

Minutes of the Langdale Owners' Club Committee Meeting Held via Zoom on Friday 16 June 2023 at 1400 Hours

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

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

The meeting was preceded by a review of the mood boards that had been prepared by the interior designer for the Becksides East and West and Brackens properties. There was agreement that the themes and colours on display were certainly on the right track and that the project should proceed to the next level. **(Action: MC/IM)**

Prior to opening the meeting, KB wished to record his thanks and that of the entire Club, to IH for his service as Chair, which had now been handed to KB.

1. **Apologies for absence:** None

2. **Approval of minutes**

The Minutes of the committee meeting held on 17 February 2023 were approved.

- 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 – The Committee authorised the purchase of spring guards at a cost of £240 per bed, £18,000 in total **(Action: IM)**.

Elterwater Hall living room furniture – IM is identifying a supplier for the furniture and will send out images for the Committee to consider. **(Action: IM)**.

Energy Meter Monitoring Systems - The Committee will establish a policy on the timing of billing to ensure that all Owners are treated the same **(Action: LOC Committee (following recommendations from the Management Company))**

Energy Strategy – It was agreed that there would be no need for a specific LOC representative on the strategy group as IH and MC were both part of team.

Inventory – GD confirmed that the teacups had been put back into all accommodation. GD also advised the Committee that orders had been placed for cutlery for 25 lodges but there is a 3-week lead time. The old cutlery will be used to maintain all other properties. The most up to date inventory list is to be circulated to the Committee for review **(Action: GD)**

MC requested that baking trays be purchased for all lodges immediately and be added to the inventory list. **(Action: GD)**

GD confirmed that the only inventory items that are held “on request” are food processors. KB asked that this be confirmed **(Action: GD)**

Safeguarding Policy – MC confirmed that this is close to being finalised **(Action: MC)**.

Fire Blankets in Chapel Stile – Confirmation that Fire Blankets are on display is required **(Action: IM)**.

Drying Cupboards – While this action point was concluded, the solution needs to be shared with the Committee **(Action: IM)**.

Timeshare Welcome Papers Suite – KB requested that DV reviews the accessibility to information within the lodges currently and considers how this is viewed by all property users. It was suggested that a flow chart covering the guest’s journey should be created to assist with the visualisation of the touch points by different users and would highlight their needs **(Action: DV)**.

3. Finance

a. Management Accounts

SS had distributed the year end accounts and a report had been submitted to the Committee in advance of the meeting. The Committee were also advised that there would be some minor year end adjustments that had not yet been processed, but which were immaterial.

There were no questions on the financial statements.

b. Reserve Fund – Status and Current Level of Expenditure

There was nothing to report.

4. Services

a. Quarterly Reporting

The 2023 Q1 reports had been placed in the Dropbox and made available in mid-April.

b. Guest Feedback and Reporting

There was a short discussion regarding the presentation of the fortnightly guest verbatim comments which DV will address **(Action: DV)**.

DV gave the Committee an overview of the unofficial Facebook page activity since the last meeting.

There was nothing further of note 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 2 June 2023 and noted the content, with thanks.

KB asked that the Management Company ensure that the Committee is kept fully informed of any CCTV changes that will impact on lodges. IM informed the Committee that the only CCTV in operation in the grounds covers all entrances and exits for security purposes and that there are no plans to change this.

b. Property Maintenance

IM advised the Committee that the new shift structure in the department was now allowing for more proactive checking of the properties, which was helping the maintenance department to work towards lodges being inspected against their checklist every 7 weeks. PG commented that this was an excellent initiative.

A discussion took place on the introduction of an “holistic customer experience inspections” and the Management Company will give some thought on how to achieve this (**Action: MC**).

c. Estate Maintenance

The Trim Trail remains closed, but hopefully this will be completed by the Autumn.

IM presented costs for a new contractor to come on site to clean and treat the roofs of all properties for moss. It is intended to bring these contractors in on a cycle similar to the painting regime, which would be around 20 properties per annum. Quarterly cleaning of the gutters would remain in house. This was approved by the Committee (**Action: IM**).

Following the meeting the number of properties that would be tackled in the next year and their associated costs was confirmed as follows:

13 x single storey, 2 pitch roofs at £450 each	= £ 5,850
4 x single storey, single pitch roofs at £225 each	= £ 900
9 x two storey, 2 pitch roofs at £825 each	= £ 7,425
Total expenditure	= £14,175

d. Inventory

This was covered under section 2.

6. Projects

a. Projects 2022-2023 – Update

All work that was planned has been completed and the detail can be found in the relevant section of the monthly Management Accounts.

b. Projects 2023/24 – Proposals

Beckside and Brackens are the main projects for the year ahead and the Management Company asked for clarification as to the level of engagement that there should be with

Owners in relation to the designs that had been viewed. It was suggested that while consultation is important, the length of discussion might make the process cumbersome and unworkable, so consideration should be given to the sort of questions that needed to be addressed **(Action: DV/IM/MC)**.

IM advised the Committee that all of the balcony works would be completed in the next maintenance cycle and that work to replace blown windows and damaged woodwork is underway as part of the pro-active maintenance activity discussed earlier.

Balcony Furniture – The Committee had been previously advised that the order that had been placed for the entire site was cancelled by the supplier without discussion and that alternatives were 3 to 4 times more expensive. The Committee felt that as the ideal product had been identified, that a pre order be placed now for the new season in 2024 **(Action: IM)**.

The Committee also requested that a stock of plastic furniture be purchased to ensure that all properties have the correct number of seats for this summer **(Action: IM)**.

