

MINUTES OF THE 40th ANNUAL GENERAL MEETING OF THE

LANGDALE OWNERS' CLUB

**Held at North West Auctions, Junction 36, Rural Auction Centre, Crooklands,
Milnthorpe, Cumbria, LA7 7FP on Sunday 6th November at 1200 hours**

Present: Ian Hamilton, Chair, Paula Gorst, Kit Bird, Michael Coletta & Ian Murray
5 Owners

In addition, Owners participated via Zoom link

Apologies: Mr McQuoid, Dr Galbraith and Mrs Bullimore

Item A - Introduction

Mr Hamilton opened the meeting by welcoming everyone and then invited Mr Visser to outline how the meeting would be coordinated.

Mr Visser welcomed owners to the meeting and explained how the meeting would be run, how voting would be carried out and that anyone online wishing to submit questions on the day should use the Q&A function. All online questions would be monitored and addressed during the meeting, so long as time allowed. Any questions that were submitted but were not answered due to time running out, would receive a written response and would be included in the published Q&As on the Owners' Club website.

He then handed back to Mr Hamilton.

Mr Hamilton welcomed everyone to the 40th Annual General Meeting of the Langdale Owners' Club, introducing himself and the members of the committee, the elected members are Kit Bird and Paula Gorst, and the nominated members are Michael Coletta and Ian Murray along with the other people who were supporting the AGM; Sarah Spencer, Dan Visser and Jonny Winter would be managing all the technical issues in the background. He thanked all of them for their efforts.

He then outlined the running order of the AGM and moved to the first piece of business.

B. To consider and if thought fit, to pass the following ordinary Resolution:

1.) To approve the minutes of the last Annual General Meeting held on 7th November 2021.

The proposer for the resolution to adopt the minutes of the meeting, the last AGM meeting, was Ian Gorst, Lodge 34, week 4 and the seconder Jill Hamilton, Lodge 37, week 8.

The result was that the resolution was carried on a majority.

Votes Cast: For 593 Against 1

C. Matters arising from the minutes of the last Annual General Meeting held on 7th November 2021.

There were no matters arising from the minutes of the last annual meeting.

D. Report of the Committee

Mr Hamilton advised the meeting that the report as circulated remained largely unchanged, however he did reference a meeting of members that took place in the summer in Altrincham, which was well attended, and which was considered to be a useful meeting for everyone.

In referring to the continued impact of Covid 19 Mr Hamilton was pleased to advise the membership that this had not impacted on the housekeeping department, the problem being faced there is one of consistency of employees.

He also advised the meeting that there had been no change to the rules in the year.

He acknowledged the support from members over the last year and thanked all who had been in touch in this regard.

Finally, Mr Hamilton informed the meeting that Mrs Sheila Crouch had now formally stepped away from the swap service that she has provided members with for many years, probably most of the 40 years of the Club. This service will be under review by the Committee. One solution may come through the member clubs within EUROC.

E. To consider and if thought fit, to pass the following ordinary Resolutions: -

Mr Hamilton then moved on to resolutions number 2 & 3.

2.) To receive, approve and adopt the Financial Statements for the year ended 30th April 2022 together with the Report of the Committee and Auditors.

The proposer was Geoffrey Dunbar, Lodge 26, week 45 and the seconder was Robert Crook, Beck Side West, week 15.

The resolution was carried by a majority.

Votes Cast: For 592 Against 1

3.) To re-appoint Xeinadin Audit Limited as Auditors of the Club and to authorise the Committee to fix their remuneration.

The proposer was David Pinder, Lodge 80, week 30 and the seconder William Cropper, Lodge 82, week 41.

The resolution was carried by a majority.

Votes Cast: For 589 Against 1

F. To consider and if thought fit, to pass the following ordinary Resolution: -

- 4.) To re-elect Paula Gorst as a member of the Committee of the Club who has offered herself for re-election in accordance with the Owners' Club Constitution and has agreed to stand.

The proposer was Alan James, Lodge 41, week 44 and the seconder by Geoffrey Senior, Lodge 55, week 16.

The resolution was carried by a majority.

Votes Cast: For 588 Against 7

G. To consider and if thought fit, to pass the following ordinary Resolution: -

- 5.) That with effect from the conclusion of the meeting the Constitution of The Langdale Owners' Club be amended by deleting Clause 17 in its entirety and replacing it with the new Clause 17 in the form set out in Paper A to the notice of the Annual General Meeting.

