

## LANGDALE OWNERS CLUB COMMITTEE MEETING

Held via Video Conference Friday 25 June 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)  
Mrs A Durnall (ALD)  
Gary Dixon (GD)  
For Part 1 – Paul Symonds (PS)

## MINUTES

### Part 1

#### 1. Apologies for absence

Sarah Spencer had already given her apologies.

#### 2. Approval of the minutes of the last meeting

The minutes of the meeting held on 23 April were approved.

##### a. Actions Closed since last meeting.

LOC 145 now closed the solution being that an attractive, portable, 2 ring non-induction ceramic hob, which can be provided with relative ease and without the need for any installation work to be done.

LOC 146 now closed.

#### 3. Finance

##### a. Management Accounts

The LOC audit of the year end accounts (already circulated by SS) was underway with nothing being raised as a matter of concern.

KB would like to understand more about the actual figures for the Reserve Fund and the level of refunds both of which differed somewhat from what the forecast that had been presented at the February meeting. MC will investigate, discuss with SS and report back to LOC **(MC)**.

##### b. Reserve Fund

MC had nothing to report on this item; there had been no exceptional expenditure.

##### c. Management Fee

MC reported that the majority of owners were making payment of their fees.

XXXXX

XXXXX

XXXXX

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

Nothing further to report; action to be carried forward.

e. Shared Costs Review - (LOC-069)

MC had issued the Shared Cost Review Part 2 and explained that some divisions required further investigation, for instance the SMT model, bearing in mind that last year with COVID challenges was not a truly representative period of time. MC explained the adjustments proposed within the report to the existing model and would re-assess the model which would demonstrate those adjustments and present to LOC again. MC felt it was important to put in place a review of the shared costs every 5 years.

PG commented that the current suggestions appeared reasonable. KB wanted to understand better the re-distribution and definition of the cost centres KB is looking for some definition of the cost centres as to the service provided to LOC and perhaps it would be possible to continue to work on that clarity. MC would be able to present again at the next meeting including the fee for services model as had been discussed at length at the last LOC meeting; ie the presentation of discrete costs where a defined service delivery could be identified. It was agreed that this would be helpful.

#### 4. Services

a. Performance indicators

IH referred to the quarterly reports submitted by Manco for LOC and proposed that LOC elected members in the future, used this section of the agenda to ask any questions on those reports.

MC suggested that Gary Dixon presented on guest comments/issues at this point in the agenda.

GD reported that the majority of owners are very happy to be back holidaying at Langdale. A number of recent queries raised are those of a long-standing nature which the team are already aware of, eg, blown window units, pull down beds, etc. However, there have been no major owner issues since re-opening.

GD informed the committee that a departing owner had informed the Langdale team on departure that they had tested positive for COVID therefore an external cleaning contractor was brought in to clean the unit. The incoming owners were informed and fortunately were able to be accommodated in the hotel for one night and were very understanding. There had been comments regarding mice in two lodges, and Enviroguard had been called out. The only other issue of note is the lack of a fire in Elterwater cottage which GD has been alerted to by owners who will be occupying over the winter months. IM explained that as the original fire did not meet current safety standards it had been removed and a bespoke unit was required which was proving difficult to source. This was an on-going item for IM to resolve. Elterwater Hall owners have appreciated the start of works to replace the summer house at Elterwater Hall

PS asked GD whether there had been any suggestions from owners with regard to the plans for the Trim Trail and GD confirmed that there had been none.

GD made reference to the fact that some owners were unhappy with the reduced number of lodge owners able to eat in Stove Restaurant.

b. Owner Correspondence – to be taken in Part 2 (LOC-123)

c. Employee Report

Kelly Hodkinson (KH) joined the meeting at this point and reported that the challenges faced were as normal and that in fact LOC were bucking the trend in terms of recruitment. Staff numbers were good, but the challenge was ensuring staff attendance with the Saturday changeover being the biggest challenge. However there didn't appear to be a pattern to non-attendance and the team

would continue to manage the situation by pre-interviewing, setting expectations for the role at the point of recruitment and keeping on top of the management of absence. However Lodge Housekeeping was the one department where there wasn't a recruitment issue. 25 members of staff have been employed for over 3 years, some have 35 years' service and there are a core group who have been employed for 10 years or more; very loyal and speak highly of us and therefore are a source of recruitment as they encourage others to join us.

