

Summer Meeting - Altrincham

The Langdale Owners' Club summer meeting was held at the Cresta Court Hotel Altrincham on the 19th June 2022. There were approximately 90 club members in attendance. The meeting commenced at 11.00am. Ian Hamilton the Chairman of the Langdale Owners' Club committee welcomed all those attending to the informal face to face meeting with the Langdale Owners' Club Committee.

Ian invited Kit Bird to make comments on the Covid-19 and related issues that continue to impact Langdale. Kit referred to the Covid-related closures in 2020/21 and the two reports that had been produced by the Committee. He did not intend to go over what was in these reports but would be happy to take questions. Kit confirmed that although the final government restrictions had been lifted earlier in the year there continued to be challenges stemming from Covid and changes to operating practices to improve biosecurity.

Following Kit's update, Paula Gorst gave a short update on the new Langdale Owners' Club website. She began by asking the members for an indication of those who had visited the new website; the majority of those in the room had visited the website. Paula outlined the intention of the website, which is to provide a useful repository of information about the club, the timeshare and formal club documents. Paula reminded members that communication and interaction regards visits to Langdale for their Timeshare Week would continue to be managed directly with the Management Company.

Ian Hamilton then made some comments on the activities of the Owners' Club Committee in the past two years, highlighting the fact that at the peak of the Covid-19 emergency the committee was having conference calls with the Management Company almost daily, as conditions and regulations changed so quickly. The situation was now calmer but other challenges had developed, staffing, biosecurity and the potentially rising incidence of new variants of Covid-19. The important thing for all was to be vigilant and flexible in how we meet these challenges.

As a final point, referring to his recent article for the website, "What the Committee does and how to get involved", Ian asked that if there were club members with specialist skills and knowledge in the fields of procurement, utility level electrical engineering and future energy supply solutions, the committee would welcome them making themselves known to the committee. In the past the committee has benefited from members expert knowledge and while there is a need for specific knowledge now, it was felt that having a list on record of those willing to offer help with professional knowledge and expertise would be helpful. Interested members should contact the committee at: (owners@langdale.co.uk.)

Kit Bird then returned to the floor to update on the progress of the Surrender Scheme. The scheme has been well received, the benefits of the scheme and the process being managed by the Management Company for the Langdale Owners' Club. The scheme has already helped a number of owners to sell their weeks, rather than surrender. Kit confirmed that the intention of the surrender scheme was to provide a 'back stop' to assist those with no other options to relinquish ownership. The scheme is being closely monitored and adapted where appropriate based on operational experience, the intention being to ensure the scheme can operate fairly for all those surrendering and the remaining members. Kit also reported that rental trends were positive in terms of the achievement of successful rentals, with resales also doing well, with the increased demand for holidays in the UK. Kit then took questions on the scheme. The few questions put related to its operation and was it compulsory to use the scheme. Kit confirmed that transfer of a week to another was up to the member; however, if the member had no other option of transfer to a new owner, the surrender scheme provided a managed solution to surrendering ownership at Langdale – within the terms of the scheme.

Michel Coletta the Managing Director of the Management Company and Ian Murray Property Maintenance Manager took to the floor to update on Energy Management on the Langdale estate. Michael, confirmed that he had secured a 3 year fixed price contract for gas, which he anticipated would provide certainty through the worst of the anticipated price fluctuations. However, electricity prices continued to increase and these were outside the control of the Management Company.

An update on experimentation with solar panels and air source heat pumps was given by Ian Murray, who confirmed that one of the timeshare units on the estate had been equipped, with solar panels and vehicle charging. The operation of the systems was being monitored and the lessons learned would feed back into informing planning for the future. The experiment was being funded by the Management Company as part of longer term utility provision planning to support, vehicle charging and alternative space heating solutions throughout the estate.

Following on from the Energy Management update, Dan Visser and Gary Dixon, outlined the current operational challenges impacting opening hours of the leisure facilities, Stove and Wainwrights. There continue to be staffing challenges, due to vacancies that were proving hard to fill. The majority of the vacancies are in the hospitality and leisure facilities operated by the Management Company. The staffing level for housekeeping and servicing of the timeshare accommodation are at normal levels. Dan confirmed that a managed booking system had been introduced in Wainwrights' Inn when capacity was reduced due to social distancing regulations. The managed booking system is no longer in use as social distancing restrictions have been lifted. There are plans now in place to increase the outside area covering and seating to enable more customers to enjoy Wainwrights' in all weathers. The

interest in outside eating and drinking, being something that has become popular following the period of Covid-19 restrictions.

Gary Dixon, confirmed that Housekeeping operations were returning to a more normal service, with a reduction in the biosecurity requirements. However, the team continued to implement biosecurity to ensure guests and staff safety.

Ian thanked Dan and Gary for their update and suggested that the meeting move on to the general Question and Answer session. At this point Ian asked that questions and opinions on the proposed developments in the nearby quarry be taken following the general Q and A – the room indicated their agreement.

The question and answer session covered a wide range of subjects, Stove service and staffing, Wainwrights management of table booking, leisure club opening times, the feeding of birds and other wild life. Answers to these questions were provided by the committee and Management Company representatives. A number of questions were put in relation to the management of any returning timeshare weeks with a Langdale Owner's Plc (LOP) share attached. Given the complexity and the fact that the Langdale Owners' Club is not part of LOP the question was accepted as being more appropriate for LOP, the question will be passed to them for comment and any answer reported on the owners Club website.

With all the general questions completed, Dan Visser returned to the floor to give an update on the proposed developments in the nearby quarry. Dan could only provide a clarification that all that is currently known is what has been placed in the public domain by the quarry owners. There have been no formal plans presented for consideration. The Langdale estate Management Company has had a few general conversations with the quarry owners over a number of years, but no firm plans have been discussed. The members in the room expressed views that ranged from concern to let's wait and see what they present for approval.

The meeting closed with Ian Hamilton thanking all those who attended and all members for their support during the pandemic emergency and for their continued understanding and support as we emerge from what has been a very difficult time for everyone. The meeting closed at 1.00pm for a buffet lunch.