

The project to repair the structure of the weir had been completed. £20,500 had been donated by owners to date towards the cost and it was hoped that more contributions would be forthcoming with the aim of collecting £75,000.

The bulk of LOC's funds was earmarked for the refurbishment project which was ongoing, on top of the day to day maintenance. When the refurbishment was completed the maintenance costs should fall. The Committee would continue to strive to keep increases in management fees to a minimum.

Refurbishment Programme & New Hotel Extension

Nick Lancaster gave an update on the refurbishment programme which was in its third year. By the end of the current maintenance period 30 new kitchens/living areas would have been completed across the Estate, plus 80 en-suite bathrooms and 69 shower rooms. The previous year's programme we did have to deal with an unforeseen problem with Lodge 67 when it needed to be underpinned, but things were now going to plan and within budget.

In addition, several gas boilers had been replaced and the installation of more secure door locks had commenced. All information on the refurbishment programme was available via the interactive map on the Owners' Website. Owners not already signed up for access to the website would be issued a password on request.

The big news announced at the shareholders' meeting in the morning was the go-ahead of the project to build a luxury 16 bedroom extension to the Hotel, on the right-hand side of the drive as you enter the Estate. These would be ultimate rooms and the best in the north west, if not in England, and would give the Estate a real wow factor and provide long-term sustainability for the Hotel, to the benefit of Timeshare owners.

The Chairman thanked Ian Murray, the Maintenance Manager, and his team on behalf of all owners for their efforts with the refurbishment and maintenance. Ian had managed to drive down costs with some hard bargaining with suppliers, and many day-to-day problems were being picked up early by Adam Sharrock, Owner Relations Manager, and passed immediately to the Maintenance Department for action. Similarly, the Chairman thanked Andy Dawson, Grounds Manager, and his team for the great job they did around the Estate, especially for their efforts in keeping the roadways and accesses clear in snowy weather.

Adam Sharrock was working hard to provide additional benefits to owners, and the trips to Yew Tree Farm and the Armit Museum were proving very popular. Of particular interest at the Armit was the chance to see the King James Bible and drawings by Beatrix Potter. The latest innovation was a cookery demonstration in Purdey's together with a talk on wine by Deepak, with the food then being served for lunch.

Electronic Communications

70-80% of swaps were now being conducted by e-mail which worked very well.

Not many owners had signed up to receive AGM documents and other communications via e-mail but it was hoped that this would increase as it was a much more cost-effective way of sending out information. The Management Company had put a lot of effort into cleaning up the database to stop multiple mailings to those who owned more than one week, reducing the number of outgoing by about 2,000, but the cost of e-mailing AGM documents would be much cheaper than circulating printed matter. It was a requirement of the Data Protection Act that owners had to register their agreement to receive information electronically.

The postage costs for mailing out the documents for this AGM had been paid by Interval International in return for enclosing their flier with the mailing.

TATOC (The Association of Timeshare Owners' Clubs)

An owner had informed the Chairman that she had been approached by a firm of solicitors concerning the sale of a timeshare unit she owned elsewhere. They asked her to visit their offices or said they would go to her home which they did, and they offered her £12,000 for the two properties she owned at Langdale plus the other unit. Nothing had been heard since. Other calls, which may or may not be scams, had been made to Langdale owners offering to buy their properties but asking for an up-front administration payment of £1,000.

The vast majority of complaints received by TATOC concerned resales. Their website gave details of how they may be able to help in cases such as those above and listed companies to beware of, but the Chairman urged owners to contact the Langdale Sales Office or Adam Sharrock for advice before responding to any calls offering to buy their properties.

The Chairman then asked if there were any questions from the floor.

Irene Hawkins – Elterwater Hall 2, Week 47: I understood that Langdale was not going to be responsible for the repair of the weir but now we appear to have taken on that responsibility.

Chairman: There were difficulties in establishing just whose responsibility it was. We decided to pay for the repair but have not accepted responsibility for its future maintenance.

Joe Longmuir: If we wanted the weir restored then we had to pay for it. The Owners' Club didn't have the money available so the Company paid for it on the basis that over a period of time we would try to recover the funds through donations, so there is now the option on the management fee invoices to make a donation to the weir fund as well as or instead of the Man at the Top footpath repair scheme. There is also an option on check-in at the Hotel to make a donation. Once the costs of the repair have been recovered, we will stop collecting for the weir and revert back to donating to Fix the Fells. We were very careful with the negotiations not to take on future responsibility for the weir.

Godfrey Weir – Chapel Stile 7, Week 1: Could I ask who is responsible for the infrastructure of the Estate – the roads, sewers, street lighting, etc?

Ian Hamilton: The Estate is split into two elements – the part connected to the Hotel and Management Company as clearly set out in the deeds, and the lodges and the grounds around them which are the responsibility of the owners. So, any structural repairs and maintenance to the Hotel element are covered by the Hotel Management Company and anything within the environment of the lodges/apartments is the responsibility of the Owners' Club to maintain. It has been this way since the beginning.

Mr Weir: In the minutes of the shareholders' meeting last year someone raised the point as to what happens after 2062 with regard to the assets of this establishment. The answer given was that the goods and chattels within the lodges themselves would become the assets of the owners of the lodges and apartments. The rest of the site would revert to Langdale Owners PLC who would then do as they saw fit. It then seems to me to be wrong that the infrastructure of the whole of the site should be left as a burden with the Owners' Club rather than the PLC.