Sofas – It was acknowledged by the Committee that there is now a desperate need to replace sofas outside of the refurbishment cycle, but IM suggested that a more detailed survey is required to establish exactly what is required and the priority. There was a discussion about how to overcome this challenge and minimise the cost to the Club, as the new refurbishment strategy is developed and delivered. There was agreement that the style of sofa in Lodge 29, which was a trial piece and is fabric rather than leather, was a good concept and IM was asked to commission 4 new sets of Sofas to replace those damaged beyond repair, while using surplus items to replace others in a worse condition elsewhere on the estate. A cost for this need to be established and circulated to the Committee for approval **(Action: IM)**.

A detailed reserve fund expenditure budget for 2023/24, which clearly identifies maintenance and refurbishment items, needs to be produced in the next 4 weeks and circulated to the Committee for information **(Action: MC)**.

c. Long Term Refurbishment Plan – Chandlers Report

KB acknowledged receipt of the Chandlers report on the Brackens and Becks side properties by area and asked that this be repeated for the entire Chandlers report **(Action: MC)**.

MC is to project forward the impact that the work carried out by Chandlers might have on future Management Fees **(Action: MC)**.

7. Committee

a. Cancelled Members

There were none to report, however KB sought confirmation that one particular owner had actually been cancelled.

b. Succession Planning and Committee Support Activity

At their earlier meeting KB and Joe Longmuir had discussed the possibility of LOP Board members attending LOC Committee meetings (and vice versa) as part of their induction. This could be applied retrospectively. LOC agreed that new and prospective Board members would be welcome to attend a Committee meeting.

c. Meetings

Summer Meeting – As the meeting has now been scheduled for 20 August 2023 in Altrincham, the Committee needs to identify topics and some suggestions were:

- The complexity of long-term refurbishment
- LLL Business update
- Local workforce/infrastructure issues
- Succession Planning
- Lodge 4 solar project

If it is possible, the meeting would be recorded for publication on the LOC website.

AGM – It was agreed that this would now only be a short business meeting.

d. Surrender Scheme Update

Following the receipt of a proposed amendment by an Owner, the Committee agreed to have a formal review of the scheme performance at the next Committee meeting (**Action: MC/DV**).

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

There was nothing to report.

f. Exchange Organisations Relationships

There was nothing to report

g. Owner Specific Facilities

There was nothing to report.

h. Management Agreement/Shared Costs Review

The proposed assignation of costs to the services in the SLA needs to have been completed and shared with KB and IH by 15 August 2023 (**Action: MC/SS**).

i. Insurance

The annual insurance renewal took place at the end of April 2023, with no change in costs to the D&O premium.

j. Policy

Committee Expenses – KB wished to confirm the Committee policy regarding expenses. All reasonable expenses incurred by Committee members whilst on LOC business will be fully reimbursed, including travel, accommodation and subsistence and will include the cost of partners' attendance if required. If Manco have any queries about individual expenses, they

are to refer them in the first instance to the Chairman, or (if it concerns the Chairman's expenses) the senior Committee member (currently IH). LOC agreed this policy.

Ashtrays – A request to remove all ashtrays from the properties and to have signage installed saying “no smoking” was made by an owner. The Committee discussed this and felt that the request was unworkable and therefore agreed to maintain the existing policy which is in line with that of the UK Government. DV would revert to the Owner with the Committee’s decision **(Action: DV)**.

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

A discussion took place about the funding of the Aspiring Leader Programme, which was not being supported by Owners as well as had been hoped. There was agreement that support for this would cease at the end of the committed period. It was agreed to deliver some communications to Owners to raise the profile of the cause and hopefully see some donations that will reduce the cost to the Club **(Action: KB/DV)**.

l. Environment and Community

DV briefed the Committee that LLL are currently assessing whether to pursue B Corp certification which focuses on the Company’s environment, governance and social policies.

MC informed the Committee that he had recently attended a Lakes Parish Council meeting to foster a stronger relationship with the Council and that already Langdale had supported them by agreeing to maintain their public garden next to the toilets in Chapel Stile, which are also serviced by Langdale.

m. Trustee Transfer

The signed Trust Deed should be circulated to the Committee for information **(Action: MC)**.

8. Communication

a. Owners Communications

There had been no communications received that required to be brought to the Committee, other than the issue on ashtrays, as mentioned under 7k.

There has been a high level of attendance at the Monday meetings, but nothing of concern for the Committee raised.

Views – It was agreed that a version of Views will be produced after the summer so as to include articles from the summer meeting. PG agreed articles with members of the Committee **(Action: All)**.

b. Owners’ Website

The following articles were agreed for publication on the website:

- Highlights of the Time Capsule placement ceremony **(Action: PG)**
- June Committee meeting highlights **(Action: KB)**

- DV agreed to see whether it was possible to put the original sales pitch video on the website **(Action: DV)**

c. Regulatory Issues

Nothing to report.

9. Any other Business

a. 40th Anniversary

PG briefed the Committee on the arrangements for the time capsule event that was taking place on Saturday 17 June 2023 at 1500 hours.

b. Annual Report

KB confirmed that the first draft of the annual report would be prepared by 15 July 2023 **(Action: KB)**.

c. Pétanque

PS suggested that an area be prepared near dog kennel corner where Owners could participate in this activity. IM agreed to arrange **(Action: IM)**.

d. Date of Next Meeting

It was agreed that the next meeting would take place online at 0900 hours on Friday 15 September 2023.

The meeting concluded at 1809 hours with a vote of thanks to the Chair.