



Views

Summer / Autumn 2023

The Newsletter of the Langdale Owners' Club - No. 69

langdaleownersclub.org.uk

It's been a while ...

Can you believe that this is the first edition of Views since September 2020? I don't even know where to begin summing up all that's happened in the past 3 years, and perhaps that's a good thing. Let me try and explain why. The landscape of the hospitality industry has changed dramatically and perhaps forever. It continues to feel pressures that it has never felt before. The cost of doing business continues to increase, the cultural lens by which our industry is viewed has dimmed, and recruitment remains a thorn in everyone's side. Langdale's problem isn't necessarily attracting staff, we have always been a good employer to work for, but for roles that are traditionally 'live-in' we simply don't have the accommodation. To put it into context, when Stove launched, we had seven couples, all overseas workers, living in staff accommodation and sharing a double room. We no longer have that market to tap into and most of our staff rooms are now occupied by a single person. Perhaps we should resurrect Cilla Black and host our own on-site Blind Date? Then again, I don't think it would take 'Our Graham' long to remind us that that probably isn't the greatest idea. We'll put that on the strategic 'maybe' pile for now.

But these are our problems not yours. If we want to move forward from all of this, then that is the way we must face. I started my career at Langdale as Assistant Hotel Manager, around the time that Brimstone Hotels' foundations were being pecked out of Lakeland slate. I remember the Terrace Restaurant, I remember handing brass keys over a reception desk, and I remember busy Lodge Owner's Dinner nights in

Purdey's Restaurant. Why am I telling you this? Well, 'you can't really know where you are going, unless you know where you've been'.

My new role as 'Director of Experience' reflects the intent of the Management Company to ensure our guests, and in particular our Lodge Owner's, continue to be at the heart of everything we do and that we focus on what we can do not on what we can't, and making sure we do it really well.

Supporting me in my role I'm joined by Steph Coxon who has taken the position of 'Guest Experience Manager'. Steph joins us from working in a similar role at the National Trust and is quickly establishing herself as a favourite amongst our Owner's. An already established favourite that we are all happy to welcome back is Adam Sharrock, in the role of Operations Manager. We also welcome the return of Helen Westmorland-Nicholson in the role of Spa Experience Manager. Helen, alongside Fitness and Leisure Manager Vicky Stainton, have recently re-invigorated the fitness classes. Perhaps their strategy is to run everybody ragged so that they need a massage?

Stove has recently seen a rejuvenation in it's offering and many of you have already given us fantastic feedback, thank you. The biggest change is perhaps our daytime offering, a mix of hearty brunch dishes and over-the-top artisan sandwiches. With your 15% Owner's Privilege Discount they not only taste great but offer great value too. We also have a new drink offering in place. Whether you want to curl up on a sofa with a coffee and a good book, or whether you want to perch at the bar sipping libations well

into the evening, we're sure we'll have something to whet your whistle.

There is a confidence throughout our teams at the moment, a surge of enthusiasm and a desire to deliver exceptional experiences. We'll keep you posted and up to date on all the usual channels, and the Owner's Meeting on Monday's is as always hosted by Gary Dixon, we hope to see you there!

Michael Wrigglesworth
Director of Experience

Langdale Owners' Club Website

The LOC website has been developed to provide Owners with a variety of information to ensure they are able to make the most of their stay at Langdale and to keep them up to date with news and Committee issues.

In the 'From the Committee' section you will find interesting articles relating to the estate, projects and the Committee. A summary of the most recent Committee Meeting is also made available shortly after each meeting.

Don't forget to check the Timeshare Calendar to ensure you never miss your holiday.

langdaleownersclub.org.uk

Time Capsule - Celebrating 40 Years of Timeshare at Langdale

The placement of a time capsule to celebrate 40 years of timeshare at Langdale took place on the main lawn of the Langdale estate on the afternoon on the 17th June 2023. The event was attended by Owners and their guests, local residents and members of the Parish Council, Langdale staff, LOP Board members and the LOC Committee.

Kit Bird, Chairman of the Langdale Owners' Club Committee, introduced proceedings, explaining that as the Owners' Club came into being 40 years ago and was expected to continue for another 40 years, the Committee thought this half-way point should be marked in some way. A time capsule had been chosen as it both preserves memories and serves as a connecting point between past, present and future at Langdale. The half-way point was also a moment to take stock of where we are – pause and look around at what we have, not just on this estate but in the Langdale valley and beyond – and think about how we preserve it.

Kit went on to say a few thanks yous – firstly to all the Langdale staff, past and present, and next to three particular owners who were instrumental in steering Langdale through most of the past 40 years and without whom it wouldn't exist in its current form; Fred Crouch, Dale Watler and Ian Hamilton, and not forgetting their wives Sheila, June and Jill. Kit also mentioned Neil Boggan, sadly no longer with us, who played a vital role in the owners' purchase of the estate in the 1990s.

