

Minutes of the Langdale Owners Club Committee Meeting Held via Video Conference on Saturday 18 June 2022 at 1400 Hours

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

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

1. Apologies for absence

None.

2. Approval of minutes

The Minutes of the committee meeting held on 25 February 2022 were approved, although a typo was asked to be corrected under the Committee section, point i, which stated 2022 instead of 2021.

- 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.

The action point regarding the 5 – 10-year plan being developed by the Management Company for the Committee to consider remains outstanding and will be presented to the Committee at the next meeting. **Action: MC/IM/SS**

3. Finance

- a. Management Accounts

SS had distributed the draft year end accounts and there were no questions raised at that point. The auditors are due into the offices the week commencing 20 June 2022. SS also advised the period 1 results will be issued shortly.

KB then raised some queries relating to the year-end figures around housekeeping payroll, year on year stock levels and any Business Interruption claim for the Club in relation to Storm Arwen. All answers were given to his satisfaction.

- b. Reserve Fund

SS had nothing of significance to report on the reserve fund expenditure in the current year.

- c. Management Fee – Payment levels

SS reported no problems at this time with the collection of fees.

4. Services

- a. Quarterly Reporting

The 2022 Q1 reports had been placed in the Dropbox and made available in early April.

PG was pleased to note that the new bus service had been received well by the Housekeeping team.

KB referred to the issue of telephones being outdated which was raised in GD's report. It was agreed that the Management Company should look into an estate-wide solution for telephones in due course, taking into account both changing technologies and the desire for improved functionality.

KB advised the Committee that he had inspected a small number of leather sofas and that he considered them to be in reasonable condition. It was noted that there is a leather care regime in place, but it is unclear if anyone from the Management Company was monitoring this. MC requested assistance from GD to survey the sofas in the properties during his weekly inspections.

Action: GD

b. Owner Correspondence

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

c. Owners Data Management

The Maximiser licence was renewed while the Cyber Security review of the Management Companies system is underway.

MC & SS briefed the Committee on changes to the resales process that were being forced upon the Management Company because of anti-money laundering regulations which affected the Club's solicitors.

d. Business Continuity

Nothing to report.

5. Maintenance

a. Health and Safety

The meeting was briefed on an incident where a young child had "escaped" from a timeshare property and was found wandering around the estate late at night. This prompted a review of door security and as a consequence some high-level door restrictors have been installed both in this lodge and all other lodges if appropriate.

IM updated the meeting on the repairs that are required to the Beckside balconies and advised everyone that the property would be offline for the month of September.

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 Play Park replacement required due to Storm Arwen has now been ordered, following agreement with the insurers.

A schedule for gutter cleaning and replacement has been introduced to the Grounds team and will regulate their workload in this area.

d. Inventory

It was confirmed that inventory management lies with the Management Company and that the Committee expects that any significant changes should be brought to meetings with the proposed Management Company recommendation for sign off.

6. Projects

a. Projects 2022-2023 – Outline Plans

IM identified the following specific areas as the forthcoming year's planned works:

- Remaining balconies
- Becksides East and West and Brackens refurbishment
- Elterwater Hall living rooms
- Barn pull down bed area

Repairs to the Becksides balconies would entail the properties being unavailable for about a month. It was hoped that this period of unavailability could also be used to refurbish the two Becksides apartments.

Some additional discussions took place regarding statutory work which had been completed (fire), and which was ongoing (legionella and periodic electrical inspections). The long-term solution for Legionella would be to take all water directly off the mains rather than having it in cold water storage tanks.

IH suggested that the wider utility infrastructure discussions would require the development of estate wide plans that would include LOP and LOC.

MC requested that it be recorded in the minutes that the Club's insurers had stated that charging electric vehicles via the plug sockets in the timeshare properties will be insured so long as the cable being used is the one provided by the car manufacturer and that there is no extension cable being used. The Committee agreed that this should be highlighted to all guests in the pre arrival and arrival collateral. **Action: GD/DV**

IM confirmed that the Elterwater Hall driveway is in the plans,

It was agreed to proceed with the speaker system that had been trialled and therefore the supplier was to be approached about supplying the agreed balance. **Action: IM**

IM had issued a paper on the pull-down beds, and it was acknowledged that changes here are restricted by the redesign of the living area which will require significant funding. In the interim the Management Company were asked to address the identified health and safety risk that the existing exposed springs present to guests and staff. A solution should be identified and implemented as quickly as possible. **Action: IM**

There was a brief discussion about commissioning designers for the architectural redesign of the living space – functional specification v style specification – now v future. Sample lodges and story boards need to be used and the successful designer needs to understand what timeshare owners might want.

The Committee requested sight of the detailed 2022/23 schedule of works. **Action: IM**

7. Committee

a. Cancelled Members

SS proposed the cancellation of 3 members who had outstanding fees and the Committee agreed to change their status to that of a cancelled member.

b. Succession Planning and Committee Support Activity

Nothing to report.

c. Meetings

The 2022 AGM was discussed, and it was agreed that LOC would align with LOP once again.

MC had circulated the Constitutional amendment advice that had been received and after some discussion, KB agreed to confirm his proposed amendments, which were agreed by the Committee, by way of e mail. **Action: KB**

d. Rules

Nothing to report.

e. Surrender Policy

KB led the discussion with regards to clarifying the terms and conditions of the scheme, the changes of which were agreed by the Committee. KB would confirm the changes that would be used, by e mail. **Action: KB**

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

DV confirmed that he had scheduled a number of in person and online meetings with Shareholders and Owners over the next few months.

g. Exchange Organisations Relationships

Nothing to report.

h. Owner Specific Facilities

DV had arranged for Langdale Owners Club members to have access to the “My Cumbria” discount card and was introducing Owners to a new supplier called “A Days Walk” who were the purveyors of F&B produce from the local area.

MC advised the Committee that EUROCC were providing Langdale with Owners offers and that this would be shared appropriately.

i. Management Agreement

MC and KB have opened discussions on the next stage of this project and will engage with the Committee shortly. **Action: MC**

j. Insurance

All annual policies, including the Directors & Officer policy, have been renewed, but there was nothing of relevance to discuss.

k. Policy

Nothing to report.

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

Nothing to report.

m. Environment and Community

Nothing to report.

8. Communication

a. Owners Communications

GD advised the Committee that Owners were highlighting issues with Garden Furniture and the rising cost of gas and electricity.

KB mentioned that there was existing outdoor furniture at the Elterwater properties which might also be suitable for use on lodge balconies and patios.

MC confirmed that he would take on the issue of garden furniture once he has received the information that IH has gathered on this subject. **Action: IH/MC**

DV mentioned the proposed development of the Elterwater quarry as a visitor attraction. All that is currently known is what has been placed in the public domain by the quarry owners. The Management Company has had a few general conversations with the quarry owners over a number of years, but no firm plans have been discussed. It was agreed that until the quarry owners submit a formal planning application neither the Management Company nor LOC can consider the matter further.

b. Owners Website

PG updated the Committee on the progress of the articles for the Club website and stated that she would finalise this after the Town Hall event, thereby allowing the opportunity for some Owners feedback. **Action: PG**

PS asked if there had been any progress on the idea that was discussed some time ago about the ability for Owners to upload photos from past holidays in Langdale in some sort of archive? This was warmly received, but no action was agreed.

c. Industry Developments

Nothing to report.

d. Regulatory issues – issues of compliance.

Nothing to report.

9. Any other Business

There was no AOB.

The meeting concluded at 1455 hours.