PG asked about recruitment within the restaurant and KH confirmed that Food & Beverage applications are picking up, as anticipated. Unfortunately, having lost two couples (four people in two bedrooms) and with no couples applying those positions they can effectively only be replaced by another two people. Still struggling with recruiting for Reception and Brimstone Hosts.

KB expressed his thanks to KH for her presentation of the current situation on what is a national issue.

DV informed LOC that two members of the Lodge Housekeeping team had recently been involved in some filming by Simon Reeve for a programme based on the Lake District. Both members of staff had made a huge impression on the production team, being confident and relaxed and DV felt that if their piece was included in the programme they would be amazing advocates for the business. KH commented that although initially one member of staff (Chris) was very reluctant, having thought about it, he decided to get involved because he thought it would benefit Langdale so wanted to help out.

The committee on hearing that KH was leaving Langdale wanted to express their thanks and appreciation of her contribution to Langdale in general but also for her work with the Lodge Housekeeping team in particular.

d. Owners Data  
Nothing to report.

e. Business Continuity  
Nothing to report.

## 5. Maintenance

### a. Health and Safety

IM nothing major to report on H&S.

- Estate External Lighting Review – this is an on-going item which IM will report on at a future date having undertaken some interesting preparatory work regarding solar powered battery stored units **(IM)**.

### b. Property Maintenance

IM reported that windows (as reported by GD) were an issue which was receiving attention from the team. IM will present a schedule for property maintenance in due course. Tim Brereton (TB) has been tasked with this particular maintenance issue and would be dealing with it systematically.

The maintenance team were aware of dealing with property maintenance issues (including those long-standing items raised regularly by owners) in a timely manner rather than waiting for an entire estate solution in order to meet the owners' needs.

The report commissioned by Langdale on Legionella Risk Assessment will be issued in the next 2 weeks and IM anticipates that there will be recommendations which will require action.

IM reported that all Fire Risk Assessments will be up-dated by the time our current Fire Risk Assessor retires next year.

c. Estate Maintenance

Andy Dawson (AD) and his team had put huge amounts of effort into the re-landscaping of grounds subsequent to the extensive clearance of trees/shrubs due to P ramorum. The grounds team are also managing the emergence of weeds in the waterways, a result of the successful work carried out on holding water in the waterways.

Waste collection is now handled by BIFFA with an improved re-cycling offering managed by AD. A discussion took place as to whether separate re-cycling bins were required if waste was sorted and re-cycled by BIFFA? IM confirmed that part of the work of the E-team would be to review waste in it's entirety (particularly food waste). Consensus was that owners do like to have the opportunity to re-cycle as a feelgood factor, regardless of the fact that waste is sorted out by our contractor and this information had regularly been communicated over the years.

PS commented that government had recently adopted a national waste strategy which would compel local authorities to provide a food waste service and would it be worth making contact with Cumbria County Council (or South Lakeland District Council) as grants and/or funding might be available?

KB would like to re-visit a communication that he had agreed to produce on re-cycling arrangements at Langdale so that this can be included in the arrival information (including renters) and via Views/website. MC confirmed that the E-team had employed the services of external consultant (Tim Maiden at Green Small Business) to review our existing Environmental Management System and produce an action plan having investigated all aspects of the business. Such investigation is going to include 5 separate workshops on key environmental impacts and KB was invited to join the forthcoming session on Waste. ALD will send the details on (ALD).

d. Inventory

Nothing further to report.

## 6. Projects

a. Project Programme 2020-2021 - Refurbishment Programme Progress

IM reported that the refurbishment of 10 bedrooms and 37 balconies would be completed this year. IM would also like to work up design ideas for Becksides and Brackens using an external interior designer. IM would also continue to work on the exterior lighting project which he suggested was included in this years' programme as a rolling project.

IH asked IM to draft a report that explains the current position/issue with the pull down beds (PDBs) with potential solutions available in order to bring LOC up to speed. A discussion took place where all felt that comments about PDBs may be a perceived issue, as solutions had recently been put in place, with spares now available and mattresses replaced (**IM**).