He then paid thanks to Michael Coletta, Dan Visser and Claire Ives from the Langdale team for making the day happen, and Ian Murray, Andy Dawson and the grounds team for making sure there was a capsule to plant and a hole to plant it in. Last but not least he thanked Paula Gorst who had been the driving force in making the 40th Anniversary celebrations happen.

Finally Kit asked if anyone present had been a timeshare owner for 40 years and would be happy to share their memories. An owner present spoke with great enthusiasm about lovely times with family and friends and of the 'Great Snow' in 1996 when staff and guests pulled together when it was impossible to leave the estate.

Paula Gorst, LOC Committee member, then thanked all owners who had donated items or suggested items for inclusion in the capsule. Amongst the contents were:

- A memory stick with many photos of the estate and buildings over the years. The stick also includes the sounds of a car going over both cattle grids and of water flowing over the water wheel

- A variety of memorabilia including a brass key fob and new key card; a bar of soap; a green coaster; an original Langdale mug and a current Stove mug
- Current items of interest, in particular newspapers detailing the Queen's death and the King's coronation. A Langdale face mask, hand gel and a Covid 19 test kit.
- A original Pillar Hotel and Pillar Club brochure and a Pillar Hotel receipt

A display cabinet will be created at Langdale to showcase some donations considered too precious to be placed in the capsule. In addition we would like to show owners' photographic memories of the last 40 years. If you have any photos you would like to be considered please contact Dan Visser dan.visser@langdale.co.uk

Ian Hamilton, Committee member and past Chairman, then placed the capsule in the ground.

We hope very much that Owners enjoy revealing the contents of the capsule in 40 years time.

LOC Committee



Paula Gorst preparing the time capsule.



Owners and staff enjoying the ceremony



Ian Hamilton planting the time capsule

Cylinders Wood

Walthwaite Wood, opposite the main entrance to Langdale, now known as Cylinders Wood after the gunpowder cylinders used to produce charcoal on the site, has for some years been home to the Littoral Arts Trust who undertake activity to celebrate the work of Kurt Schwitters who

created a piece of art there in 1947 and is now reported to be available to purchase. The sad passing of one half of the Littoral Arts Trust along with dwindling funding have led to news of the sale of the land and we are aware of interest from a number of parties.

At the time of writing there is no further news.

Caring for Our Timeshare Community

Over the last 40 years, our Langdale family has grown, and we now have a full spread of ages from newborn to our respected elders. Over the same time society has and continues to change and previously accepted norms are constantly being rewritten.

Everyone likes to think that they care about others, and no one wants to be the cause of problems for those around us, however the last few years has seen an increase in cases where those less resilient have not been cared for as they should whilst staying in timeshare accommodation at Langdale.

Safeguarding the vulnerable members of our communities is regarded as being everyone's responsibility, but what does this mean, look like and what should we do about it?

Safeguarding is about ensuring that the vulnerable members of our community are protected from physical and emotional abuse and neglect; with abuse defined as something that harms, threatens or has the potential to harm another person. Babies and children, vulnerable adults and the elderly have been identified as the members of our communities that need to be protected.

There are two types of abuse:

1. Commission – an intentional act of violence, aggression or coercion that results in harm.
2. Omission – the failure to provide for physical, emotional or educational needs or failure to protect from danger or harm.

The team at Langdale are being presented with situations which could be identified as abuse by omission and this tends to relate to our older family members. While Langdale will do all that it can to help anyone on site, there comes a point where the only action that can be taken is to involve external third parties such as the police or social services.

These acts of omission may be borne out of a failure to accept that our loved ones are getting older and have challenging needs, but they do have consequences, for the individual at the centre of the safeguarding issue, and also for the Langdale team who have to support the individual and anyone who witnesses the distress that can occur.

Responsibility for safeguarding an individual rests with those who know them best, their family. Ensuring account is taken of an individual's needs is vital to ensuring their overall safety and wellbeing, at home or while visiting Langdale.

This article hopefully helps everyone understand better what is meant by Safeguarding and ensure that as a Community we are all able to help those

less able, to enjoy the tranquillity and beauty of Langdale that will help their spirits soar.

Meet Your New Committee Members



Paula Gorst

Paula and her husband first holidayed at Langdale in 1993. They fell in love with the estate and the area immediately. They were lucky enough to buy a week's timeshare then and ever since their holidays at Langdale have been the constant in their changing personal lives.

Paula trained as a children's nurse at Great Ormond Street Hospital but moved to Lincolnshire when she married her husband. She worked as a nurse, ward sister, manager and ultimately a director at Peterborough and Stamford Hospitals NHS Foundation Trust. During this time she also worked for two years with the Department of Health in a service improvement and change management role, aiming always to improve patient care.

