

**Minutes of the Langdale Owners' Club Committee Meeting Held via Zoom on Friday 17 February 2023 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)  
Mr P Symonds

**In attendance:** Mr G Dixon (GD)  
Mrs S Spencer (SS)

**1. Apologies for absence:** Mr D Visser (DV)

**2. Approval of minutes**

The Minutes of the committee meeting held on 5 November 2023 were approved, subject to the inclusion of the recording of the handling of sale proceeds relating to an owner that was discussed and agreed in the same meeting.

- a. Matters Arising and Action Tracker Update – A paper had been circulated in advance of the meeting addressing most of the matters arising since the last meeting.

The following action points which had not been completed were discussed:

*Springs of pull-down beds* - IM advised the Committee that Hideaway Beds are sending a sample spring that can be retrofitted. In the meantime IM will ensure that the spring covers that IH identified some time ago are purchased and installed (**Action: IM**).

*Assessment security of Maximiser (attack and critical power failure)* – This point remains outstanding (**Action: DV**).

*Upholstery of sofas* – This point remains outstanding and will be presented as a recommendation to the committee i.e. upholster or replace (**Action: GD/IM/KB**).

*Maintenance job cards system* – IM will include a report in the Q1 reports (**Action : IM**).

*Article on L4 solar panels* – IM will send an article to PG by 27 February 2023 (**Action: IM**).

*Summary of committee meetings for website* - IH will prepare a summary of this meeting for PG (**Action: IH**).

*Teacups reintroduction* – GD advised the Committee that when the tea cups were removed, a large number were identified as requiring replacement. GD is to establish how many are required and who is ordering it (**Action: GD**).

*Elterwater Hall refurbishment* – IM informed the Committee that the living rooms have been redecorated but that the lead time on furniture means that there is a delay in finishing the project (**Action: IM**).

*Beckside balcony repairs photo montage* – This remains outstanding (Action: IM).

### 3. Finance

#### a. Management Accounts

SS had distributed the period 9 accounts and a report had been submitted to the Committee in advance of the meeting.

KB requested that the Committee expenses incurred relating to the AGM be charged to AGM rather than Committee meetings (**Action: SS**).

KB enquired as to the level of works that remain outstanding in relation to the balcony's replacement. IM was asked to provide a summary of how many have been completed, how many are outstanding and the priority list for those that remain (**Action IM**).

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. However, enquiries from Owners about the level of fee increase for the year ahead has increased significantly.

### 4. Services

#### a. Quarterly Reporting

The 2022 Q4 reports had been placed in the Dropbox and made available in mid-January, however it was noted that GD had not submitted a report.

GD advised the Committee that the single largest discussion point is around gas and electric prices and the transparency of them. The Committee discussed this, and it was noted that for the main estate, the cost of electricity is currently lower than the domestic price cap. Gas was fixed on a 3-year contract in September 2021. The challenge comes with Chapel Stile and Elterwater Hall where the contracts are different to the main estate, despite the ongoing efforts of the Management Company to transfer them into the main contract.

MC and IM spoke to the recent investment by the company in hard and software that will enable the half hourly monitoring of energy consumption in all properties, which will link to the charging system for Owners and as a consequence will produce bills that are accurate up to the minute that the invoice is raised. Once the new monitoring systems are in place (expected to be April) the Committee will establish a policy on the timing of billing to ensure that all Owners are treated the same (**Action: LOC Committee**).

It was suggested that within the covering letter for the 2023/24 Management Fee billing, there is a note which seeks to provide clarity on this matter (**Action: MC**).

GD was pleased to be able to inform the Committee that the complaints raised regarding the opening hours of the leisure club (which is not a club matter) have now receded.

A concern regarding the high number of Owners who are arriving a week early due to them not checking their calendars or the pre arrival communications that they are receiving, has highlighted a need for an e mail to be issued to all Owners reminding them of the 7 year change that affects the Calendar this year (**Action: GD/DV**).

IM informed the Committee that a damp issue in Chapel Stile 1 and 6 has been identified as being a drainage issue which has been resolved.

b. Owners Data Management

Nothing to report.

c. Business Continuity

Nothing to report.

## 5. Maintenance

a. Health and Safety

The Committee had received a copy of the LOP H&S board report which covered the H&S meeting held on 18 November 2022 and noted the content, with thanks.

KB queried the incident that was reported where an owner's vehicle was struck by a falling branch and was advised that this had been investigated fully and that the company was satisfied that there was no fault or risk. The Owner moved their vehicle from under the tree where it had been parked.

b. Property Maintenance

IM advised the Committee that the maintenance department were trialling a new shift pattern which would provide 7 days a week cover (currently cover at the weekend exists but is limited). The new rota would improve compliance matters and training opportunities within the department.

c. Estate Maintenance

The woods where the trim trail existed were severely damaged by Storm Arwen and work is progressing to get this reopened safely.

Some planting of trees and shrubs has taken place at Elterwater Hall and around the main tarn on the estate, to replace those lost to Storm Arwen, but also due to the P. Ramorum outbreak.

