

## **Minutes of the Langdale Owners' Club Committee Meeting Held in Peel Room on Saturday 5 November 2022 at 1400 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 D Visser (DV)  
Mrs S Spencer (SS)

### **1. Apologies for absence**

Mr P Symonds (PS)

### **2. Approval of minutes**

The Minutes of the committee meeting held on 24 September 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.

It was acknowledged that a number of these items remained outstanding due to the short time between meetings but that they would be addressed.

### **3. Finance**

- a. Management Accounts

SS had distributed the period 5 accounts and a report had been submitted to the Committee in advance of the meeting. PG highlighted that the increase in Bank interest rates may offer the opportunity for the use of deposit accounts, with higher interest rates than are currently received, for Club funds in the future. SS acknowledged this.

KB noted that the Utilities spend was currently £10k below budget and queried whether this might change due to rising energy costs. SS said that energy costs were a small proportion of LOC utilities, the majority being waste/recycling and water, so she did not anticipate any major increase in the overall utilities' costs.

There were no further questions on the financial statements.

- b. Management Fee – Payment levels

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

### **4. Services**

- a. Quarterly Reporting

The 2022 Q3 reports had been placed in the Dropbox and made available in early October.

It was agreed that the tea cups should be reintroduced to all lodges. **Action: GD**

GD advised the Committee that he was engaging with owners regularly in relation to inventory and that there were many differing views. The Committee have requested that a review of the inventory against the lists is carried out in all lodges and a report submitted to the Committee for discussion at the meeting in February. This would also include all items that are available on request from the Management Company.

It was suggested that photographs should be taken of the complete inventory in a lodge showing where items were stored for training purposes.

Elterwater Hall refurbishment plans were discussed as this had been raised by a number of owners and it was confirmed that the living room furniture in particular is in poor condition, as is the sofa bed and that these would be replaced during the forthcoming maintenance period, together with some redecoration work. **Action: IM**

b. Owners Data Management

Nothing to report.

c. Business Continuity

Nothing to report.

## 5. Maintenance

a. Health and Safety

The next H&S meeting would take place on 18 November and the output of that will be shared with the Committee. **Action: MC**

b. Property Maintenance

IM briefed the Committee on the work that would be addressed during the annual maintenance period which started on 4 November.

The 2022/23 projects are continuing very much as planned with all balconies and hallway compartmentalisation to be completed.

The emergency works on the Beckside balconies has been concluded at a cost of close to £100,000. IM will produce a photo montage to share with owners which will assist in understanding the scale of the project that has been undertaken. **Action: IM**

It was agreed that all balcony glazing would be reviewed at the conclusion of the works to establish if there is any requirement to obscure them with a plastic film for privacy. **Action: IM**

c. Estate Maintenance

The dark skies lighting and the solar panel project in lodge 4 are under review. In relation to the solar panels, IM hopes to trial a solution which would see the energy produced being used to heat the lodge water.

d. Inventory

This was discussed under 4a.

## 6. Projects

a. Projects 2022-2023 – Outline Plans

Chandlers, Quantity Surveyors, are progressing with the valuation of the refurbishment plans and a fee of £1,500 plus VAT has been agreed. This will be available in advance of the February meeting.

The Management Company has invested in some electricity monitoring software and as a consequence all electricity meters were being replaced with ones that would allow for meter readings to be taken every 30 minutes, thereby opening up the opportunity to automate the reading and billing process. This would produce more accurate billing for all owners. The software would also open up the opportunity to introduce building management systems that would assist the Management Company in reducing energy consumption.

## 7. Committee

a. Cancelled Members

b. Succession Planning and Committee Support Activity

Nothing to report.

c. Meetings

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

All questions that had been received in advance of the AGM were reviewed and answers agreed.

The format of future AGMs was discussed, and it was suggested that these may be purely to deal with governance matters only, while more collaborative meetings similar to the successful Manchester meeting in the summer of 2022, could be introduced. This will be discussed further at the meeting in February 2023.

There will need to be an additional meeting held in late January/early February to finalise the budget.

The meeting dates and their format for 2023 have been set as:

18 February – virtual

16 June – on site

16 September – virtual

18 November – on site (with AGM on 19 November)

It was agreed that the 2 virtual dates can be moved to the Friday if that is better for the Management team.

d. Rules

Nothing to report.

e. Surrender Policy

There was nothing to report.

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

DV would be presenting the output of his recent engagement meetings with the membership at the AGM.

g. Exchange Organisations Relationships

Nothing to report.

h. Owner Specific Facilities

Nothing to report.

i. Management Agreement

KB and MC would be meeting up after the EUROCC meeting at the end of November to progress matters. **Action: KB/MC**

MC and KB's discussions on the Management Agreement had highlighted that the current arrangements for the provisions of administration/secretarial service to the Committee were not the most cost effective. MC to consider alternatives. **Action: MC**

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

DV advised the Committee that the E Team was being relaunched and KB asked if it was possible for him to be involved from an owner's perspective.

n. Trustee Transfer

The transfer was now underway and IH was presented with the final paperwork for signing.

**Action: IH**

**8. Communication**

a. Owners Communications

Nothing to report.

b. Owners Website

PG presented her website matrix to the Committee and agreed with contributors' timings for articles that would be prepared and uploaded.

c. Industry Developments

MC advised the Committee that Hilton Grand Vacations had served 90 days' notice on the Management of Coylumbridge Highland Lodges Club in Aviemore, ending an affiliation that has lasted for 42 years. This has caused ripples in the industry and EUROCC are supporting the Club as best they can.

d. Regulatory issues – issues of compliance.

Nothing to report.

**9. Any other Business**

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

A review of a paper circulated in advance by PG was discussed and would be presented to the owners at the AGM. While good progress is being made, some questions remain outstanding:

- Where will the time capsule be buried?
- What/when will the celebration be?
- Does this require all of the Committee to be on site at the same time?

Work is progressing on the creation of a virtual gallery, a celebration beer and/or gin, commemorative beer mats, and the creation of celebration cocktails and mocktails in Stove.

b. Annual Management Charge

SS highlighted the rate of CPI at September 2022 and alerted the Committee that the fees for 2023/24 may have to increase by as much as 10 – 12%.

c. MC brought the aggressive conduct of an Owner on Friday 4 November 2022 to the attention of the Committee and referred to the difficulties that he had personally had with this owner in Christmas 2020, of which the Committee had been informed. It was agreed

that the Committee would provide the Management Company with an appropriate letter to issue, if required. **Action: KB**

The meeting concluded at 1630 hours.