

LANGDALE OWNERS CLUB COMMITTEE MEETING

Held at Langdale on Friday 7 February 2020 at 9am

Present: Mr I Hamilton (Chairman) (IH)
Miss J Walker (JW)
Mr K Bird (KB)
Mr N Lancaster (NL)
Mr I Murray (IM)

In Attendance: Mrs S Spencer (SS)
Mrs A Durnall (ALD)
Mr D Visser (DV)

MINUTES

1. Apologies for absence

2. Approval of the minutes of the meeting held on the 15 November 2019

Minor amendment the minutes with regard to the letter to be send to owners of L49 "Manco will write to the owner".

3. Finance

a. Management Accounts

KB queried insurance costs and whether this was in connection with the lightning strike claim. £5k is the excess. £11k in bedrooms is part of the refurb costs for changing the light fittings. Current website costs are allocated in admin and are part of shared costs. There is also the cost of an SSL certificate but there are no on-going licencing costs associated with website.

LOC-127 LOC requested a breakdown of the AGM costs, SS will circulate **(SS)**.

b. Reserve Fund

Nothing to report

c. Management Fee 2020-2021

LOC approved an overall 2.24% increase as presented at the last meeting. IH will re-visit the explanatory note to owners to be included with Management Fee invoices **(IH)**.

d. Management Fee Apportionment Model Review

LOC-065 IH reported on this item. It was agreed to wait for LLL's new MD to be in place before further review.

e. Shared Costs Review

LOC-069 SS conducted a desktop review based on utility charges 2019/20 to period 8 which was circulated and discussed as part of the overall shared cost review. It was agreed to wait for LLL's new MD to be in place before further review.

4. Services

a. Performance indicators

NL reported that owner comments continued to be stable, with comment patterns being identified related to soft furniture in lodges. NL commented that the sofas are now approximately 12 years

old. DV will identify and classify comments as being from owners or renters. Currently there are approximately 35 survey completions per week **(DV)**. KB referred to comments regarding stains on carpets and NL confirmed that carpets and curtains are all professionally cleaned. However, on occasion a stubborn stain may remain for a few weeks while awaiting intervention from the professional cleaning team.

LOC are happy to receive Gary Dixon's report as part of the agreed pack of quarterly reports or to be circulated just before the meeting. DV reported that owners' meetings were now generally very positive and more focussed on the holiday experience.

b. Owner Correspondence

LOC-123 – cycle security outside lodges. IM has identified a security bolt, cost £20 – 50 per unit. IM will circulate images. IH suggested that it may be helpful to consult Martin Dickinson the owner who had made the suggestion that a secure locking point be provided for each accommodation unit, as to the suitability of the proposed solution. NL to Confirm.

NL had received two letters with regard to the surrender scheme **(XXXX)**. NL reported that he had received one or two similar requests for LOC to buy back lodges. **XXXX** also asked for her management fee to be higher rather than “penny pinch” with a saving of 1.5%. JW asked for this view to be kept in mind when setting the management fees next year and the increasing costs which LOC are obliged to pay. LOC requested Manco to capture details of owners collate requests for surrender **(DV)**.

LOC-111 KB agreed to co-ordinate the feedback from the recent visit to Cameron House and circulates to LOC **(KB)**.

c. Employee Report

Nothing significant to report, ad hoc absences continue to be the main issue which require regular management.

d. Owners Data

Nothing to report

e. Business Continuity

Corona virus update was provided, and Manco confirmed that procedures had been put in place in Housekeeping in particular.

KB raised the issue of potential supply chain issues due to Brexit and confirmed that if there are any issues that impacted then LOC wanted to be made aware. SS is ensuring that payment to suppliers is being brought forward to aid good relationships, and suppliers would continue to be monitored and reviewed on an on-going basis.

The impact of the Chinese government imposing restrictions on travel could possibly pose a threat to visitor numbers from China. DV reported that there had already been 50 group cancellations that were impacting other resorts and venues in the Lake District.

5. Maintenance

a. Health and Safety

LOC-125 IM reported that work was continuing with the newly appointed Fire Risk Assessment Consultant to undertake Fire Risk Assessments by accommodation unit type. Only 3 significant issues had been raised, fire doors (egress from bedrooms) in particular L38 and L16 which have an

unusual internal configuration. Of note was that both bedrooms exit through the kitchen and living room and work is recommended to provide an additional exit in order to be compliant. IM will continue to work through those priority actions and report at the next meeting **(IM)**.

