

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 30 January 2016

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)

MINUTES

1. Apologies for absence

2. Approval of the minutes of the meeting held on the 28th November 2015

The Minutes of the meeting were approved.

3. Actions taken on the minutes of the last meeting

Based on the Summary of Actions previously circulated with the Agenda, all actions have been completed or reviewed save that SOB agreed to draft a piece regarding AGM costs. DV/JW will start to compile a list of FAQ's for populating on the website **(DV/JW)**

4. Matters arising not included elsewhere on the agenda

5. Finance

a. Management Accounts Review

SOB reported that Period 8 was as expected and in line with the comments SOB sent out in December, therefore there was nothing significant to report. An additional £10k has been taken out to cover items such as additional travel for housekeeping staff. The anticipated cost for refurbishment of CS bedrooms is slightly reduced due to work undertaken by Manco on pricings.

b. Reserve Fund

Spend as at the year to date is £578k with £173.5 currently in the bank.

c. Management Fee 2015-2016

SOB circulated a forecast to the year end and has subsequently developed a budget from the forecast. The overall increase is approximately 2.3%. A large proportion of which is personnel which takes into account statutory introduction of

payment of the Living Wage and the necessity of managing differentials as a result. There are modest increases in other areas in addition to personnel. LOC agreed the management fee as proposed and presented in the forecast.

JW queried that the method of calculating management fees should be reviewed. SOB will present a new charging method based on a percentage increase which will relate to occupancy/ cost of refurbishment in relation to the Reserve Fund. LOC will then review as an Agenda item at the next meeting **(SOB)**

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

An assumption has been made with regard to credit/debit card payments as there is now a significant range of charges across providers. The cost for the year is £3600 and LOC take £900 for the charge via owners, therefore SOB proposed not to charge owners in the future. LOC agreed. **(SOB)** In addition there will now be a charge for debit cards as well as credit cards.

e. Committee Report to the accounts 2015-2016

Nothing further to report

6. Services to Lodges and Lodge Owners

a. Performance indicators and customer feedback

AS report circulated in advance of the meeting.

As requested, AS is collecting specific data from his interactions with owners including the Monday night meetings. AS also provided a report based on experiences during Storm Desmond. There was significant support from owners during that time.

Questionnaires and comments have been circulated. From February 2015 – December 2015 there were 3311 questionnaires completed.

JW once again wanted to thank the team on behalf of LOC for their continued efforts. An appropriate article for Views could well provide a summary of what took place during the floods which would be of interest to owners. ALD to send JW information/notes based on a Duty Manager's experience for JW to draft an article **(ALD/JW)**.

IM reported that reliability issues with lodge locks were on-going. A further meeting has been organised with the manufacturers and suppliers to rectify current issues.

b. Owner Correspondence

Lynn Wilson complained about the quality of the internet in her lodge. NL will respond **(NL)**.

Penelope Kenny complained regarding CS kitchens and bedroom refurbishment. Mrs Mason couldn't arrive due to the flooding in the area on 5/6 December and queried why there was no force majeure clause within the Constitution. LOC felt it would be unfair on the majority of owners who would end up bearing the cost of such one off events. NL to respond to Mrs Mason **(NL)**.

LOC felt that Manco should re-iterate to Housekeeping the policy to keep lodge thermostat set to 15/16 degrees **(IM)**.

c. Employee Report

The report had previously been circulated.

KB expressed his appreciation to the Lodge Housekeeping team for their efforts and commitment since the A591 has become inaccessible. IH asked whether it would be possible and/or appropriate within the budget to provide some form of financial recognition to Housekeeping staff. ALD will consider what would be appropriate and report to LOC **(ALD)**.

JW noted that it was possible to defer the increase in pension contribution if required. LOC took the decision not to defer the pension increase.

d. Owners Membership Data Management

DV is to give a demonstration as to use of/functionality and potential future uses of Maxi at the next meeting **(DV)**.

7. Maintenance

a. Management Company health and safety matters

ALD reported that there had been 3 Lodge Housekeeper accidents reported since the last meeting.

There is one on-going personal injury claim being dealt with by insurers.

b. Lodge maintenance programme

Lodge maintenance is on schedule with significant work undertaken in bathrooms particularly with degradation of tiled floors. Lodges 22, 29 and 81 have needed a considerable re-build which were not scheduled tasks. New walls, floors and tiles have also been required in some lodges.