Ian Hamilton: The land on which the lodges sit and the grounds around them were leased from the original company, now in effect the Management Company who owns the rights to the land, so that when it does revert it will go back to the PLC. As such, the upkeep of all the infrastructure elements of that land has always been the responsibility of the timeshare owners. In 2062 it will become one whole Estate but until then it is split into two elements.

Resolution 4 To re-elect Andrew Collier as a Member of the Committee

Proposer: Vivienne Pickering Lodge 76, Week 49
Seconder: Dale Watler Lodge 5, Week 6

On a show of hands in favour, the Chairman declared the Resolution carried unanimously.

Item F To transact such other business as may be properly transacted at an AGM

Resolution 5

To confirm the action of the Committee in suspending the provisions contained in Clause 10 of the Management Agreement dated 4th January 1982 for a period of five years from 1st May 2011, on the basis of an agreement dated 4th February 2011 which provides for the Management Company's fee to be agreed annually between the Langdale Owners' Club Committee and the Management Company.

Proposer: Barry Peach Lodge 30, Week 7
Seconder: Edward Mitchell Lodge 75, Week 7

On a show of hands in favour, the Chairman declared the Resolution carried unanimously.

The Chairman asked for any further questions from the floor.

Diane Bullimore – Becksid e East, Week 19: For the past two years we have found the lodge dirty and untidy on arrival. Adam Sharrock said a system was in place to deal with this and that we would receive information but we have received nothing, so I would like to ask just what is going to be passed to us when we complain. The second point is to Nick Lancaster - Becksid e is a fairly new property but we have had paintwork replaced in a different colour, a duvet cover with no buttons, mismatched crockery with several items short, and the curtains look faded and worn and are off the rails. By the time it is due for refurbishment it is going to look really shabby.

Nick Lancaster: I'm very sorry that you are unhappy with the condition of your lodge and we will address the issues you have raised and discuss them with you. I understood that Adam had responded about the housekeeping matters after your last stay.

Diane Bullimore: I have had several conversations with him but I haven't had any reply to complaints made on the questionnaire.

Nick: I accept that we don't get it perfect every time. Adam gets back to owners who have made comments on the questionnaires and follows them up with the appropriate departments. We will endeavour to ensure that everything is fine for your next visit.

Vivienne Pickering – Lodge 76, Week 49: I would like to say a special thank you to Andy Dawson for the significant reduction in the presence of grey squirrels.

Barbara Taylor – Lodge 62, Week 4: Regarding the housekeeping, it really has slipped over the past few years. Two years ago we arrived to find no beds made up and last year the crockery had been put back in the cupboards disgustingly dirty. It's got to such a state now that I feel like asking for a reduction in management fees.

Adam Sharrock: One of the systems we have in place now is that everyone has an individual record in the computer system and any problems such as these are red-flagged to make sure they are rectified for the next visit. We are still building the system up but it is in hand.

Diane Bullimore: It was written about in detail both years but I never heard a word in return.

Chairman: I'm not sure that the system goes as far as letting you know what has happened.

Nick Lancaster: It has been Adam's main task to deal with issues such as this but it takes time to build the system up.

Jane Mitchell – Lodge 75, Week 7: We have been coming since 1987 and when we arrive on the Sunday afternoon we get a phone call from Housekeeping asking if there are any problems and are we satisfied with the cleanliness of the lodge. Perhaps the other lady was unfortunate in not being in when they rang, but whenever we have had any problem either Maintenance or Housekeeping have been round within the hour and sorted it out.

This was endorsed by other members in the audience.

Gordon Laurie – Chapel Stile 9, Week 40: Regarding allocated parking spaces, at Chapel Stile we have an issue with people visiting the pub using our spaces, and this year we encountered a particularly abusive person. We reported it to Adam and he very quickly provided a laminated sign on a parking cone which was really all that was needed. The signage is rather faded and difficult to see in the dark. Could this please be improved.

Joe Longmuir: We will deal with it.

David Schofield – Lodge 78, Week 49: We have three double bedrooms in our lodge but not one of them has a hook on which to hang a dressing gown. Is this the same in other lodges?

Joe Longmuir: We will deal with it.

As there were no further questions, the Chairman thanked all the people from Langdale for organising the AGM weekend, including Jackie Lancaster who took all the bookings, Gavin Lee for overseeing the event and everyone who worked late into the night after the dinner to prepare the room for the meeting, including setting up the audio/visual systems. He thanked the members of the Senior Management Team – Anne Durnall, Sarah O'Boyle, Dan Visser, Ian Murray, Graham Harrower and Nick Lancaster, and Joe Longmuir who led from the front and provided encouragement and the vision for the future of Langdale. The Chairman thanked his colleagues on the Committee and all the owners for attending.

The 30th AGM of the Langdale Owners' Club would be back at Langdale on Sunday 18th November 2012. Bookings for the weekend should be made through the Sales Office.

The meeting closed at 3.10pm.

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MINUTES OF THE TWENTY-NINTH ANNUAL GENERAL MEETING OF THE LANGDALE OWNERS' CLUB

held at The Langdale Estate
at 2.00pm on Sunday 4th December 2011