All work at Chapel Stile is complete and the temporary escape ladder at EWH3 will be removed and replaced with a permanent ladder (planning permission for which has already been granted).

There was a health and Safety Audit conducted by Shieldsafety and this highlighted the issue of the Legionella Risk Review which will be up-dated by an outside specialist contractor **(IM)**.

b. Property Maintenance

IM reported that the planned project works on the waterways are now complete and all waterways were now holding water. Landscaping was now underway. DV reported that throughout the works owners had been particularly positive with comments made at the owners' meetings.

LOC-052 Metering - Ongoing

LOC-124 IM to provide cost estimate and recommendations, for review Ongoing.

c. Estate Maintenance

LOC-110 IM had nothing further to report, other than the condition of the area around the Trim Trail had improved with some drying up taking place due to the work undertaken on the waterways. IM is preparing a proposal setting out the costs for the restoration of the Trim Trail **(IM)**.

d. Inventory

IM had circulated the up to date Lodge inventory.

LOC-126 – Current Inventory circulated by IM: Action Closed

The initiative to create a relationship with Lakeland has come from the Sales team and they are currently involved in a promotion to Lakeland loyalty card holders. Further discussion has taken place as to how Lakeland can provide LOC with product placement which would benefit both parties. LOC stated that they were generally supportive but to proceed with caution. DV confirmed that the relationship was with the local store (also the head office), not the wider international organisation.

6. Projects

a. Project Programme Implementation 2018–2019

- Chapel Stile refurbishment project
Work to place the agreed artwork in Chapel Stile (including the originals in the lobby area) is on-going **(IM)**.

b. Project Programme Implementation 2019-2020 - Progress

- Second Bedrooms
Proceeding as planned and at end of this period there will be 43 remaining (2nd and 3 bedrooms). This work should complete next year.
- Balcony Replacement – on-going. Positive comments received on Monday night meeting.
- Soft Furnishings EWH/Barn/Cottage – currently underway. IH asked for some photos to be taken and circulated on completion **(IM)**.

- Window Replacement Chapel Stile – IM confirmed that it would not be possible to complete the work within this maintenance period but strongly recommended that the work should be included in next year’s plan and LOC agreed. The window at CS10 will be replaced this year due to H&S reasons **(IM)**.
 - LOC-101 – tandem drawer update. IH has conducted an exercise to evaluate the layout of the utensils drawer (wide format) in a lodge kitchen. Without the current drawer liner fitted almost all the cutlery and utensils fit into the drawer. This may eliminate the need for an additional tandem drawer. IM will consider options for minimal division of drawer to provide greater capacity.
 - LOC-119 – samples of potential replacement balcony furniture will be viewed by LOC following the committee meeting.
- LOC-122 – looking at impact of replacing TV’s and what would need to be done in order to facilitate the provision of Internet Enabled TV’s. WN has been investigating the network improvement options required and has put forward a proposal to integrate the various connections to the internet. The revised solution will provided for a single integrated network across the Langdale Estate (Chapel Stile, Elterwater Hall and Main Estate). Initial costing indicates that the cost for improved network performance and significantly improved internet connectivity could be achieved for the same or slightly less cost. SS to circulate via email for a decision to be made when costs have been reviewed **(SS, ALL)**

IM and IH will work on a short summary of the options for TV replacements **(IH & IM)**

7. Committee

a. Cancelled Members

No cancelled members for consideration this meeting. On those owners who are identified as being 1 year in arrears KB requested some detail on any other weeks owned. KB thanked SS for the very helpful report.

XXXX

A discussion took place with regard to cancelled weeks and the potential to swop weeks around that were in the weeks 46 – 49 as these weeks would not rent easily and would it be possible to swop with maintenance weeks which might rent more easily?

b. Property re-sales –

No comments on report but JW noted that there was a downward trend in weeks available.

c. Property rentals

JW commented that the results on the report from KB’s analysis of rentals were very good and LOC thanked JW for her analysis of the re-sales.

d. Succession Planning and Committee Support Activity

IH contacted those owners offering their help and confirmed that they were happy to be involved at the request of the LOC.

LOC are reviewing succession planning for committee members and the role of Chairman, to take account of the revised constitution terms, related to period of tenure for these roles. LOC feel that it is important to have a managed transition especially in the case of the chairman’s role.

KB had expressed an interest in taking over as Chairman from IH, at the appropriate time.

