

Minutes of the Langdale Owners Club Committee Meeting Held via Video Conference on Tuesday 9 November 2021 at 0900 Hours

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 Sarah Spencer (SS)
Paul Symonds (PS)

1. Apologies for absence

There were no apologies for absence

2. Approval of minutes

The Minutes of the committee meeting held on 10 September 2021 were approved.

- a. Actions Closed since last Meeting - MC had not updated the Action Tracker, but would do so and recirculate after this meeting, taking into consideration any additional action points. **Action: MC**

3. Finance

- a. Management Accounts

The accounts to the end of period 5 had been circulated prior to the meeting and P6 would follow shortly after. SS commented that the final costs for the Legionella audits had been received and this will be reflected in the P6 accounts. To date there was no spend of note on the Reserve Fund, with the 2021/22 programme starting this week.

It was confirmed to KB that all Covid related credit notes had now been issued.

- b. Reserve Fund

As above.

- c. Management Fee – Payment levels

SS reported that payment levels appear to be settling back to the pre-Covid pattern.

KB enquired about those small number of Owners who owned in week 14 but had not paid their fees and SS confirmed that they would be subject to the “no fee, no key” policy, which would most likely result in full payment being received.

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

MC confirmed that the date of 30 November 2021 had been agreed as a date for a Zoom call between the Committee (including PS) and the Management Company, represented by MC and SS to discuss the

papers circulated by MC for the September Committee meeting in more detail and agree how to proceed.

e. Shared Costs Review - (LOC-069)

This would be discussed in the same meeting being held on 30 November 2021.

4. Services

a. Quarterly Reporting

MC acknowledged that the guest report that had been circulated as part of the quarterly reports had not been reviewed before it was issued and therefore some of the information was not relevant to the Committee. In relation to the information contained therein, PG asked if the issues highlighted in the e mail that had been included in the report had been addressed and MC stated that he would revisit this and confirm outside of the meeting. **Action: MC**

b. Owner Correspondence

There was one piece of correspondence that had been received, but this would be addressed under AOB. There was no other correspondence for the Committee.

KB enquired as to Committee's position with regards to part week refunds and it was agreed that there was no need to review further the decisions taken by the Committee to date. PS suggested that a note for future Committee's in relation to the handling of refunds in the case of estate closures would be a useful document.

c. Owners Data Management

The Committee were aware of a problem that was encountered when the AGM mailing was processed, and the Management Company confirmed that a technical glitch by the third-party vendor who handles the production and distribution of the AGM papers had resulted in 2 discrepancies where Owners personal details may have been compromised. A full investigation had taken place which also included reporting matters to the Information Commissioner's Office, but it was deemed not to be a data breach. The third party has apologised.

SS requested confirmation that the Club wanted to retain hard copies of Owners files once they had been digitised. IH wanted to establish the legislation relating to rights documents before making a final decision. **Action: IH**

d. Business Continuity

MC confirmed that the recent flooding had interrupted operations, but that there had not been any significant impact on the estate.

5. Maintenance

a. Health and Safety

IM reported that there had been one manual handling incident which had been addressed and that the pool cuts that had been identified previously had been resolved.

PG asked for an update on the fall risk that had been identified and was advised that a full assessment of the risks had been carried out and signage introduced immediately. For those high-risk areas barriers were being manufactured that would be sympathetic to the environment while addressing the risk.

Action: IM (new action point LOC-152)

The final Legionella risk assessments had been received and IM would issue a summary of actions with an associated timeline. **Action: IM (new action point LOC-153)**

The Committee were briefed on the action that is underway to repair the balconies at Becksides. The timeline is at the mercy of the Environment Agency who govern when and how access to the river can be made. The extent of the work required the cost and the timeline at this stage remain unknown.

Action: IM (new action point LOC-154)

b. Property Maintenance

Nothing to report.

c. Estate Maintenance

The Estate is looking good, with the scarring of the groundworks starting to blend into the landscape and the new planting taking hold.

The Trim Trail is progressing as planned.

d. Inventory

Nothing to report other than general supply delay issues.

6. Projects

a. Project Programme 2021-2022 - Refurbishment Programme Progress

IM provided an overview of the work that is planned and will circulate a summary for reference. **Action: IM**

The following planned works in this window were reported:

- 9 bedrooms (this will conclude the bedroom project)
- 57 distribution boards (this combines works from 2020/21 which were restricted due to Covid)
- Fire safety compartmentalisation in 28 Hallways
- Replacement LED balcony lights are being researched because the existing lights are obsolete

KB enquired about the design schemes for Becksides, and Brackens and IM confirmed that no appointment had yet been made, although he was working with a new designer on a hotel bedrooms project who may be able to assist.

KB also asked about the progress being made with regards to balcony furniture and after some discussion, IH confirmed that he would discuss the Owners needs with his fellow Owner representative and assist with the provision of a specification to which IM could go to market. SS highlighted that in line with LOC environmental policy the specification should include a requirement for sustainability.

