

LANGDALE OWNERS CLUB COMMITTEE MEETING

Held via Video Conference 23 April 2021 at 9am

Present: Mr I Hamilton (Chairman) (IH)
Mr K Bird (KB)
Mrs Paula Gorst (PG)
Mr I Murray (IM)
Mr M Coletta (MC)

In attendance Mr D Visser (DV)
Ms S Spencer (SS)
Mrs A Durnall (ALD)
Gary Dixon (GD)
For Part 1 – Paul Symonds (PS)

MINUTES

Part 1

1. Apologies for absence

None

SS gave her apologies for the next LOC meeting.

2. Approval of the minutes of the last meeting

The minutes of the meeting held on 12 February were approved.

a. Actions Closed since last Meeting.

MC produced and circulated an update of actions closed since the last meeting, which were agreed.

3. Finance

a. Management Accounts – Projected end of year status

The projected end of year status as reported by SS was that the anticipated position would be £10k not including the rates rebates for open weeks, or any potential Restart Grants from SLDC (£18k for main estate and £12k for EWH and CS).

SS confirmed, upon enquiry from KB, that all refunds had now been made in full up to week 12.

b. Reserve Fund – Status and current level of expenditure

SS confirmed that Reserve Fund level was as expected with the majority of spend accounted for and was currently £50k. Some Chapel Stile windows are yet to be completed.

c. Management Fee – Payment levels

SS reported very low levels of non-payment with no significant concerns long-term.

d. Management Fee Apportionment Model Review - (LOC-065)

On-going.

e. Shared Costs Review - (LOC-069)

MC talked to his interim report paper on the item noting that it had also been shared with LOP. PG felt that it was a good approach and a clear document and commented that MC had been very reasonable with suggested allocations.

KB referred to MC's comment that the number of revenue transactions processed for the hotels had reduced significantly due to upgrading and automation and queried whether LOC's billing system within Finance could/should be improved, as LOP's accounting systems had and a discussion ensued with regard to the efficiency of systems and the impact on the review.

IH commented that MC's approach taken was a sensible one; focussing on current operation of the estate and the distribution of shared costs as opposed to trying to decipher any historical context, due to the passage of time.

PS was interested to know with regard to Grounds, how Manco's thinking has evolved over time, ie, who derived benefit for what? MC confirmed that Grounds had not been given a huge amount of thought, the focus of attention having been on Maintenance. MC believes that by 30 June the review process should complete but that the issue of shared costs/discrete services should continue to be reviewed and considered.

A discussion took place relating to the concept of "discrete services" (moving them from being a shared cost) calculated by reference to service delivered as opposed to labour supplied to deliver that service and it was agreed that this should be considered within the review. PS suggested that a schedule of rates for activities to use as a comparator might be helpful and Manco would consider.

4. Services

a. Performance indicators

MC noted very good guest feedback last week with high scores (91%) being recorded upon re-opening.

KB asked MC whether he had considered further, a more general format guest satisfaction report for the end of Q2. MC confirmed that he had and GD's narrative and information from DV with regard to any relevant owner interaction, alongside the scores would be more useful and provide a more rounded representation for LOC.

b. Owner Correspondence – to be taken in Part 2

c. Employee Report

ALD commented that the report having previously been circulated, as presented was a bit misleading due to staff being on furlough and therefore not being capable of attending for work.

d. Owners Data

Nothing to report.

e. Business Continuity

Nothing to report.

5. Maintenance

a. Health and Safety – Incidents and Reports

There were no incidents or accidents reported at the Safety, Health, Environment and Fire (SHEF) meeting.

IM confirmed that all Risk Assessments had been reviewed departmentally as staff came back into the business. Legionella testing for all properties has been scheduled with all properties thermally disinfected and brought back on-line (which was documented). All electrical periodic inspections were also complete.

IM confirmed that Vaillant had attended site, inspected all lodge boilers and subsequently released certification together with a full record of those inspections. Stickers have been placed on the front of all boilers to confirm inspection together with a “Do not Tamper” sticker on the front of all the boilers to discourage any guests attempting to re-set the boiler. Vaillant have offered toolbox talks for the maintenance team to build confidence around installations.

b. Property Maintenance
Nothing to report.

c. Estate Maintenance
IM reported that the estate looks quite different due to the clearance of PRamorum (larch and rhododendron) with Andy Dawson and the grounds team having done a great job preparing the estate ready for owners returning to site. Re-planting and re-generation after the clearance is on-going.

d. Inventory
Nothing to report.