PS enquired about the possibility of establishing a tree dedication scheme. SS said that tree dedication was already available on request, although plaques etc were not allowed as it was felt that they would not be appropriate for the estate.

d. Inventory

KB highlighted that the following point was included in the previous minutes but had been omitted as an action point and asked that it be recorded and placed as an action.

*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 (Action: GD).*

## 6. Projects

### a. Projects 2022-2023 – Update

IM advised the Committee that the main focus for this year had been the balcony replacements and fire improvements and that these had all gone according to plan. IM hoped to be able to complete two extra balconies before the end of this year's maintenance period.

KB enquired about the progress being made on the Brackens and Becksides refurbishment plans, and IM confirmed that a provisional design plan had been produced, but that it had not hit the brief and was being revisited before being shared with the Committee (Action: IM).

### b. Reserve Fund Strategy

The Committee discussed the report received from Chandlers, the Quantity Surveyors engaged to review all of the timeshare properties and evaluate the total cost of refurbishment. MC advised the Committee that the information shared is exclusive of VAT and that as the Club cannot recover the VAT on reserve fund expenditure, these figures should be increased by 20%. The overall cost of refurbishment, exclusive of preliminaries, price and design and contingency is £9,717,942 ex VAT or £11,661,530 gross.

IH expressed his satisfaction with the report, which would assist the Committee with establishing accurate reserve fund contributions across the differing properties.

KB asked if it would be possible to have the same information in a different format, specifically by area of work i.e. kitchen, bathroom, lounge etc. MC believed that this would be possible (Action: MC).

PS commented that the report highlighted that while cheaper options may be considered, the marginal savings support the theory that quality provides better value for money.

MC stated that another benefit of the report is that Chandlers can keep the data up to date for the impact of inflation and thereby ensure that the Committee are always aware of the true cost of works.

## 7. Committee

### a. Cancelled Members

SS requested that 3 members be considered for cancellation.

- One owner is 3 years in arrears and has debt of £925.51.
- Another owner is 2 years in arrears and has debt of £1,037.75.
- A third owner has had his week up for forced rent and has received all letters, but has failed to respond to any, his debt is £832.48.

The Committee approved the cancellation of all 3.

b. Succession Planning and Committee Support Activity

This was deferred until AOB.

c. Meetings

There was no feedback on the 2022 AGM, which went smoothly.

The 2023 AGM format is yet to be finalised, there is a view that the AGMs (LOP and LOC) may change to consider official business only and that communication meetings will be introduced at different times of the year to encourage more engagement with the Owners.

KB suggested that a Committee only meeting should be convened in April, and all agreed. KB will consider location and ask for dates (**Action: KB**).

d. Rules

Nothing to report.

e. Surrender Scheme Update

Since the last meeting there have been 10 enquiries and 2 weeks accepted into the scheme (weeks 47 and 50), bringing the total held to 5.

MC requested clarification of the correct handling of surrendered weeks i.e., place for rent, sale or both. The Committee advised that they would rely upon the recommendation of the Management Company, but that it was not the strategy of the Club to build up a stock of weeks in their ownership. It was suggested that if any high demand weeks are owned by the Club that these are placed for rent only, as the income from those weeks will subsidise any low demand weeks that may not rent out.

SS advised the Committee that 2 out of the 3 weeks that had previously been entered into the scheme had been rented out and had resulted in a small surplus on the Management Fees payable.

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

There was nothing to update, although DV was to produce a summary of the engagement workshops for the website, but this was still outstanding (see item 8b later for action).

g. Exchange Organisations Relationships

MC advised that RCI Gold Crown had been retained.

KB briefed the Committee on the EUROOC meeting that took place in Langdale at the end of November 2022. It was well attended, and it was interesting to see what other organisations are doing. One project that KB did think would be of interest to Langdale was that some resorts were seeking to develop a swap scheme. MC stated that this was something that would be of interest and that he is monitoring the output from the trials before committing to anything.

MC also advised that he was now the Vice Chair of EUROCC and that he would be seeking to identify and promote the tangible benefits of EUROCC that individual owners of the association members can take advantage of.

h. Owner Specific Facilities

MC advised the Committee that the company was developing capital plans for the next 5 years and that this will be included in the thinking. In the meantime, the introduction of a Lifestyle Coordinator by the company is being done to enhance the holiday experience of all guests, which will benefit timeshare owners.

i. Management Agreement

The work that KB and MC had carried out on the SLA's was reviewed by the Committee and PG suggested some minor amendments that KB would incorporate into a final draft (**Action: KB**).

The next stage is to revisit the work that had been carried out on the shared costs and blend these with the SLAs. To achieve this a subgroup has been formed of IH, KB, MC and SS.

MC requested that a target of October 2023 be set to bring the Management Agreement, SLAs and Shared Costs to a close and this was agreed.

A date for the subgroup needs to be agreed (**Action: MC**).

