

## Minutes of the Langdale Owners' Club Committee Meeting Held via Video Conference on Saturday 24 September 2022 at 0900 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)  
Mr P Symonds (PS)  
Mr D Visser (DV)

### 1. Apologies for absence

Mrs S Spencer (SS)

### 2. Approval of minutes

The Minutes of the committee meeting held on 18 June 2022 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.

The action points relating to leather suites and garden furniture would be addressed under agenda item 6.

PG highlighted that the action point relating to the repairs to the springs on the pull-down beds and the safety concerns relating to them appeared to not have been picked up. MC acknowledged this and assured her that it would now be added. **Action: IM**

### 3. Finance

- a. Management Accounts

SS had distributed the period 4 accounts and a report had been submitted to the Committee in advance of the meeting. There were no questions raised.

- b. Management Fee – Payment levels

The Committee were advised that there were no problems at this time with the collection of fees.

### 4. Services

- a. Quarterly Reporting

The 2022 Q2 reports had been placed in the Dropbox and made available in early July.

PG thanked GD for his commentary which she found to be very helpful and asked how matters were progressing with housekeeping improvements. GD highlighted that training is being addressed, but it is a slow process given the length of time that is available to train

during change over days. During the discussion on this matter the Committee were advised that only around a third of LOC employees had more than 1 years' service and this highlights the training challenge given the fact that so many staff work part time hours.

The Committee requested HR to see if they could establish the intentions of those being recruited i.e., short or long term. **Action: MC**

b. Owners Data Management

Nothing to report.

c. Business Continuity

IH asked if there had been any recommendations from the Cyber review in relation to Maximiser, specifically should the data be moved to the Cloud. MC replied that the review was high level rather than software specific, but that as the findings of the review are addressed, that perhaps something would be identified at that point. IH suggested that a review of the security of Maximiser both from attack and access in a critical failure of power situation should be carried out. **Action: DV**

## 5. Maintenance

a. Health and Safety

A detailed H&S report extracted from the LLL files had been shared with the Committee for information.

IH asked for confirmation outside of the meeting that the area where a lodge owner had slipped and fractured a bone had indeed been identified and inspected. **Action: MC**

b. Property Maintenance

IM had submitted a report in advance of the meeting, the key points being:

Several electrical faults have become apparent as electrical distribution boards are updated. This has highlighted the fact that the underlying infrastructure needs to form part of our long-term capex plans.

As part of our legionella risk management, an external contractor to clean and disinfect Lodge cold water storage tanks has been appointed.

External lodge painting has been delayed due to contractor staffing issues. This has now been picked up and will be brought up to date.

Beckside balcony works are nearing their completion.

c. Estate Maintenance

The report submitted in advance highlighted the following:

The Play area refurbishment (post storm Arwen) has been completed.

The steps to Founders Seat have been refinished.

Patio area in front of lodge 81 has been created

The team continue the big tidy up of storm Arwen. The trim trail area remains closed at this time with a target date of next spring for full reinstatement.

d. Inventory

The Committee were advised that the stock of crockery and cutlery had been reduced from 2x to 1.5x. There was an issue with finding an alternative supplier of the paper napkins that are placed in the lodges (due to the existing supplier no longer carrying this item). This has been a low volume item and therefore it has been decided by management to trial a period of the napkins no longer being placed in the properties to gauge the level of demand for this product.

KB requested that any proposed changes be advised to the Committee in advance of them being introduced.

## 6. Projects

a. Projects 2022-2023 – Outline Plans

IM had circulated his plans for the forthcoming maintenance period in advance of the meeting and there were no concerns raised.

An interior designer has been engaged to assist with Brackens and Becksides and proposals will be shared with the Committee when they are available.

The driveway in Elterwater Hall has been resurfaced and the living rooms will be redecorated, but not refurbished at this time.

IM briefed the Committee on the extensive works that had to be completed in Becksides in relation to the balcony replacements. He had hoped to be able to deliver a refurbishment plan during the month long shut down, but this was not possible given the level of disruption that was required.

IM was to investigate if there was any possibility of claiming an element of the balcony cost back from the team that installed them originally. **Action: IM**

IH asked if the Barn was in the plans for refurbishment and IM suggested that the main challenge in this property is the pull-down bed, but he believed that was a maintenance issue rather than refurbishment.

The leather furniture survey was presented by GD and KB provided a specialist in this area. Where the top layer of the leather has been breached, there is the opportunity to repair, but this tends to last for around 4 years. GD suggested that around 30% of the furniture on site required to be replaced. It was accepted that the ideal solution is to include the replacement of all furniture as part of the lounge works that would be required within the next 4 years. It was agreed that the survey findings should be reviewed, the furniture fully assessed, and an

upholsterer be approached to provide a cost of refurbishment which can be compared with replacement. It was also agreed that all interim options should be considered e.g., introducing fabric cushions. A report is to be submitted to the Committee for the February 2023 meeting.