Action: IH (new action point LOC-155)

7. Committee

a. Cancelled Members

There were no members to consider for cancellation at this meeting.

b. Succession Planning and Committee Support Activity – Observers Attending

IH confirmed that PS was now being invited to attend all Committee meetings in full.

c. Meetings – AGM Review

KB and PG agreed to IH remaining in the Chair.

A discussion regarding the AGM itself took place and there was general satisfaction with how it was delivered. There was surprise at the lack of questions from Owners on the day and it was agreed that perhaps this was due to the good engagement that had been taking place between Owners and the Management Company throughout the pandemic.

KB raised the question regarding transport for Owners to future AGMs and it was agreed that this will be considered each year in the planning process for the AGM.

It was confirmed that the Committee should plan for an engagement event in the spring.

d. Rules

Nothing to report.

e. Surrender Policy

Nothing to report.

f. Working Groups – LOP Board Working Group (Stakeholder Engagement)

Nothing to report.

g. Exchange Organisations Relationships

MC briefed the Committee on his attendance at the EUROCC seminar in Solihull on 3 November 2021, which he attended with Gary Dixon. MC recommends that Langdale should become members of the organisation as there is significant benefit that will accrue for the Club and Owners as individuals. The meeting was also advised that the network that is being developed within EUROCC is resulting in more focussed meetings that will seek to assist UK based Clubs with issues such as strategies to deliver electric vehicle points.

IH requested a formal recommendation from MC, which will include costs. **Action: MC**

h. Owner Specific Facilities

MC advised the Committee that the 5-year strategy that is being developed by LLL does seek to develop enhanced facilities for Owners, but that these are very much in the planning stage at the moment. There are plans to create a lounge space in Stove which will seek to alleviate some of the concerns that have been expressed to date and this will happen shortly.

PS asked whether the area outside the entrance to Spa might be reinstated at some point in the future and MC confirmed that he would investigate the feasibility of this. **Action: MC**

i. Management Agreement

Nothing to report.

j. Insurance

A final settlement in relation to business interruption has been received from the insurance company of £15,000.

k. Policy

l.

Nothing to report.

m. Sponsorship - Aspiring Leaders Programme (“ALP”)

There is enthusiasm to continue to support this programme, however KB felt that it is important to establish how much of the sponsorship is coming from Owner’s donations and how much is being funded directly by LOC. SS was requested to provide some detail. **Action: SS**

It was agreed that KB would liaise with ALP and DV to get some videos of students speaking of how ALP has benefitted them, and these could be posted on the LOC website. **Action: KB/DV**

PG requested that it is made clearer to all Owners how they can donate.

n. Environment and Community

KB is liaising with Michael Wrigglesworth in Langdale with regards to the environment action plan that has been developed.

DV advised the Committee that LOP are aspiring to be carbon neutral by 2037 and it was agreed by all that this should be an estate wide aspiration.

8. Communication

a. Views

It was agreed that there is now a cross over between Views and the new website and that there needs to be a structured approach to updating the website regularly with relevant content. PG has 10 items that she thinks would be good to cover, while also reviewing and revamping some of the older articles that are currently on the site and remain relevant. She also wanted to ensure that owners who had not signed up to the website also received the relevant information in paper form.

PS suggested a picture sharing competition to drive interest in the site itself.

DV confirmed that there are currently 1,441 owners with a profile on the website.

MC suggested that as the AGM should be used to bookend the communication on the website each year i.e., the start and finishing point for discussions. This would ensure that the messaging would be relevant and of interest to Owners.

b. Owners Website

See previous point.

c. Communication to Owners

No communications planned.

d. Industry Developments

Nothing to report.

e. Regulatory issues – issues of compliance.

Other than the National Minimum Wage increase of 6.6% and the Employers National Insurance Contribution increase of 1.25% (both in April next year), there is nothing to report.

9. Any other Business

a. A recent incident where a TV in a lodge had been controlled by a previous occupant's phone, who was not in residence, has been investigated and resolved. However, there is a need to issue guidance to all Owners advising them how to reset all relevant apps. IH will provide the guidance to MC for inclusion in the lodges. **Action: IH/MC**

b. An Owner had requested the removal of the second TV in the Ullswater properties, and the Committee debated this. It was agreed that there is little that can be done at the moment, but that this would be included in the long-term solution for the lounge area of these properties which the Committee would be considering. MC was asked to revert with a holding letter pending further work by the Committee and Management Company. **Action: MC**

c. KB asked for confirmation of the 2022 meeting dates. MC was asked to circulate proposed meeting dates that fell after the LOP meeting dates. **Action: MC**

d. KB asked who was progressing the constitutional amendments that will allow for virtual meetings in future. This was something that Anne Durnall was to be addressing but may have been missed. MC will discuss with Oglethorpe's. **Action: MC**

The meeting concluded at 1150 hours