### LOC – 110 Trim Trail project

The committee had already had sight of the project proposal submitted by IM. PG felt it was comprehensive and particularly liked the picnic tables with wheelchair access. IM confirmed that all works could be completed within 3 – 4 weeks. KB agreed that it was a good project and a great idea. IH had asked IM, so as to be clear, what existing facilities were in place prior to this proposal? Some bench seating was in existence but very little else. IH asked what the on-going maintenance and operational costs would be for the addition of the BBQ facility and also asked IM to assess the

audio and visual impact and fire safety. IM estimated that on-going maintenance and operational costs would be in the region of £1500 per annum.

IH asked IM to prepare a final project proposal for the Trim Trail (**IM**). PS would like to see copy of the updated proposal.

#### LOC 123 – Cycle Locks

The committee had already had sight of the proposal put forward by IM. IM had recommended and proposed one lock for each unit at a cost of £30 per property, to start with which would allow the need for such facility to be monitored. KB asked whether the solution was the same for Chapel Stile and Elterwater Hall and IM would take this into account so that all units would receive the same facility at the same time.

KB commented that he liked the new TV in Lodge 10 and thanked IH for his work on TVs. He suggested that radios and CD players should be reviewed and options considered. IH felt that a good short-term solution to allow guests to play digital audio content would be a good quality blue-tooth speaker or blue-tooth connectivity. IM would research a range of reasonably priced blue-tooth speakers and blue-tooth connectivity options, the proposal being that this would be in addition to the radio and CD players that are already in the unit (**IM**).

PS – asked whether there was any scope in the future to incorporate DAB?

### **Part 2: 10.30 to 11.45 – LOC**

#### 4. b. Owner Correspondence

No significant correspondence that requires attention.

#### **7. Committee**

##### a. Cancelled Members

XXXXX

##### b. Property re-sales – levels and success

IH proposed that item b. and c. be removed from the agenda as will be included in the agenda item where questions will be taken on the quarterly reports, other than any specific issues.

DV reported that re-sales continue to be strong with existing owners trading up and down. Post COVID there's a new realisation of the value of a holiday at home and at Langdale with fewer units being made available for rent.

##### c. Property rentals – levels and success

As above.

##### d. Succession Planning and Committee Support Activity

Ian Hamilton's nomination for election to the Langdale Owners Committee has been received. Nomination for elected committee members should be made in writing before 1st July in any year.

Currently LOC have one member who is shadowing the Committee, Paul Symonds. Paul has expressed his interest to join the Committee at the appropriate time.

Paula Gorst joined the Committee in August 2020 following a period of shadowing, just as the COVID-19 emergency intensified.

The previous LOC succession planning programme resulted in Paula joining the committee and Paul continuing to shadow the committee. It was agreed that it would be helpful to remind members who may wish to serve on the Committee how to contact the committee to express their interest, so that they may be included in the future succession planning activity.

It was considered that a statement on the new LOC website outlining the work of the committee and the level of commitment required would be helpful to prospective candidates for the committee.

e. Meetings – AGM Preparations

Work is on-going with regard to the Committee Statement. Last year's AGM Minutes are now finalised and ALD will issue a draft Voting Form and some indicative deadlines in due course bearing in mind the proposed itinerary for the entire day.

KB would contact Brathay as to whether it would be possible to present at the AGM this year perhaps via a short video presentation **(KB)**.

f. Rules

Nothing to report.

ALD to ensure the recently amended Rules are on the LOC website **(ALD)**.

g. Surrender Policy – Scheme Development Progress

ALD reported LOP's decision for managing surrendered weeks with shares attached which was to say that owners would be required to gift their share back to LOP for cancellation.

KB had hoped that if LOC had been allowed to hold shares the ownership would broaden and noted the impact of reducing the number of shareholders via the Surrender Scheme. KB will include LOP's decision when communicating on the Surrender Scheme.

DV had finalised the communications piece on the Surrender Scheme which would be launched next week. KB offered to help out with any queries from owners, subsequent to the launch.

h. Week Swap Service

Nothing to report – this item will now be removed from the agenda

i. Exchange Organisations Relationships

Nothing to report.

j. Owner Specific Facilities - (LOC-110)

Nothing further to report.

k. Management Agreement

KB reported that he and MC had had a brief conversation regarding the update/review of the Management Agreement. The two main areas for consideration were the working relationship between LLL and LOC and the fee/charge which was out of date and doesn't reflect the current position. Immediate steps were for MC to discuss with JL. KB was keen to agree a joint mutually agreeable solution for consideration by the LOC Committee and LOP Board and he and MC would collaborate in moving matters forward. There still some issues to clarify on the operational relationship between LOC and LLL.