**Action: GD/IM/KB**

MC was asked to order a set of new garden furniture from the supplier who had been sourced by IH, to test over the winter period. **Action: MC**

## 7. Committee

### a. Cancelled Members

There was nothing to report. KB asked that MC confirm that an owner has indeed been cancelled, as agreed at the previous meeting. **Action: MC**

### b. Succession Planning and Committee Support Activity

An invitation to Paul Symonds to take up one of the positions held by the Management Company on the Committee was offered by MC, via IH and has been accepted. This change will take place after the AGM in November.

### c. Meetings

MC confirmed that everything had been arranged for the 2022 AGM.

IH confirmed the presentations that would be made would be by MC, with a focus on Owners' perspective and the results of the Time Capsule project, which would be delivered by PG. **Action: MC/PG**

The Town Hall event in Manchester had been a success, but it was noted that for all future meetings, microphones must be available.

The meeting in Cambridge had created a few projects that were being addressed, but there was a particular discussion relating to the reporting and actioning of faults in lodges. After some time, it was agreed that the electronic monitoring system that is available should be reviewed and refined, and audit results introduced to the quarterly reports in an appropriate format. **Action: IM**

MC and KB would consider incorporating this into the Management Agreement as an SLA metric. **Action: MC/KB**

### d. Rules

Nothing to report.

### e. Surrender Policy

There was nothing to report, although KB requested that MC might provide clarity for the Shareholders in the LOP AGM on the handling of surrendered Shares (not a topic for LOC).

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

A report had been circulated to the Committee by DV in advance of the meeting which provided insight into the various meetings that he had hosted with timeshare owners over the summer which discussed the Purpose, Vision and Values of Langdale. DV advised the Committee that he would expand upon this at the LOP AGM.

g. Exchange Organisations Relationships

Nothing to report.

h. Owner Specific Facilities

Nothing to report.

i. Management Agreement

KB has been unavailable for the last few months but was now able to re-engage with this.

**Action: KB**

j. Insurance

Nothing to report.

k. Policy

Nothing to report.

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

KB advised the Committee that the person who had been the lead contact with this organisation was leaving, but he was confident that the relationship would be retained.

m. Environment and Community

Nothing to report.

n. Trustee Transfer

The Committee had agreed to appoint Hutchinson Trustees Limited as the Clubs Trustees, but before signing the agreement, MC was requested to secure confirmation from the Club’s solicitors that the terms were agreeable. **Action: MC**

## 8. Communication

a. Owners Communications

An owner had requested alterations to the stairs in Elterwater apartment 3 and provided the Committee with plans. After consideration of the risks and costs, the Committee requested that MC write to the owner thanking him for his proposal and deferring the works until such time as the building is being reconfigured. **Action: MC**

An owner requested that the location of the TVs in the Ullswater properties be revisited, and they be removed on the grounds of safety and a breach of club rules. The Committee

confirmed that they do not consider this to be a safety issue and is certainly not a breach of the Club rules. However, they do accept that the solution is not ideal and that this should be addressed when planning the lounge refurbishment. MC was instructed to communicate this to the owner. **Action: MC**

MC raised an enquiry from an Owner which had been brought to his attention by SS. The question related to the reserve fund contribution for an Ullswater property being £209.75 against that of Brackens which is £43.98. The question was how the reserve fund element is calculated. MC was asked to write to the Owner and advise them that the fee for Brackens would be investigated and adjusted as appropriate. **Action: MC**

b. Owners Website

PG inquired if it would be possible to have an article which reviewed the performance of the solar panels on lodge 4. **Action: IM**

PG said it was agreed at the Cambridge meeting that after every meeting a short article be produced that would highlight the key discussion points of the Committee which could then be posted onto the website. **Action: DV**

It was suggested that the celebrations planned for 40 years timeshare at Langdale and feedback from the Purpose, Vision and Values of Langdale engagement be reported when available. **Action PG and DV**

It was also agreed that an annual edition of Views be produced, probably in the spring.

c. Industry Developments

MC is now a member of the Board of EUROCC and attended their quarterly meeting on 14 September 2022 in London. The meeting covered the following topics:

- Mature club advice
- Timeshare fraud updates
- EUROCC finances
- Board appointments
- 2023 conference
- EUROCC benefits
- Developer and committee relationships

EUROCC are holding a members meeting in Langdale on 29/30 November 2022 and KB will be in attendance.

DV advised the Committee that Mrs Crouch had confirmed that she would no longer be providing the swaps options for Owners. MC commented that EUROCC members had been investigating launching their own system and the Langdale might join this at some point in the future. It was suggested that the Club should recognise the work that Mrs Crouch has done for Owners over the years. **Action: IH/MC**

d. Regulatory issues – issues of compliance.

Nothing to report.

**9. Any other Business**

a. 40<sup>th</sup> Anniversary

After much discussion about the content of the time capsule, PG agreed to review all suggestions that had been received and would liaise with IM on what might be placed in the capsule once the Committee had decided the potential content. **Action: PG/IM**

There was discussion around other activities that could take place and DV confirmed that it would be possible to partner with local producers on an anniversary beer and gin and that the team in Stove would be able to develop some cocktails and mocktails. He also suggested that there may be an opportunity to work with local media students to produce a film about the history of Langdale. **Action: DV**

DV suggested that there might be the opportunity for the development of a virtual art gallery and PS suggested looking at “museum without walls” as a point of reference.

The meeting concluded at 1156 hours