6. Projects

a. Project Programme 2020-2021 Refurbishment Programme Progress
All works programmed are complete, with the exception of the Chapel Stile windows which have been delayed due to Covid but would be complete before owners return to Chapel Stile.

KB referred to what had been discussed previously, a scaling down of refurbishment for next year and asked whether it would be helpful to have some initial proposals at the June LOC meeting. IM would put together a schedule of recommendations for the forthcoming maintenance period with the focus being on maintenance only this year. IM felt that it was worth completing bedrooms and balcony works.

PS asked about the shift from gas boiler installation (which will no longer be allowed in new build properties from 2025) and was interested to know how that might affect Langdale? IM confirmed that this was already under review. Manco had very recently taken the opportunity to instal an air source heat pump to a lodge-like property accommodated by staff, as a trial. Manco would monitor its performance and cost as a potential solution for LOC.

As an aside MC felt that as LOP were considering all environmental matters across site it might be appropriate for E-issues to become an LOC Agenda item as owners would be expecting to see this under discussion **(IH)**. IH agreed to add “Environmental Matters” as an LOC Agenda item.

DV commented that LOC should be aware that the Lake District National Park Authority are pushing hard for businesses to be net zero by 2037.

b. Panasonic Smart TV – Status - **(LOC-122)**
IM reported that the TV install is complete with the exception of Becksides and Brackens. Some dedicated members of the team undertook that installation. Ullswater properties have as a result been given a neat solution.

Part 1 AOB

LOC – 123 - Cycle security

IM had installed 5 variations on a similar theme, and all are being used. Prices are similar. IM will circulate an image of the preferred option.

LOC – 110 – Trim Trail and Pump Track

IM reported that Andy Dawson had been tasked with reviewing. It was felt that it was simply a need to maintain which would carry a cost in order to return the paths to a re-usable state, tidy the play area and dog kennel corner but there was a suggestion that this area would be good for picnic benches and perhaps a BBQ option for owners. Andy and Tim Brereton are putting a proposal together and this will be forwarded to LOC for the September meeting **(IM)**.

Part 2: 10.30 to 11.45 - LOC

4. b. Owner Correspondence

The committee discussed the correspondence forwarded from the four owners who had specifically requested a response from the committee. DV gave some context in that these comments were in the minority bearing in mind the vast amount of correspondence received. DV stated that overall owners were content and very supportive. IH felt that it was a credit to the team that the committee were only having to consider four requests.

DV said the past 18 months had demonstrated owners' passion for Langdale, which was positive. PG wanted to thank DV and GD for a fantastic job corresponding to owners.

The committee will draft letters to the four owners who have requested a specific response **(IH/ALD)**.

7. Committee

a. Cancelled Members – who and why

Based on the report previously circulated SS confirmed that no owners were put forward for cancellation.

b. Property re-sales – levels and success

Both re-sales and rentals are busy with a fair amount of the usual churn amongst the ownership where most of the sales come from and demand remains strong.

c. Property rentals – levels and success

As above.

d. Succession Planning and Committee Support Activity – Observers Attending

A nomination for the re-election of IH to the committee had been submitted and registered.

e. Meetings

Nothing to report as the meeting schedule has been agreed.

AGM - IH confirmed that he had met with JL and the management team to discuss options for the 2021 AGM. The committee agreed with the format as proposed by IH. PG suggested an AGM presentation on a positive topic – perhaps the work that maintenance had undertaken?

f. Rules – (LOC-129)

Oglethorpes had recently produced an alternative version for the new Rule A1(d) but the committee agreed to stay with the new wording which had been proposed earlier. KB will finalise with Jennifer Grabowski (“JG”), Oglethorpes **(KB)**. KB wanted to report to the committee that he felt that the service he had received recently on the amendment to the Rules had not been altogether satisfactory and after discussion it was agreed that KB would speak to JG with regard to cover when JG not available **(KB)**.