A question was raised online "why in 17.5 is the club quorum 4 persons, this seems too few?" which was addressed by Mr Bird who advised the meeting that this was a carry-over from the original constitution and that this resolution was not seeking to make any change to this. Mr Hamilton suggested that the original reason for this may have been to ensure that both the Club elected members and the Management Company nominated members are in attendance.

There were no other questions either online or in the room.

The proposer was Ian Gorst, Lodge 34, week 4 and the seconder was Geoffrey Dunbar, Lodge 26, week 45.

Mr Hamilton explained to the meeting that in order for this resolution to be passed, 75% of the votes being cast must be in favour. He also stated that the votes would be those cast online, in the room and by post.

The resolution was carried by a more than 75%.

Votes Cast: For 590 Against 4

H. To transact such other business as may be properly transacted at an Annual General Meeting.

Mr Hamilton introduced Mrs Gorst who would be presenting on the plans that are being developed to celebrate the 40th anniversary of the Club.

Mrs Gorst opened by expressing how happy she was to be attending the AGM in person, which was the first time since her election and how grateful she was at being re-elected.

She then spoke to the plan to fill and bury a time capsule on the estate; the intention being that the contents will be revealed in 40 years' time. After a successful consultation with owners a list has been developed which includes:

- photographs of the estate, although the technology to be used to store them is a challenge, but they would include
 - the lodges and their interior
 - the estate, developments over time e.g., EV charging points, solar panels
 - storm devastation
 - communal areas over time
 - pool and leisure facilities
 - restaurants and bars
 - Wainwrights
 - Wildlife photographed on the estate
 - View of the pikes from Founders seat

- Accommodation memorabilia
 - Brass key fob and new entry card
 - Green coasters
 - Pot of original green kitchen paint
 - Fabric swatches
 - Bar of soap
 - Original sales pitch video
 - First management fees invoice
 - Brochure about the Pillar Hotel and Pillar Club
 - Silk tie bearing the Langdale logo which was given as a thank you gift for purchasing
 - National and local newspapers
 - Covid test kit, hand sanitiser and disposable mask
 - Description of current technology
 - Restaurant Menus
 - Beer pump label
 - Beer mats
 - Langdale mug
 - Stove mug
 - Map of the estate
 - Sound recordings of the water over the waterwheel and the sound of driving over the cattle grid
 - Photos of staff and possibly some videos
 - Digital versions of the View's magazine

Mrs Gorst advised the meeting that there was still room for other suggestions.

It was suggested that perhaps some drone footage would be better than a map.

Mrs Gorst advised the meeting that the plans for the event itself were still being developed and that there is a desire to have a ceremony that will be videoed and

posted on the website. While the date had not yet been decided, it will be communicated to all owners in advance.

Mrs Gorst then handed back to Mr Hamilton, who thanked her for the work that she has been doing on this project. He then handed to Mr Coletta who presented a Langdale Estate operational update as follows:

“While hotel operations are not within the remit of the Club, I know that if I do not touch on them at this point, I will be back on my feet later to answer some questions, so I will try to share what I am able with you today and hopefully not bore those of you who heard from me earlier in the LOP meeting.

As with every business in every sector of the country, staffing is difficult. It always has been in Langdale, but I don't think that it has ever been this bad. Every department has vacancies, and this is affecting the level of service that can be delivered. Hotel rooms are not operating at full capacity and while Stove may appear empty, which I know causes frustration, it is because the number of diners is being limited due to shortages in both the kitchen and the front of house teams.

The leisure club has been forced to adjust its operating hours because we don't have enough trained staff to comply with H&S legislation. Guests have been very helpful by providing advice on what to do to get more staff and believe me when I say that we have tried them all. It is not a problem that throwing money at will solve, there quite simply are not enough people making themselves available for employment in the country.

Having said that, the challenge in lodge housekeeping is different, with around two thirds of the team under the age of 20 it is an issue of experience and as they are working part time, it is no surprise that standards are not where I would like them to be. I am not ignoring this issue; we have invested in the management team within that department and Ruth Hodgkinson, Lodge Housekeeper, now has a larger contingent of assistant managers supporting her than she has in the past.

This investment allows Ruth the time that she needs to plan and train better, however training this team takes months rather than weeks because they work limited hours.

The maintenance team has seen change in the last 12 months with Martin Helstrip coming on board as Maintenance Manager. Martin brings a lot of drive and enthusiasm with him and is currently working on a plan to develop the team and its service delivery for the benefit of the entire site.

