

## **LANGDALE OWNERS CLUB COMMITTEE**

Held at Langdale on Saturday 28 November 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)  
Mr I Murray (IM)  
Mr D Visser (DV)

### **Minutes**

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

#### **2. Approval of the minutes of the meeting held on the 11th July 2015**

The minutes were amended at Item 8a.

#### **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

Spending is in line with expectations, save the spend on IT implementation (installing a new line) has been more than initially anticipated. Therefore there is some overspend against budget. At this point Lodge maintenance spend is at £146k up to Period 6. There will be a further £150 – £200k spend this month relating to planned refurbishment.

##### b. Reserve Fund

There is £319k in the Reserve Fund as at end P6 which is in line with planned works on the refurbishment.

##### c. Management Fee 2015-2016





Works to estate roadways have now been completed in the area of L71 down to Heading Mill.

## **8. Projects**

### **a. Lodge refurbishment 2015-2016**

3 bedrooms have been handed back this week which is a slight improvement to last year. IM decided to change the electrical wholesaler and this will lead to a saving in expenditure.

Following the structural report on Chapel Stile IM has been discussing with an M&E consultant who has confirmed that there are some reasonably easy solutions, such as installation of trickle vents and better circulation through doors. Alternatively a forced air input into each unit is considered a better option and is a low energy user. This involves installing a ceiling recessed unit recommended by M&E Consultants. Manco will trial a unit and report back. All flat roofs are being replaced next year which may impact on owners but is a requirement. Master bedrooms will be undertaken at Chapel Stile in this period.

There have been a number of comments on the communal areas at Chapel Stile. LOC agreed to communicate with Chapel Stile owners regarding the deferral of work to public areas but also the work that has been planned subsequent to the structural survey. This communication to be via email, on the website and with hard copy available within the lodge. The Sauna area will be stripped out with a view to renewing the air handling in that area. (IM/DV)

KB asked about the guest feedback received on Bracken kitchen area. Manco will re-work the oven siting during the maintenance period to resolve the issue and will deal with the crack in the Corian drainer which needs a surface mounted unit to be fitted. The AV in Brackens will also be addressed. Comments regarding the heating are generally to do with previous owners changing the settings on the heating panel.

Installation of additional new Ullswater TVs is on-going.

New soap holders for showers will be installed into the first 8 lodges as soon as they come into stores.

Bang and Olufson kit has a re-sale value and IM committed to recover as much of this re-sale value as possible. (IM)

New Hulsta units will be installed in Lodges 1, 53 and 37 (in one of each lodge type). Available for LOC committee members to view at the next LOC meeting. Some members have seen the sample unit which was set up in the hotel lounge.

LOC approved the purchase of tea towel racks at £23 each.

New protocol and frequency Wi-Fi Access Point (AP) deployment options -IH met with Wayne Newton and IM. IH has tested an AP point which can be located inside the lodge. IH will trial the Zyzel AP installation in Lodge 37 to check functionality. Manco will work up a cost for cabling to the router. It might be possible to have both routers in each lodge (ie the old AP and the new AP). The Cost is £100 per unit plus installation costs in the region of £200 - £300 per unit. £36k had already been approved by LOC for AP's in lodges. IH will report on the trial, produce a paper for approval. (IH)

## **9. Committee Business**

### **a. Cancelled Members**

No cancelled members to discuss.

TESS - IH gave an overview of the situation with regard to **XXXXXXXXXXXXXX** involvement with TESS.

LOC agreed to report TESS to SRA and Trading Standards. (ALD)

LOC also agreed to publish an article in Views or on the website, via email, the tone of the wording to be to encourage owners to contact LOC who are able to offer assistance with any situation regarding managing timeshare ownership. ALD to draft the article for circulation. (ALD)

Regarding Cancellation policy – ALD will re-draft the letters to fit the flow-chart to be re-circulated. (ALD)

### **b. Re-sales**

DV reported that sales remain static, with sales being predominantly from owners and people connected to owners. DV agreed to supply an annual summary of rental activity as against last year and the put up for sale and timeshare sold report will also carry a summary. (DV)

### **c. Rentals**

DV reported that rentals available are surprisingly down for the period. Conversion rates are up and prices are up. Work done on re-building the

property detail on the website and the addition of listings on third party websites has been delivering additional enquiries. Re-building the property detail pages on the website and improving the image galleries has also helped to drive conversion. There are less properties up for rent in comparison to lodges up for sale which is surprising.

KB asked for some more detail – particularly on rates achieved as compared to retail price to assess the amount of discount being offered. DV will circulate a report which will give this information and also the overview. (DV)

DV is investigating utilising on-line sales for rentals which would create more opportunities with a view to managing the increase in availability for the future.

JW wanted to pass on thanks to the sales team for the successful rental rates.

d. Succession Committee Nominations Received for 2016 AGM

No nominations received. Any nominations are due to be received by 1 July 2016.

e. LOC Activity Calendar – Review and Additions

No additions

f. Communication – Lodge Owner Correspondence topics and volume

Already dealt with under 6b

JW has drafted 2 articles which are ready to be published on the website and in Views. JW will put together a timetable for all to contribute regularly. (JW)

g. Electronic communication – level of owner registration

500 owners are currently registered for AGM electronic communication. DV reported significant increase in the numbers.

h. AGM - 2015 Feedback on format and location

Members of LOC felt that the location was well received and it would be good to repeat in a southern location. Very positive feedback on the format. IH confirmed that LOP were also in agreement to retain the format with some minor changes. A central London location was attractive to owners attending, both regular attendees and new attendees.

LOC agreed to write an article for Views and the website regarding comments received regarding format and location of AGM and a brief commentary on what was covered. (IH)

i. AGM – 2016 format and location

The AGM would take place at Langdale but the format would be the same as the 2015 AGM.

j. New Footpath feedback

Comments from Mr James have been dealt with by IH satisfactorily. Positive comments received on the guest questionnaires.

k. Membership needs

Current challenges are the need for LOC to research ways of communicating with owners given that there is an ageing population. LOC desire to be able to assist where possible. There has been some correspondence from Mr Redman Lodge 64 Week 44. (IH) will respond.

Communication from Mr Smart subsequent to the AGM. LOP is in agreement with LOC responding to the communication and has assisted with a contribution specifically relating to LOP accounts issues.

KB queried the AGM costs – they are split equally between LOP and LOC. IH will draft a response and circulate. (IH)

## **10. External Communication**

Regulatory issues – e.g. issues of compliance  
ALD will check on current statutory provisions regarding cold calling (ALD)

## **11. Any other Business**

Management fees

A list of potential projects for the future will need to be considered for the next LOC meeting. £865k for Reserve Funds was collected in last years' Management fees , probably in the region of £800k this year. The impact of National Living Wage will lead to an additional £50k on payroll, maintaining differentials. Manco will bring forward the annual pay review in line with the National Living Wage.

IM will recommend priorities in terms of future projects with consideration to be given to keeping fees static at the end of the kitchen refurbishment.

JW would like information on the cost of the subsidence issue, ie, the cost of a survey. SOB will work on the basis that man fees will only increase by the additional payroll. (SOB)

IH will circulate the papers forwarded by Michael Coletta (LOP) regarding obligations on timeshare owners clubs under the Equality Act 2010 which will be helpful for Manco/LOC to consider. (IH)

KB said that he had been approached by 2 owners regarding the provision of weekly passes for the Leisure Club for non-resident guests of owners staying at Langdale. LOC confirmed that owners are only entitled to passes up to the maximum occupancy of their lodge, but if extra are required they can purchase day passes at a discount.