After eight years living in France and renovating a 200 year old farmhouse with her husband, Paula returned to the UK in 2017 and the following year began shadowing the LOC Committee. She fully joined the Committee in August 2020 and since then has been delighted to have the opportunity to represent the best interests of owners. She is a great believer in excellent communication and hopes effective engagement with owners, for example through the LOC website and in person at meetings, will enable the continued development of the estate. This will hopefully ensure owners can always expect the best when they visit the special place that is Langdale.

Paula is an active member of her local community and also enjoys gardening, cooking, walking and travel.



Paul Symonds

My parents bought lodge 15 week 27 in 1981 & I've been coming to Langdale ever since. We swapped to week 30 once children arrived & have seen the estate evolve as has our holiday experience, from pool and lodge based with toddlers to more adventurous activities now the children are adult. Does anyone else remember drinking Oranjeboom in the Tamarind bar?!

My background is in Local Government, starting as an Environmental Health Officer then developing to manage contracted services such as waste, recycling, highways and leisure. I retired in 2017 but became a Councillor in Herefordshire to try and use my experience to improve things in Ross-on-Wye where we live. As well as this I volunteered at the International Centre for Birds of Prey and am now with Hereford and Gloucester Canal Trust. My wife retired from teaching last year so we're stretching our wings a bit more as we're no longer tied to school holidays but Langdale will always be part of our family year, whatever else everyone is up to.

I scull regularly on the Wye, but don't think that's an option for Langdale Beck. However I also play petanque so perhaps we could accommodate a piste somewhere...

I am passionate about Langdale and hope my experience will help the Owners' Committee in the coming years.

Lodge 4 Solar Installation

Photo voltaic Solar generation in the Lake District was, not too many years ago, a pipe dream. The technology was poor, the cost was prohibitive and there was zero chance of payback. However things have now changed!

In 2020 a solar survey of all roof areas across the Langdale Estate was commissioned and, given that we are a woodland estate with significant tree cover, we were pleasantly surprised to find that over 55% of roof area was reported as being suitable for some form of solar PV.

Lodge 4 was selected for a sample installation - it has a south facing elevation and the installation would not be obvious as the roof cannot be seen from the roadways.

Together with local specialists 'Create Energy' a costed proposal was developed and works got underway in late November 2021. The slate was stripped, the roof was re-felted with a breathable membrane and new battens were fitted. Inset trays that house the solar PV panels were installed and then the panels quickly followed (by inseting the panels no additional load is added to the roof structure, the panels become part of the roof and are less likely to be affected by wind).

The installation took approximately two weeks to complete. The inverter and battery pack were installed and a car charge point was added to the installation.

In its first 18 months the installation has generated 5745kWh of electricity (worth roughly £2,000), 42% of which was used within Lodge 4 and 58% of which was exported for use around the estate. The amount used within the lodge was approximately 32% of the total demand. The challenge is to more closely align generation with lodge consumption, but improvements can almost certainly be achieved as we learn more about the system and improve efficiencies, particularly of the heating and hot water systems. Our thanks to Ian Murray who has led this exciting project.



Elterwater Quarry



Artists impression of the proposal.

A rollercoaster theme park or an adventure experience in an industrial site?

Last summer battle commenced with the keyboard warriors, campaigners and news channels getting very worked up over proposals from the owners, Holker Holdings, for partial change of use for our neighbour, Elterwater Quarry. News channels and social media went into overdrive as journalists and general public wrote and posted opinions on roller-coasters, theme parks, traffic chaos and world heritage sites being at risk. 88,863 people have signed the online petition to save Langdale from a roller coaster theme park. It is great to see so much passion being expressed.

In fact the planning application is for partial re-use of the existing saw sheds for visitor facilities, indoor interpretation, electric bike charging and an outdoor natural history trail. The trail includes

a series of walkways and platforms with heritage interpretation inside the quarry.

There have been over 1,300 representations in response to the planning application, most objecting to roller-coasters. Langdale has made a representation to the planning application on behalf of the Owners' Club and company (LOP), commenting on the increased mix of foot and vehicular traffic on the access road. We are led to believe that the planning application is likely to be determined in September.

I have heard stories of similar campaigns against a tourism development on an ex-industrial site between Elterwater and Chapel Stile in 1980; these efforts failed, and I have a great job and you have wonderful holidays.

Hot off the press - as of 06/09/2023 the planning application has been refused.



LOC Committee Recruitment

As you may know, for the last ten years there have been limits on the number of terms elected LOC Committee members can serve; normally three 3-year terms, with a fourth term if the member is serving as Chair of the Committee. This means there is now a regular turnover in the Committee's membership so we are again seeking candidates - between 2024 and 2026 we expect that there will be vacancies for two new members.

If you are interested in joining the Committee please contact us at owners@langdale.co.uk. We hope to run a workshop for prospective members next year.

The Committee normally meets four times a year, with two meetings at Langdale and two meetings held online.