A discussion around the measuring of success for some departments took place and MC highlighted the new guest questionnaire system that is now in place. It was agreed that an as yet unidentified report from the system should be included in the quarterly reports (**Action: DV**).

j. Insurance

MC advised the Committee that the annual insurance policy renewal discussions will be taking place in early March.

k. Policy

MC highlighted an incident where an Owner who is suffering from Alzheimer's was left alone in their lodge for a number of days and the responsibility for him fell to the Management Company. GD also advised the Committee of a similar experience that he had with an Owner who clearly had memory issues. As a consequence, the company will be introducing a Safeguarding policy which the Committee will support. It was also agreed that a sensitively worded article should be produced for consumption by Owners (**Action: MC/PG**).

l. Sponsorship - Aspiring Leaders Programme ("ALP")

KB is yet to make contact with replacement for Andy Woodhead at the Brathay Trust. SS informed him that the 3<sup>rd</sup> year invoice had been received from a Jon Duckham and that he may be the best person to contact (**Action: KB**).

m. Environment and Community

MC informed the Committee that the E team will be relaunched on 28 February, by Dan Visser and Michael Wrigglesworth.

KB advised the Committee that Michael Wrigglesworth has been trying to establish what happens to the recyclable waste that leaves the site, but that the contractor, Biffa, have been very unhelpful.

n. Trustee Transfer

MC confirmed that the transfer was concluded on 26 January 2023 and would send the e mail that he had received confirming this to IH for his information **(Action: MC)**.

## 8. Communication

a. Owners Communications

MC had received 3 pieces of communication since the last meeting:

- Televisions – This related to the positioning of the TVs in his property, which was discussed and resolved at the AGM. This letter was sent prior to the AGM but was received after it had taken place.
- Surrender Scheme – It was suggested that the surrender scheme should be adjusted to remove the linking of all weeks in the case of a surrender, thereby allowing people who may have restricted access to one property due to disability, to be able to continue their relationship with Langdale. The Committee will consider this adjustment when they carry out their annual review of the scheme **(Action: KB/PG/IH)**.
- Fire Blankets – It was highlighted that the fire blankets in these properties are placed in a drawer. The Management Company are to seek professional advice from Castle Alarms and if they should be wall mounted, then this should happen, taking into consideration the aesthetics and accessibility **(Action: IM)**.

b. Owners' Website

IM agreed to provide PG with a website article on the performance of the solar panels in Lodge 4 by 24 February 2023 **(Action: IM)**.

An article summarising the stakeholder engagement workshops will be made available to PG by 1 March 2023 **(Action: DV)**.

c. Industry Developments

Nothing to report.

d. Regulatory issues – issues of compliance.

Nothing to report.

## 9. Any other Business

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

PG requested that the Committee consider a date for burying the time capsule and suggested that it should coincide with the June meeting, which is currently scheduled to be on site. This will be finalised at the Committee only meeting in April (**Action: PG**).

IM has requested confirmation of the final list of what is to be included in the capsule, as this will determine the size of container and therefore the location for the burial. This will be circulated (**Action: PG**).

The commemorative cocktails, mocktails and drinks mats needs to be followed through with DV (**Action: PG/DV**).

b. MC updated the Committee on the investigations that have taken place in relation to EW3 and the staircase issues that an owner has raised. The conclusion is that there is nothing more that can be done at this stage and that MC would respond to the owner confirming the position of LLL and reiterating the response issued by LOC in 2022 (**Action: MC**).

c. Langdale Energy Strategy

The Committee discussed the energy strategy paper that MC had prepared for both LOC and LOP, which seeks to engage both parties in developing a long-term strategy for the energy infrastructure and supply for the next 40 years. There was agreement that this joint approach will be beneficial for both organisations. This will be discussed at the LOP Board meeting and the output shared with the Committee (**Action: MC**).

d. IM advised the Committee that following a visit and inspection of lodges from the Fire Service, concerns have been raised about the drying cupboards being located on the means of escape thoroughfare. IM is reviewing this and will present the Committee with some alternative solutions (**Action IM**).

e. Succession Planning

IH confirmed that he would be relinquishing the role of LOC Chair and proposed KB to replace him, this was seconded by PG. IH would continue in the Chair until the end of the meeting.

MC confirmed the appointment of PS to one of the positions on the Committee that is available to an LLL representative, and that IM would be stepping down from that position. IH requested that thanks are recorded from the Committee to IM for his service in this role.

PG highlighted that these changes mean that there is a need to discuss steps for finding the next Owners representative and suggested that this be discussed at the Committee only meeting in April.

f. Annual Management Charge

SS was asked to identify the key challenges that were faced when producing the 2023/24 budget papers that had been issued by SS in advance of the meeting and to which various questions had already been received and replied to.

There was robust discussion around payroll increases and a focus on the reserve fund contribution increases being proposed.

It was agreed to support the recommendation presented by the Management Company of 14.38% with some adjustments required to the reserve fund element of the fees for the Brackens and Beckside properties. These minor adjustments need to be shared with the Committee for approval (**Action: MC/SS**).

- g. MC suggested that a formal induction into Langdale should be arranged for PS (**Action: MC**).

The meeting concluded at 1405 hours.