

Minutes of the Langdale Owners' Club Committee Meeting Held in Langdale on Saturday 18 November 2023 at 1400 Hours

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

In attendance: Mr G Dixon (GD)
Mrs S Spencer (SS)
Mr D Visser (DV)
Mr R Crook (RC) and Mr R Smith (RS) as LOP Board Observers

1. Apologies for absence: Mr P Symonds (PS)

2. Approval of minutes

The Minutes of the committee meeting held on 15 September 2023 were approved. It was agreed that the Chair's signature would be added digitally to approved minutes.

a. Matters Arising and Action Tracker Update – KB led a review of the action tracker as follows:

- (1) *Elterwater Hall living room furniture* – The sample furniture has not been ordered as IM has chosen to engage the services of a company called Tetrad (Preston) who have worked with Langdale before. They can do bespoke furniture and IM is visiting them on 29 November 2023. IM will update the Committee on his findings after that visit. **(Action: IM).**
- (2) *Energy Meter Monitoring Systems* – The meters are now all installed, but there is a technical problem with getting the correct information out of them to produce accurate billing. An interface with the PMS does not appear to be possible without prohibitively significant expenditure, but an alternative solution is being sourced. IH advised the Committee that it may be worth investigating the availability of a basic method of reading the digital meters, as an interim solution. This feature is normally built into the meters and can be initiated by a simple computer command over the local area network, remotely. **(Action IH/IM)**
- (3) *Safeguarding Policy* This remains an open point for LLL **(Action: MC).**
- (4) *Drying Cupboards* – A sample of the new drying cupboards has been purchased but had not been installed at the time of the meeting. **(Action: IM).**
- (5) *Guest Feedback* – DV will reinstate this forthwith. And committed to do these fortnightly. KB requested that these indicate whether the comments come from owners or non owners. **(Action DV)**
- (6) *Balcony Furniture* – The Committee were advised that the German supplier was not responding, and the Management Company requested permission to place the order with Alexander Rose that had been circulated previously. The quote was £20k above the agreed budget and the Committee approved this purchase, so long as the

specification aligns with what is required. MC stated that he believed it was but would confirm this with IM before the order is placed. **(Action: IM/MC)**

- (7) *Sofas* – This point will be addressed by the Tetrad visit. **(Action: IM)**
- (8) *Long Term Refurbishment Plan* – this cannot be progressed until the Beckside and Brackens projects are near completion. **(Action: MC)**
- (9) *Succession Planning* – This was raised with the Board and the point is now closed.
- (10) ALP – DV is awaiting a response from the Brathay Trust **(Action: DV)**
- (11) *Pétanque* - This point remains outstanding. **(Action: IM)**
- (12) Owners Survey – An initial meeting has taken place between MC and DV to develop a broader engagement piece with Owners. **(Action: MC/DV)**
- (13) Toasters – an article has been prepared by IH for publication. This point is now closed.
- (14) *Bike Store* – MC stated that his suggestion had stimulated much interest, but at this point it was not high on his list of priorities for the Management Company. He is still committed to it. **(Action: MC)**
- (15) *Fixed Fee* – MC confirmed that the Board of LOP had agreed to extending the fixed fee arrangement for a further one year, as requested. KB thanked the Board of LOP for accommodating this request. This point is now closed.
- (16) *Timeshare Welcome Papers* – DV will circulate the work that he has done to date on owner touch points **(Action: DV)**

3. Finance

a. Management Accounts

SS had distributed the year-to-date accounts and a report had been submitted to the Committee in advance of the meeting.

KB asked if the maintenance underspend was due to the continued staff shortages, which SS confirmed.

PG however commented that there had been no expenditure on carpets to date despite concerns being raised by Owners about their condition. She was reassured that carpet replacement, if required, would take place during the maintenance period. **(Action: IM)**

b. Reserve Fund – Status and Current Level of Expenditure

An updated forecast had been issued in advance of the meeting, however there were questions relating to the planned expenditure which need to be addressed. IM is to review and issue an updated forecast. **(Action: IM)**

4. Services

a. Quarterly Reporting

The 2023 Q3 reports had been placed in the Dropbox.

b. Guest Feedback and Reporting

PG queried whether it would be possible to see the Net Promoter Score for the lodges, which is a valuable tool to review customer satisfaction trends. MC agreed this as possible. **(Action: DV)**

5. Maintenance

a. Health and Safety

The Committee had received a copy of the interim LOP H&S board report. A copy of the finalised H&S meeting minutes will be circulated after the meeting on 1 December 2023.

b. Property Maintenance

MC informed the Committee of damp and mould problems that had been brought to his attention on the evening of Thursday 16 November in Chapel Stile 8. Allegedly this problem had been reported previously in 2017. This matter will be investigated, and the Committee informed of the findings. **(Action: MC/IM)**

c. Estate Maintenance

There was nothing of significance to report regarding the estate in general, but the Committee were advised that some refurbishment work will be carried out on Founders Seat. **(Action: MC/IM)**

d. Inventory

An inventory list had been issued via Dropbox a few meetings ago and requires to be revisited by the Committee. **(Action: KB/IH/PG/PS)**

One item that is being requested is suitable utensils for pots and pans. Samples and associated costs are to be identified and presented to the Committee for approval to purchase. MC noted that currently the responsibility for this type of activity does lie with any one person within the business, he will discuss with the team and appoint someone. **(Action: MC to discuss and appoint)**

6. Projects

a. Projects 2022-2023 – Update

Brackens & Beckside – As IM was absent due to illness, there was no information available about the progress being made, other than to advise the Committee that Chandlers had now received all the information that they required from the interior designer and the Clubs architects. The tri party communication has caused delays which hopefully now are resolved.

