

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 26 November 2016

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

In Attendance: Mr F O Crouch (FOC)
Mrs S Spencer (SS)
Mrs A Durnall (ALD)
Mr I Murray (IM)
Mr M Coletta (MC)

MINUTES

1. Apologies for absence

There were no apologies.

2. Approval of the minutes of the meeting held on the 16th July 2016

The minutes of the previous meeting were approved.

3. Actions taken on the minutes of the last meeting

a. LOC Action Tracker – pending actions were reviewed

Action LOC-002	Dealt with elsewhere in the minutes
Action LOC-004	IM has yet to complete the testing of meters.
Action LOC-009	This matter is on-going
Action LOC-010	Review of riverside properties – will be completed over the next 2 months
Action LOC-012	Structured maintenance review is on-going.
Action LOC-019	Collating damage done to lodges continues as an on-going item.
Action LOC-021	36 Access Points have been installed to date facilitated by working within the maintenance period.
Action LOC-025	Met with JPA and IM will manage the programme

4. Matters arising not included elsewhere on the agenda

a. Community Sponsorship - Aspiring Leaders Programme

Helen Carter attended the meeting to present the Aspiring Leaders programme in detail and to answer any questions from the committee. LOC agreed to fund an aspiring leader from donations which will substitute those donations which have been made to re-pay the cost of repairing the weir. LOC will communicate the scheme and the funding to owners. Helen agreed to present a case study to DV to assist with preparing an appropriate communication for publication on the LOC website. LOC agreed to support the programme but asked NL to obtain confirmation of the costs and relevant timing of the payment **(NL)**.

5. Finance

a. Management Accounts

In Period 6, £443k went into Reserve Fund which is slightly ahead of budget. SS confirmed there were no anomalies to report and as the maintenance period had commenced, spending would continue over the next 2 months.

b. Reserve Fund – no issues to report, Reserve Fund value currently stands at £335,480

c. Management Fee

SS presented a paper on a proposed new formula for the calculation of 2016/17 management fees and also examples of how the new formula could be implemented over time. LOC will consider the new formula calculation and comment before the next LOC meeting (IH/JW/KB).

SS reported that timeshare properties will be subject to a rates increase of 16% for 2017 with very little chance of a successful appeal and it is possible that any appeal might result in a re-rating of the lodges which could then in turn lead to a further rates increase.

6. Services

a. Performance indicators – guest comment cards were reviewed.

Topics affecting LOC are cobwebs (to be taken up with Housekeeping), on-site parking, sofas and lounge furniture generally, the size of the mugs, Chapel Stile (latterly) and pull-down beds. Most feedback relates to Stove, the majority of which is generally very good. NL reported that any Health & Safety issues or maintenance issues detailed on any guest feedback is actioned on a daily basis.

b. Owner Correspondence

Letter received from Victoria Shore. LOC considered the request and declined **(NL)**.

Correspondence from Mr Hollingworth who wanted to make contact directly with JW. It has been agreed that he will write to JW via Manco and the correspondence would then be forwarded to JW.

Letter received from Mr Vine proposed a taxi share scheme for owners to travel to and from the AGM either from the train station or Langdale. LOC declined his proposal. ALD to write to Mr Vine on behalf of LOC **(ALD)**.

c. Employee Report

Manco to consider whether there is any particular statistic with regard to LOC employees which they find would be useful to track over time **(ALD)**.

d. Owners Data – nothing to report.

e. Business Continuity Planning – ALD circulated the Emergency Action Plan for information and comment.

7. Maintenance

a. Health and Safety –IM reported that Manco is making a slight alteration to fire alarms to ensure that when alarms are activated they are registered back to reception **(IM)**. Improvements have been made to some walkways on site. IM will also be making improvements to egress from EWH apartments for fire safety purposes. This will include additional signage and explicit information on fire escapes **(IM)**.

b. Property Maintenance – Annual Review Schedule to follow and be discussed at the next meeting **(IM)**.

c. Estate Maintenance - There is an on-going programme of improvement with parking spaces being painted, tree work happening at Elterwater Hall (which will take place in January 2017) and the tarn being successfully dredged.

Fire alarm/detection testing takes place bi-annually via Castle Alarms. All call points/sounders within lodges are tested on a rolling programme (every 8 weeks) on the basis that system detected faults are signalled automatically to the alarm management panel in Reception. LLL will obtain confirmation from the Fire Authority that testing procedures are acceptable and sufficient.

- d. Inventory status, changes and additions – LLL will flag any significant inventory items to LOC at committee, this includes temporary substitutions.

8. Projects

a. Programme for 2016-2017

- Project proposal for next year will be structured for review with draft recommendations for 2017-18 at the next LOC (**IM**). A review of proposed works to Chapel Stile (apartment refurbishment) to take place early 2017.
- Bedroom programme – the programme is progressing well, work having commenced this week.
- Wi-Fi Access Point deployment - 36 properties now have new Access Points and these will continue to be installed over the maintenance period as quickly as possible. Work is being carried out mainly by Manco.
- Chapel Stile refurbishment – programme proposal – IM is waiting for the programme proposal to be received from James Park Associates subsequent to a recent meeting at which IH and IM attended. If the designs for JPA are not received in time or not acceptable then LOC will consider undertaking another set of bedroom refurbishment at Chapel Stile.

9. Committee

a. Cancelled Members

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- b. Property re-sales – DV had already circulated up to date figures and LOC wanted to congratulate the sales team on their success whilst acknowledging that sales reflect the prices obtained.
- c. Property rentals. KB had submitted to DV a suggestion for the kind of information that might be useful to LOC, this will be considered by Manco in any future reviews of sales/rental reporting.
- d. Succession Planning – the AGM is to take place the following day. JW proposes that LOC review the length of service of committee members from 2 terms to 3 or to consider a lengthening of the term of office. LOC felt that committee members should have sufficient time to add value to the committee once they have acquired a deeper understanding of activities.
- e. LOC Activity Calendar – nothing to report or add.
- f. AGM 2016 topics of interests for afternoon session – KB, JW and IH have discussed topics for discussion at the afternoon session.
- g. Membership needs – New Trustee requirement. LOC agreed to proceed with Resort Fiduciary Services provided that the term of the agreement is renewable annually and provided the notice requirements are adequate and sufficient.

- h. Constitution Review – The review undertaken by Oglethorpe, Sturton and Gillibrand was well received. IH together with Dale Watler (Chairman of LOP) will meet with OSG 15 December and report to KB and JW.
- i. Langdale Design Management Partner (JPA Design) – proceeding with design for Chapel Stile.

10. Communication

- a. Views has been produced electronically and will be supplied to owners digitally and via hard copy but on request.
- b. Owners Website – NL and DV will review and update the website.
- c. Communication to Owners – no issues to report
- d. Electronic Communication – no issues to report
- e. Industry Developments – FOC recommended that we continue to be members of TATOC. IH to review the helpline and report back to LOC.
- f. Regulatory issues – no issues to report.

11. Any other Business

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