Maintenance and refurbishment of the properties is of prime importance to all Owners, and it is something that I feel strongly about, but I need to remember that I am not an Owner, I simply represent the Management Company and all I can do is advise and make recommendations. It is important to me that those recommendations are based on conversations and engagement with you the Owners and I would therefore encourage you to share your wants and needs with Gary.

This last year has seen a lot of maintenance work being carried out, rather than refurbishment, as Ian Murray, our Director of Site Services, took the opportunity that arose from the main estate bedroom refurbishment coming to a close. The maintenance program for 2022/23 started on Friday and will run into March, but significant work started in September with the replacement of the balconies in Becksides East and West, which took a month to complete and was far more complex than first thought.

Ian's focus for this maintenance period is to complete the external balcony replacement work and the internal compartmentalisation works that he had identified were required for safety reasons. He is also working on interior design plans that will help him to deliver refurbishment works in the 2023/24 cycle.

I have been working with Sarah Spencer, Langdale Leisure's Finance Director and Ian to develop a long-term refurbishment plan and a very rough initial draft has been presented to your Committee. This has resulted in the appointment of a consultant to add meat to the bones of the work that has been completed to date and this will be presented to the Committee in February 2023 to allow further discussions and planning to take place.

Gary Dixon, Timeshare Operations Manager, continues to meet and engage with Owners and is regularly advising your Committee of the discussions that he is having, and action is taken based on his advice. As I mentioned earlier, it is vital that you communicate with Gary, not only on refurbishment, but on anything that could make your holiday experience better. Your Committee and every member of the Management Company and the wider Langdale Leisure team want to ensure that when you come to Langdale, you and your family leave with wonderful memories of your time there.

I would like to thank Gary, Ruth, Martin, Ian, Sarah, and the entire team at Langdale for what they bring to you the Owners and the experiences that they deliver when you are on site. Times are difficult and unfortunately, they are going to get tougher over the coming months, but Langdale will endure, and the team are committed to preserving the place that many of you consider to be home and are always ready to welcome you back."

Mr Coletta handed back to Mr Hamilton who then led the Q&A section.

Q: Mr Bullimore asked when Becksides would see some refurbishment work?

A: Mr Hamilton responded by referencing the balcony works that took place and advised that it was hoped to deliver some refurbishment at that time, but the engineering works meant this was not possible. Plans are now being developed to deliver this in a future period, but it will take more than one week, therefore it can only be done outside of the maintenance period. This may require re-locating Owners once again.

Q: Mr Smith asked why it takes so long to update the website?

A: Mr Hamilton responded by acknowledging that things have been slow in the past, but he felt that the website was being updated more regularly now. Mr Hamilton invited Mr Smith to contact the Committee to expand on his question, if he felt that the answer given did not address his concerns.

Q: Mr Smith also asked about what the Club would be doing in light of the retirement of Mrs Crouch?

A: Mr Hamilton referenced his comments made earlier in the meeting.

Q: Mr Croft asked if the utility charges being applied were directly attributable to the energy consumed by the occupants?

A: Mr Hamilton said that that as the bills were based on meter readings, that this was indeed the case.

Q: Mr Croft had also raised concerns about the number of EV charging points on the estate and he was particularly worried that the Club was about to spend extensively on this technology while the demand was low.

A: Mr Hamilton stated that the Club has no specific plans at this time but that this was due to there being a lot of unanswered questions relating to the energy strategy for the entire site. The EV charging points that are in place have been put there by Langdale Leisure Limited, at their expense.

Q: Can you put the original sales video online?

A: Yes.

Q: There were a number of comments online regarding the proposal to digitise the content that will be stored in the time capsule, and would this be accessible in the future?

A: Mr Hamilton acknowledged this challenge and stated that the committee are considering physical as well as digital content, but that other options are being considered.

Q: At last year's AGM there was mention of improvements being made to soft furnishings in Elterwater Hall, is this in the plan?

A: Yes, Elterwater has been specifically discussed and plans are being developed that will hopefully be delivered soon.

Q: Energy has been mentioned, are there any plans to replace the existing gas boiler heating systems in the lodges?

A: Mr Hamilton advised the meeting that the Management Company had already installed some solar panels in one lodge, at their expense and was experimenting with alternative systems.

Q: Mr Mossop raised concerns about the lighting, comfort of the armchairs and sofas and the installation of TVs which block the view, which he believes is in breach of the Club rules.

A: Mr Hamilton suggested that the TV in Mr Mossop's particular lodge may have been incorrectly mounted, as in a large number of other lodges the TV does not block the view, despite being located in front of the windows. Mr Hamilton