Once a joint position has been reached, legal advice on up-dating and finalising the terms of the agreement would be sought from Oglethorpe, Sturton and Gillibrand.

A discussion took place on the current position with regard to the fee paid to LLL by LOC and that since 2011 a fixed fee with inflationary rises had been used. KB believed that this would continue but understands that LOP would prefer to retain a percentage formula which presented both advantages and disadvantages. There will need to be discussion and debate on this question (of calculation of the fee) and IH suggested a way forward might be a fixed fee plus some kind of performance fee.

MC and KB would update LOC at the next meeting (MC/KB).

**l. Insurance**

Nothing further to report at the moment, on the unlikely possibility of a second BI claim.

**m. Policy - (LOC-145)**

Actioned

**n. Sponsorship - Aspiring Leaders Programme ("ALP")**

Nothing further to add.

**o. Environment and Community**

MC referred to the recent activity within the E-team and the workshops facilitated by Green Small Business previously referred to.

A general discussion arising from the provision (or not) of on-site EV charging points ensued. IH felt that the government were starting to understand that grants might be required in order to upgrade electrical infrastructure. KB asked whether LOC should be identifying the key steps to progress such a facility with an end date so that LOC would be aware of what work would be required? DV explained that an infrastructure project was already underway via the Local Enterprise Partnership ("LEP") and he would keep LOC up to date with any progress.

MC confirmed that when the E-Team with the help of Green Small Business had finalised an action plan it would be shared with LOC to enable a focussed approach.

## **8. Communication**

**a. Views**

Historic versions of Views will (and do) appear on the new website.

**b. Owners Website – Update on site development DV – (LOC-130) (this agenda item will now be closed).**

DV provided an update, that once testing of the transfer of existing profiles had been completed, the site was ready to be launched and DV hoped that this would occur next week.

DV wondered whether owners might be invited to engage on the website by giving their views on their Audio Visual requirements? It might also be useful for a section of the website (engagement) to inform owners how they could become further involved with the running of the LOC and IH proposed a section explaining how owners might apply to be on the committee, together with the biographies of current committee members. Such a section might also include what commitments there were to being on a committee member. All felt it was worthy of being developed.

- c. Communication to Owners - include 4.b from Part 1 + Stakeholder Engagement.  
Nothing to report.
- d. Industry Developments  
Nothing apart from the House of Commons briefing paper circulated recently via a communication from EUROCC.

MC reported that Langdale (Manco) hosted a EUROCC networking event with Jane Gilmartin and Wendy Holey from EUROCC and other Lake District timeshare resorts, mainly operators. It was felt to be a good informal get together, interesting to hear from others with similar challenges but reassuring from Langdale's perspective as in comparison our relationships with owners and the company were very good.

- e. Regulatory issues – issues of compliance.  
ALD suggested that it might be helpful to publish the House of Commons briefing paper on the LOC website as it contained a very helpful definition of timeshare and was well written. It was something which the team at Langdale could also refer to when talking to owners and LOC agreed **(ALD/DV)**.

## 9. Any other Business

- a. New Timeshare Owner 'Welcome Information Pack'  
PG referred to Jill Walker's original idea to create a welcome pack for new owners so that everyone had a comprehensive introduction to the facilities, committee, the relationship between LOP and LOC, etc. PG felt that it could go to existing owners as well, as a refresh (and would provide updated documents). MC reported that based on feedback from the SMT there were very few "true" new owners. ALD suggested that a Welcome Pack could be put together for new owners with a digital version available on the website to which existing owners could be directed.

ALD also reminded LOC of the work that had almost been completed on the Story of the Buy Out which tied into conversations which IH and KB had already discussed; marking the first 40 years of LOC and perhaps the book would be a good idea? IH was content to leave LLL to collate a Welcome pack with no firm timeline adopted **(ALL)**.

### **AOB**

PG would like to be able to attend an onsite meeting at Langdale and asked whether that could be pencilled in for next year?

The meeting concluded at 12:15pm