently **(IM)**.
Issue with wine coolers will be addressed within the maintenance period **(IM)**.
JW enquired about the comment from Mr and Mrs Ealding in Chapel Stile 1, IM reported that the handrail had been re-installed.
JW also queried the comment about extending the lease beyond 2062 and a general discussion took place.

12. Date of next meeting

The next meeting has been moved to Friday 2nd February at 9:30