IM has appointed a new sub-contractor for Boiler installation.

IM reported that a great deal of work has been undertaken at Chapel Stile. A note of explanation has been prepared for circulation to owners. LOC felt that the note should include the dates when the full refurbishment will take place. The cost would be approximately £24k per unit. LOC agreed to appoint an interior designer to work up 3 designs for Chapel Stile lounge and kitchen areas. The note to owners

would include a presentation of the schemes and a desire to work towards starting the refurbishment as a phased programme in March 2017.

The soap holders are now on site and are due to be installed in all lodges.

c. Estate Roadways

The next phase for work to roadways is the area from Fellside to Lodge 21 which will be undertaken within the next 2 months and is within budget.

8. Projects

a. Lodge refurbishment 2015-2016

- New protocol and frequency Wi-Fi Access Point deployment options

The chosen Access Point has been installed in Lodge 37 but has not yet been fully tested. IH will test the Access Point in Lodge 37 with a view to undertaking testing within each lodge type. It was decided that it would be of immediate benefit to install the new access points in the existing locations, relocating them to the optimal position during maintenance period 16/17. IM to get costs accordingly **(IM)**.

9. Committee Business

a. Cancelled Members

- XXXXX
- XXXXX
- XXXXX

Cancellation letters have been up-dated and reviewed. ALD will circulate to LOC **(ALD)**.

b. Re-sales

DV circulated Timeshare Resales Data for the 12 months to December 2015. KB noticed that the numbers of re-sales in the last 6 months have stabilised. LOC asked DV to include data which will demonstrate those owners who are not paying their management fees in order to predict likely cancelled members for the future. DV to include total sample number in re-sales data **(DV)**.

c. Rentals

YTD prices are showing a 5% increase with more on the market. Selling prices are significantly lower than the Put up for Sale (PUS) price.

NL to send KB a note of definitions from rentals data **(NL)**.

The average number of renters on site over the year, at any one time is approximately 20%, over Christmas rental occupancy was 44%.

d. Succession Committee Nominations Received for 2016 AGM – Status

No nominations received to date.

e. LOC Activity Calendar – Review and Additions

No additions

f. Communication – Lodge Owner Correspondence topics and volume

LOC agreed that an edition of Views should be published and circulated prior to the end of April. Topics for articles to include early access to Lodges, the floods. LOC will forward all content to DV as soon as possible which will include the paragraph already written by ALD, and an article from the Chairman **(ALL)**.

g. Electronic communication

Numbers of owner registration grow steadily month on month.

h. AGM – 2016 format and location

The Chairman agreed with LOP that the AGM this year would follow the same format as 2015. Manco to find a suitable venue (not another competitor) **(ALD/DV)**.

i. New Footpath feedback – there has already been a lot of positive feedback and this continues to be the case.

j. Membership needs

LOC agreed to instruct lawyers to draft a Regulation to supplement the Constitution.

ALD will obtain an estimate of the cost for reviewing the documentation which sets out the legal structure/relationship between LOC/LOP and the Trustee **(ALD)**.

IH will communicate further with Mr Smart with some additional specific data which may prove helpful.

TESS – XXXXX

A complaint has been made to SRA and to Trading Standards. LOC agreed to follow the protocol for cancellation on both ownerships.

10. External Communication

Nothing to report

11. Any other Business

KB raised the matter of the Equality Act 2010 which requires that as a minimum with regard to any new project LOC should take into account any changes which might be required by the Act. LOC will review the policy with regard to new projects (new lodges, extension or significant structural changes and refurbishment) so that within each

project there is a considered and demonstrable review undertaken. Manco to draw up pro-forma for LOC consideration for the next meeting **(NL)**.

FOC expressed his thanks and appreciation of the planned refurbishments at Chapel Stile. The TATOC conference will take place on 3 March but FOC is unable to attend. Other members of LOC to consider attendance. ALD to forward the conference Agenda to LOC for such consideration **(ALD)**.

JW queried the extent of the disruption to the Club during the development of the new Spa. Manco were able to report that the only time the pool would be closed was when the staircase is taken out. It is not possible to say with any degree of certainty how long this will take but it will be for as short a period as possible.