

## Minutes of the Langdale Owners Club Committee Meeting Held via Video Conference on Friday 25 February 2022 at 1300 Hours

**Present:** Mr K Bird (KB)  
Mr M Coletta (MC)  
Mr I Hamilton (Chair) (IH)  
Mrs P Gorst (PG)  
Mr I Murray (IM)

**In attendance:** Mr G Dixon (GD)  
Mrs S Spencer (SS)  
Mr D Visser (DV)

### 1. Apologies for absence

Apologies were received from Mr P Symonds.

### 2. Approval of minutes

The Minutes of the committee meeting held on 9 November 2021 were approved.

- a. Matters Arising and Action Tracker Update – A paper had been circulated in advance of the meeting addressing all matters arising since the last meeting and included a summary of the points that were in the detailed Action Tracker that had been circulated.
- b. PG asked for confirmation of the cost of ALP to the Club before contributions. This was confirmed at £9,000 per annum.
- c. MC corrected the document that had been circulated by advising the Committee that LOC148, 152 and 153 remain outstanding.

### 3. Finance

- a. Management Accounts

The accounts to the end of period 9 had been circulated prior to the meeting and SS had no comment to add. Looking forward she did advise the Committee that costs relating to Storm Arwen (tree surgery) were still to be recognised in the accounts. MC advised the Committee that the insurance company have stated that they will only pay out for a fallen tree, if it has caused damage, although this is being challenged on the basis that some trees were in need of being felled as they were a risk because they had been weakened by the storm.

- b. Reserve Fund

SS had nothing of significance to report on the reserve fund expenditure. IH clarified his query raised at the budget meeting (note the output of that meeting below) in relation to the reserve fund expenditure plans for the future and confirmed that he was looking for a high-level response covering a few years, rather than a detailed line by line answer for the financial year 2022/23.

- c. Management Fee – Payment levels

SS reported that the first 3 weeks of 2022/23 fees have been issued and that to date there had been no queries relating to the inflated cost. There are a number of Owners who are disputing their 2020/21 Management Fee, because they could not use their week this time last year, but all eventually pay.

d. 2022/23 Management Fee Budget

A meeting of the Committee took place on 2 February 2022 to discuss the proposed Management Fee levels that had been presented by the Management Company. The headline increase presented is 8.8% and is due in part to

- estimated inflation at 6%
- NMW increases of 6.6%
- payroll increases in 2021 of up to 10%, flowing through into 2022
- National Insurance increases of 1.25%
- transportation cost increases of 22% and
- laundry increases of 10%.

After some discussion the Committee approved the increase as submitted.

PG asked if the reserve fund contribution levels currently being collected was sufficient to cover the needs of the Club into the future. The general view was that it was not, however there is currently no long-term plan of works available to review which would identify what the contribution levels should be. While it was agreed to leave the contribution for 2022/23 at the same level as the previous year, PG requested that a 5 – 10-year plan be developed by the Management Company for the Committee to consider. **Action: MC/IM/SS**

PG also suggested that there should be an engagement process with Owners to help the Committee and the Management Company to understand better the needs and expectations of Owners in relation to future refurbishment plans and help to prioritise the work that will be required.

#### 4. Services

a. Quarterly Reporting

The 2021 Q4 reports had been placed in the Dropbox and made available in early February.

KB asked GD to clarify what he meant by the quality of fabric in his report and the response was that Owners believed that when items were being replaced, the quality of the new item was not as good as the outgoing item.

An example of the quality of the leather suites was given, where the most recent replacements are not lasting as long as the previous ones. It was agreed that KB and IM would review the current status of suites in the timeshare properties and identify suitable replacements. **Action: KB/IM**

PG thanked GD for his report and was pleased to see that housekeeping is receiving the focus that it should have, as this is the single greatest area of comment from Owners.

b. Owner Correspondence

Nothing had been received that was to be shared with the Committee.

c. Owners Data Management

SS asked if LOC would be moving its database storage (maximiser) to the cloud when the existing arrangement expired? IH asked for recommendations from the data processor (DV) once clarity had been received from the service provider. DV will send this out at the beginning of April 2022. **Action: DV**

MC confirmed that he had received confirmation from the Club's legal advisors that there was no need for LOC to hold hard copies of sales contracts.

d. Business Continuity

While the Committee had been updated at the time, MC reported on the impact that Storm Arwen had on the estate on 26 November 2021. Around 110 trees came down, striking one timeshare property and crushing two vehicles, but thankfully there were no injuries of any sort. The power outage lasted for 3 days and was an uncomfortable experience for all concerned. There has been criticism of the Management Company at the length of the power outage and the lack of planning for such an event, however the damage to the power infrastructure was at a level never experienced before and took everyone by surprise. The site crisis plans have been reviewed and contingencies introduced for the future.

**5. Maintenance**

a. Health and Safety

MC had circulated the minutes of the Langdale H&S meeting that took place on 4 February 2022 in advance of the meeting.

b. Property Maintenance

IM advised the Committee that there had been a lot of work ongoing to repair the damage caused by Storm Arwen and a large amount of window repairs have been taking place. The rolling programme of maintenance continues as expected and it is hoped to start on external decoration in the next month.

c. Estate Maintenance

The tidy up of the site in the wake of Storm Arwen continues and a lot of the felled timber remains around the site.

d. Inventory

No comment.