LOC – 131 KB agreed to produce a tenure schedule showing the terms of committee members, with the aim of informing the discussion on the chairmanship.

e. Meetings – AGM Feedback and LOC dates for 2020/2021

The date of the next AGM is 1 November and LOC agreed on North West Auction Mart at Junction 36 as the venue. If costs are significantly different to the last time AGM at this location AD would inform LOC **(ALD)**.

Dates of future meetings:-

Friday 24 April 9am (SS gave apologies)

Friday 21 August 9am (SS gave apologies)

Saturday 31 October 9am.

LOC-128 It was agreed that KB would make contact with the Aspiring Leaders programme leader and ask if they would be able to attend this year's 2020 AGM and present to owners **(KB)**.

f. Rules

There were no changes made to the Rules.

g. Surrender Policy

LOC had received a letter received from LOP (DEW). KB would like to have a better understanding of the concerns raised by LOP on LOC holding weeks with shares. KB will contact JL and DEW directly **(KB) (new action)**.

h. Week Swap Service

Nothing further to report. DV reported that the Langdale Owners Facebook group is becoming quite active on exchanges. DV as administrator would continue to monitor and will if necessary produce a report. All FB members are owners. DV confirmed that comments about Langdale were 99% positive.

i. Exchange Organisations Relationships

EUROC communication circulated

j. Owner Specific Facilities

Nothing to report other than Trim Trail improvements.

k. Management Agreement

Nothing to report

l. Insurance

ALD reported that advice from our brokers (Lockton) was that a nil excess would not be viewed positively by insurers. LOC insurable interests are covered under the Group policy (LOP and LOC).

LOC-129 It was agreed that KB will approach Jennifer Grabowski at Oglethorpes regarding an amendment to the including putting in place a limit of £100 on potential recoveries from owners, in order to encourage them to continue to report damage (KB).

m. Policy – Additional Guidance / Environmental issues and Climate Change

NL had circulated a high level ManCo Environmental Policy.

LLL are due to build new staff accommodation and within this development would include a variety of air source heat pumps and electric boilers which would not only make a positive impact on our carbon footprint but would afford all parties the opportunity to trial alternative energy sources and this was felt to benefit the organisation and owners as a whole. It was possible that Langdale Hotel will become carbon neutral.

In order to introduce more EV charging stations at Chapel Stile there is a requirement to contribute to the building of a new sub-station. The contribution would be £30k and LOC would be asked to make a contribution to that.

KB believes that LOC should support and agreed with LOP's commitment to be carbon neutral by 2030 and this commitment would be an appropriate article for next Views **(KB)**.

Policy matrix review – review deferred to next LOC meeting.

8. Communication

a. Views

At the printers currently.

b. Owners Website

LOC-114 DV had circulated costs for new website using a Wordpress template by the summer. LOC agreed the costs on the basis of those presented. Action Closed

LOC-130 DV will circulate options for templates within the next 6 weeks **(DV)**.

Surrender Scheme note will be uploaded to website **(DV)**

c. Communication to Owners

d. Industry Developments

Nothing to report.

e. Regulatory issues – issues of compliance, law

Minimum wage changes will affect LOC employees

9. Any other Business

JW raised the following AOB

- Progress on the TV licence refund – ALD reported that this was on-going, but that LOC were unlikely to receive a refund as they were only considered when there had been a duplication of licence.
- Lightning strike claim progress – ALD reported this had now been concluded and paid out.
- Contact with Rachael Tilli and the accessible path to EWH – NL reported that in conversation with the family, they prefer that LOC undertake work to the parking bay back from the path. NL would be meeting with Barry Natton when he was on site and he would be bringing some examples of coloured resin to consider.
- JW stated that she was disappointed in the manner in which the letter from LOP had been sent and what the impact of the letter had and said about the relationship between LOC and LOP.

KB raised the following AOB

- Thanked Manco for facilitating the stay in a lodge last night. DV asked that if the committee wanted to be accommodated in lodges in the future then to contact him and it was noted that there were anomalies around 1st week in January.

IH raised the following AOB

- IH wanted to record LOC's thanks to Nick Lancaster for all his work supporting the Club, they were all sad to see him leave but wished him all the best for the future. IH stated that Nick's contribution to Langdale over the years had been significant. JW had found that Nick's approach had always been honest and very helpful. KB echoed all that had already been said and thanked Nick for "telling it like it is".

Meeting closed at 12:10

Signed by

Prepared by

**Ian Hamilton
Chairman**

**Anne Durnall
Committee Secretary**

Dated

Dated