Post-meeting note

The final draft of the new Rules was formally adopted with effect from 23 April 2021.

- g. Surrender Policy – Scheme Development Progress
MC invited DV to talk to his note regarding the launch of the surrender scheme and DV’s proposed order for communicating the launch of the scheme. DV outlined the suggested timeline which LOC agreed to with a May 2021 launch date. DV will draft the initial communication to owners, and it was agreed that this would also be included within the AGM papers.
- h. Week Swap Service
Nothing to report.
- i. Exchange Organisations Relationships
Nothing to report.
- j. Owner Specific Facilities
Nothing to report.
- k. Management Agreement
The committee agreed to make a start on the review alongside the work on Shared Costs review and the apportionment of the Management Fee Apportionment Model review. MC and KB to discuss initially.
- l. Insurance – Claim outcome
Nothing further to report.
- m. Policy
MC raised the question of policy on the provision of swapping out induction hobs for electric hobs for those owners who have pacemakers. A lengthy discussion ensued with regard to the cost of undertaking this facility, the scale of the issue, any health and safety concerns and owner perception. The committee agreed, after discussion, that Manco would review and recommend a solution **(MC)**.
- n. Sponsorship - Aspiring Leaders Programme (“ALP”)
Nothing to report other than the programme leader had made contact, the agreement and invoice had been received and approved by MC.

8. Communication

- a. Views
Nothing to report.
- b. Owners
Nothing further to report.
- c. Website – Update on site development DV – (LOC-130)
DV reported on the development and that he would be sending a link to the committee inviting feedback and to create a new profile. The team had ascertained that existing profiles can be bulk uploaded onto the new website.

IH invited DV to comment on Maximiser (“Maxi”) which is due for renewal and is currently hosted on an on-site server. The question is whether to continue as is or move to the cloud-based option. Wayne Newton (IT Manager) has put together a comprehensive review but effectively the server is due for replacement next year, licences would need to be upgraded on the SQL and the Client Access Licences (“CALs”) at an approximate cost of between £5 and £6k.

Maxi are no longer offering a server based solution. DV will send IH the comprehensive review. SS comments that Manco would be reviewing new financial software systems within the next 18 months and any would need to integrate better with Maxi.

- d. Communication to Owners (include 4.b Owner Correspondence from Owners, from Part 1)
No other planned comms other than launch of the Surrender Scheme.
There will be a communication regarding the new owners' website which will be kept separate from the Surrender Scheme.
- e. Industry Developments
Nothing to report.
- f. Regulatory issues – issues of compliance, law, CMA – Legal Guidance
Nothing to report other than COVID.

9. Any other Business

KB – comments had recently been received with regard to re-cycling and KB would like information to be provided to owners with details of re-cycling facilities including how waste is separated. He suggested that owners might be notified pro-actively using existing arrival/welcome information (DV/GD).

KB – is working on the longer piece about COVID but invites feedback from all on that. MC and DV will contribute to the content and MC feels that the entire story of COVID should be included with a view to then editing down to a reasonable length (**ALL**). KB feels that this piece would be helpful for DV and GD when answering questions raised by owners; that the answers would be within that document.

IM – had received a quote for the summerhouse at Elterwater Hall as it is beyond economic repair so proposes a direct replacement at a cost of £5k including VAT. The committee agreed to proceed to replace the summerhouse due to its dilapidated condition.

MC invited GD to comment. GD reported that he had spoken to several owners since re-opening and in general owners were happy to be back at Langdale and have their holiday. He had received questions from owners who had not been able to have a full week to the government confirmed re-opening date (Week 15) and whether they would be receiving compensation. Some owners were unhappy that Wainwrights was not open inside, and there were some comments regarding the condition of Elterwater Hall and Becksid properties; that they were in need of some attention fairly soon. GD has changed the owners meeting, due to Covid restrictions and having tried a Zoom owners meeting which wasn't well attended, the last couple of owner meetings have been by way of informal chat on the terrace outside Stove. GD will be trying this format but earlier in the day, say, 10am on a Monday and will monitor attendance.

The meeting concluded at 11:40am

Minutes prepared by

Minutes approved by

**Anne Durnall
Committee Secretary**

**Ian Hamilton
Chairman**