

LANGDALE OWNERS CLUB COMMITTEE

Held at Langdale on Saturday 7 February 2015

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

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

Nick Lancaster gave his apologies.

2. Approval of the minutes of the meeting held on the 22nd November 2014

The minutes of the meeting on 22nd November were approved. LOC agreed to continue to approve the minutes via email with the proviso that Minutes will be formally approved and signed at the following meeting.

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

SOB reported P9 Accounts not yet complete. There is a sum of £53k due from LLL to LOC. Management fee collection levels remain normal.

b. Reserve Fund

Reserve Funds will have been utilised/spent by end April 2015.

c. Management Fee 2015-2016

A forecast was presented for the year 30 April 2015 against the budget, which demonstrated only slight variance.

SOB presented the Budget for 2015/16 showing an increase in Property Management expenditure at 2.7% overall. As agreed previously the overall management fee to the owners was frozen with the increase in property management costs being offset by a reduction in the reserve fund collected. LOC formally approved the budget proposal.

JW felt that consideration should be given to how LOC communicate this proposal. LOC agreed that the proposal should be communicated in the next edition of Views, should appear on the Owners' website and should also be highlighted with the Management fee notice letter. LLL will draft a communication and circulate for approval. **(ALD)**

LOC agreed in principle to start to gradually adjust the collection of management fees based on actual information now available. SOB will prepare a proposal for 2016/17 fees to include the first stage of Reserve Fund/Property Maintenance adjustment as a target. **(SOB)**

Broadband access continues to be a significant guest issue on site. Currently we have agreed to have installed a 200mb leased line on a 500mb bearer. 100mb for LLL and 100mb solely for lodge infrastructure at a cost of £13k per 100mb. It is anticipated that the uncontended 100mb broadband line will give much better performance than currently.

CPI was 1.2% in September 14, for Manco fee purposes.

There has been an increase in payroll as a result of the increased cost per payslip of 25p

SOB circulated "Reserve Fund for Discussion" paper.

(IM) will produce a report on refurbishment/maintenance boilers/radiators for the next edition of Views.

6. Services to Lodges and Lodge Owners

a. Performance indicators and customer feedback

NL's report previously circulated. LOC should now be receiving online feedback via email. On the feedback form LOC would like to be able to identify both renters and lodge numbers and FOC requested that the report contains page numbers. LOC also asked LLL to consider how to streamline the feedback for onward circulation. The change to the feedback format has generally been well received and results in a more meaningful set of data. **(DV)**

JW found that generally feedback comments are very good. Comments regarding lodge heating on arrival which LLL confirmed is set at 15 degrees by lodge cleaners as they leave the lodge. JW raised the comment regarding L43 which is an accessible lodge. LLL confirmed that L43 has a large walk in shower and a wet room in sauna/shower room.

AS reports that the new feedback format is more manageable and would like online feedback to be the default position. LOC agreed on the basis that paper

feedback forms would always be available on request and available at check in. A note to this effect would be included within the What's On. **(DV)**

- b. Owner Correspondence
There was no correspondence save feedback already discussed.
- c. Employee Report (e.g. numbers of employees, levers and joiner)
LOC requested that the current format of the Employee Report should be adopted. LOC thanked Kelly Hodkinson for her work on this. IH requested that any RIDDOR accidents involving employees to be included in the report. **(ALD)**

7. Maintenance

- a. Management Company report on health and safety matters
IM reported that a Tree Surgeon would be attending site once a month to assist Andy Dawson with Tree Management Plan.
LPG costs – owners will benefit from reduced gas bills with more efficient boilers
- b. Lodge maintenance programme – Progress
The programme was progressing well and as planned. 5 bathrooms have had to be revisited from a previous refurbishment which was undertaken 6/7 years ago. There are currently 9 properties on refurbishment for the remaining 2 weeks of the programme.
- c. Estate Roadways – Review Current Status
LLL have identified priority areas which require attention at a cost of £26K for tarmac element alone. LLL have tentatively reserved contractor time due to peak periods when they will inevitably be booked out. JL confirmed that there was a proposal from LOP to loan funds to complete the work this spring. If the LOP profit exceeds target, LOP will give consideration to making a contribution to the cost of the roadways work up to £25,800. If the LOP profit target is not met, then funds can be regarded as a loan with agreement to pay back in the next financial year which would mean that LOC would be able to accelerate the programme. LOC agreed to the proposal from LOP.