**6. Projects**

a. Projects 2021-2022 – Progress Update

IM advised the Committee that the plans that he had made for this year were nearly complete, however he was not satisfied with the delivery of this year's programme, which has been hampered by supply and Covid challenges.

IH expressed the thanks for the Committee and all owners to IM and his team for the work that they have delivered this year.

IM has had discussions with his new Maintenance Manager (Martin Helstrip (MH)) and there is a general view that a balancing of the number of weeks off for maintenance over the maintenance period, would help to deliver projects to a higher standard and with better value for money. MC suggested that the

Management Company consider how this may be delivered and report back to the Committee. **Action: MC/IM/MH**

b. 2022/23 Outline Plans

IM did not have any plans that could be shared with the Committee at this time.

KB asked for an update on the progress of appointing an interior designer for Beckside and Brackens. IM advised that the initial designer did not work out and that he had now identified a new designer. Idea boards are being developed and will be shared with the Committee at the appropriate point. **Action: IM**

LOC155 - IH updated the Committee on his investigations into patio furniture and would pick this up with KB and PG. IM suggested that a good supplier to consider was the UK company Alexander Rose.

**7. Committee**

a. Cancelled Members

MC confirmed that he had issued a letter to an owner with the surrender scheme details on 31 January by recorded delivery. To date there has been no response.

SS advised that there had been a couple of owners who were protesting to their payment for 2021/22, but these are being managed in accordance with the agreed rules.

b. Succession Planning and Committee Support Activity

Nothing to report.

c. Meetings

The 2022 meetings schedule had been issued and all were happy with the content.

After some discussion, it was agreed that a “town hall” style meeting for Owners in a central location should take place before June, if possible. **Action: MC**

d. Rules

Nothing to report.

e. Surrender Policy

MC advised that there had been no further surrenders since the last update. SS asked for clarity with regards to the accounting that is required for Management Fees received in advance under this scheme. It was agreed that KB, SS and MC would review this and confirm the process. KB stated that the reporting system for the scheme may also need to be reviewed. **Action: KB/SS/MC**

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

PG advised the Committee of the progress of the subgroup to date. In person meetings had been postponed due to Covid, but DV is developing a schedule of meeting dates.

g. Exchange Organisations Relationships

MC advised the Committee that the RCI Gold Crown status had been retained. GD informed the Committee that Dial and Exchange had changed its name to 7Across.

h. Owner Specific Facilities

Nothing to report.

i. Management Agreement

At a meeting held on 30 November 2022, there was unanimous agreement that the review document dated August 2021 had provided clarity for all concerned. There would now be an exercise of reviewing the component parts of the key services as outlined in the document and appendices be developed that provide more details of the service provided, service levels and charging mechanisms that would dovetail with the Shared Costs review. This would be a joint effort by KB and MC.

The commercial terms were briefly discussed and will be reviewed in more detail at the appropriate point in the next 12 months.

j. Insurance

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

Discussions are underway for the 2022/23 renewal and early indicators are that the general insurance may increase by 7%, while the D&O insurance is expected to move by 100-150%.

KB questioned the D&O insurance cover and therefore the wording of the policy will be forwarded to the Committee for review, in advance of the insurance broker meeting in April. **Action: MC**

k. Policy

MC had circulated a discussion document in advance of the meeting in relation to evacuation policies in the event of a crisis. KB advised MC that the rules of the Club currently allowed the Management Company to suspend the right of Owners to remain in their properties, should there be an identifiable health and safety risk.

MC advised the Committee that LOP were reviewing all company policies and asked if these would be applied to LOC. After a brief discussion it was clarified that LOC accepts responsibility for all employee related policies and will comply with any policies that LLL uses to deliver its Management Agreement. It was further agreed that it would be beneficial to identify the LLL policies as an appendix to the future Management Agreement.

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

KB advised the Committee that he had met with ALP in January and a suitable candidate had been identified for a promotional video. KB will continue to work with DV.

m. Environment and Community

DV reconfirmed that LOP have declared a climate emergency and have the aspiration to have the estate carbon neutral by 2037.

## 8. Communication

a. Owners Communications

GD stated that there are still a small number of Owners who continue to be vocal about the decisions that were made during the lock downs in relation to Management Fees, however everyone is paying.

b. Owners Website

PG spoke to the document that she had circulated in advance of the meeting, which outlined 16 articles that could be posted on the LOC website over the next 12 months. IH confirmed that he would work on the “What the LOC Committee does and how to get involved” article, while KB would provide the “Local Community” and “Aspiring Leaders Programme” articles in March.

c. Industry Developments

MC had enrolled Langdale with EUROCC and it was agreed that LOC would fund 50% of the fee. MC confirmed that it was his intention to remain a member of EUROCC for as long as it was possible. The Committee reserved the right to withdraw from the arrangement in future years.

MC suggested inviting Jane Gilmartin from EUROCC to attend a future Committee meeting to provide some insights into the benefits that arise from membership.

d. Regulatory issues – issues of compliance.

DV advised the Committee that a white paper had been presented which may result in the introduction of a tourist accommodation registration scheme.

**9. Any other Business**

There was no AOB.

The meeting concluded at 1455 hours