8. Projects

- a. Lodge refurbishment 2014-15
IM reported that this year's refurbishment programme would be completed by the end of next week.
 - Kitchen & Lounge Programme
 - Additional ProjectsA quote for a structural survey for Chapel Stile has been sought from Peall and Co at a cost of £2,850 plus VAT. The survey will address ventilation and damp issues. LOC agreed to commission this survey.

IM reported an issue with some wash basins that are crazing superficially on the glaze. Replacement of these units will cost approximately £280 per unit. IM recommended a different unit from

another manufacturer as a better solution for longevity, at a cost of £1300 (total). LOC agreed the outlay as a maintenance issue (under maintenance budget) for next year.

IM reported a solution to the question of shelves for shower enclosures.

IM has sourced a unit at cost of £15 - £20 each. IM proposes to install within next year's lodge maintenance programme. LOC agreed.

Carpet degradation at patio doors Lodges 39 – 42. IM reported that the carpet manufacturers have agreed to make up runners and LLL will source rubber mats for balconies. LOC agreed.

Ullswater TV's survey. The results of the survey provided no conclusive decision. An alternative proposal would be to install an additional TV. NL currently working on such proposal and will write to Ullswater owners with the feedback received and the proposed solution before the next meeting and report back. **(NL)**

- Bedroom Design Proposals

Nick's feedback report – response has been reasonable with the exception of Chapel Stile owners where there has been a very low response rate. LOC agreed to re-survey CS owners ensuring that their feedback is required for CS apartments as well as lodges. LLL will put proposal together for a scheme in time for next meeting with feedback from the additional CS owners. The bedroom refurbishment to commence at CS provided structural issues can be resolved. KB asked whether feedback included comments regarding the lighting. Proposal to be presented at the next meeting based on the entire survey feedback. **(NL)**

9. Committee Business

a. Cancelled Members

A report regarding cancellation was presented. There are currently 16 cancelled memberships.

2 memberships up for cancellation at this meeting as follows:-

XXXXXX

XXXXXX

LOC requested LLL to draft a policy statement detailing and reflecting current practice developed over several years with regard to cancellation of membership upon specific instruction from LOC. A draft form will be circulated to include template letters. **(ALD)**

b. Re-sales – levels and success

DV's Re-sales report outlined that there are 460 weeks available for sale as at February 2015 which is an increase of 50 on the previous year and an increase of 100 in the 2 years preceding.

DV used to present a month on month, PUS, sold and rented report – JW requested this be re-introduced. **(DV)**

- c. Rentals – levels and success
83.1% let at an average of £1160. There has been a slight increase in availability year on year. Good levels of occupancy (above average) and rate.
- d. Succession - Nominations Received for 2015 AGM
None received. IH due to retire this year but will put himself up for re-election.
- e. Saunas – Feedback from survey
82.6% opened the email consultation but only 375 responded and provided feedback.
17% voted for Option 1 Sauna refurbishment
15% voted for Option 2 Physiotherm infra-red sauna
67% voted for Option 3 Utility room
LOC agreed that response times/numbers should be communicated as a next consultation stage.
Consultation results to be communicated at the AGM and in next Views by way of a report on the feedback obtained and an explanation of the next stage in the consultation. JW to draft an appropriate article. JW will also draft an article for Views "A Committee Members' View One Year On". **(JW)**
KB suggested that if LOC decided to proceed with Option 3 then the inclusion of recycling facilities should be formally considered, even if it was likely to be rejected, so that LOC would subsequently be able to communicate this decision to owners, with reasons.
- f. LOC Activity Calendar - Draft Listing for consideration
LOC agreed the activity calendar so as to inform the agenda. ALD will circulate **(ALD)**
- g. Communication – Lodge Owner Correspondence topics and volume
- h. Electronic communication – level of owner registration
LLL continue to keep LOC apprised of levels of registration and will provide an update at next meeting. **(DV)**
- i. AGM – 2014 – Feedback and Lessons
LLL considered 2014 format very well received. LOC generally agreed that AGM format was successful.
- j. AGM – 2015 Location - Arrangement (Speakers, Presentation, Stage Management)
Venue for 2015 venue is the Tower of London. Constraints are AV particularly therefore the preference is for any speakers to present via short PowerPoint. LOC agreed to hold the LOC meeting straight after the LOP with only a short break of 15 minutes in between for coffee. LOC also agreed to endeavour to keep the meeting to 1½ hours in order to finish by 2.15pm. An RSVP from owners will be required.

10. External Communication

Industry Developments – e.g. new legislation
DV and ALD will attend TATOC conference.

Regulatory issues – e.g. issues of compliance
Nothing to report

11. Any other Business