The colour pallet for the designs was shared with the Committee for their consideration and concern in the length of time it has taken for this to be issued was recorded. KB requested that the colour pallets be worked up into illustrations of how a room might look. **(Action: IM)**

PG asked whether it would be possible to involve Owners in the decision regarding the final colour pallet. DV confirmed this would be done. **(Action: DV)**

The Committee have requested an estimated timeline for the project from this point to implementation. **(Action: IM/MC)**

A discussion regarding the AV solution in these properties took place and it was decided that IM and IH should discuss this further **(Action: IM/IH)**.

IH advised the Committee that Sky Glass could be suitable as the TV solution in Brackens and Beckside Units. The Sky Glass system aligned with the features and specification of the original TV solution provided, which is different to that in the rest of the estate. It was agreed that this should be investigated further to see this solution would be a suitable option. The audio system solution would also be reviewed to identify a suitable solution. **(Action: MC/IM/SS)**

b. Long Term Refurbishment Plan – Chandlers Report

No progress has been made here (see 2 a (8)).

7. Committee

a. Succession Planning and Committee Support Activity

KB reported that there were now two potential candidates for Committee membership. It was agreed that as a first step it would be beneficial for them to visit Langdale for a behind the scenes look at the operation. KB to arrange. **(Action: KB)**

b. Meetings

AGM – KB ran through the plans for the meeting being held the next day and advised the Committee that he would address all questions submitted in advance, during the meeting itself.

Summer Meeting – There was a long discussion about the meeting that took place in August, and it was agreed to look at holding another meeting in 2024, though not necessarily in the same format or at the same location. DV is to provide the Committee with the national heat map which shows the location of all owners. **(Action: DV)**

KB would discuss this further with Joe Longmuir. **(Action: KB)**

2024 Committee Meetings – the dates and format of the meetings for 2024 were confirmed as being:

- 9 February 2024, 1400, hours in Langdale
- 29 May 2024, 0930 hours via Teams
- 13 September 2024, 0930 hours via Teams

- 16 November 2024, 1400, hours in Langdale

c. Surrender Scheme Update

Please note that MC had forgotten to present a case, which he did do after the meeting. It was agreed unanimously by the Committee that the week could be accepted into the surrender scheme. MC was to confirm this to the owner.. (Action: MC)

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

There was nothing to report.

e. Exchange Organisations Relationships

MC briefed the Committee on his attendance at the EUROCC conference in Manchester on 14 November 2023 and shared a copy of the document produced by EUROCC launching their new Timeshare Support Line.

f. Owner Specific Facilities

MC referenced the impending pool closure to facilitate the repairs to the leisure club roof and briefed the Committee on his plans for the link corridor and part of the dance studio which would result in the creation of a self-service café area for waiting people. PG commented she felt this would be well received by Owners.

g. Management Agreement/Shared Costs Review

MC's memo of 13/11/23 was discussed and IH and KB said they had hoped that more budget lines could be on a basis other than shared cost, for example Grounds and Laundry. MC and SS will look at this again and MC advised the Committee that fees for each line would be presented as part of the forthcoming budget process for the Committee to consider. **(Action: MC/SS)**

h. Policy

There was nothing to be discussed at this meeting.

i. Sponsorship

Refer to 2 a (10).

j. Environment and Community

MC advised the Committee that work was ongoing to develop a closer relationship with the local community and the parish council. Of note was the village hall which may be in threat of closure and to assist, in the first instance, Langdale will be using the hall to deliver staff inductions.

8. Communication

a. Owners Communications

A communication from an owner had been received, to which KB would respond. **(Action: KB)**

There were no other communications discussed.

b. Owners' Website

The following articles were agreed for publication on the website:

- MC Suggested adding a link to the EUROCC website **(Action: DV)**
- PG asked if it was possible to get the original sales pitch video added to the site **(Action DV)**
- Highlights from this meeting **(Action: KB)**
- How to use the Dualit Toaster article to be posted **(Action: DV)**

PG enquired on when progress would be made with an article for the recycling facilities on site. MC sought clarification of what was being requested, because he was not aware of the challenges. After some discussion, it was agreed that MC would pursue this matter with the resort waste provider. **(Action: MC)**

c. Regulatory Issues

Nothing to report.

9. Any other Business

PG enquired if the Committee would be involved in the recruitment of the Timeshare Manager, to which MC advised no, but that he was more than happy to share the job description. **(Action: MC)**

PG requested a way forward for improved communications between Committee members which was agreed by those present **(Action: All)**

10. Members Only Business

a. Cancelled Members

SS requested that the contracts for three owners be cancelled due to defaulting on their management fees and no contact being established. The Committee agreed. **(Action: SS)**

MC advised the Committee that an owner, whose membership the Committee had previously agreed to cancel, was now up to date on his fees and had been reinstated as a member.

SS stated that there was a risk with another member who now resides in America but is not communicating.

b. LOP/LOC Cross Representations

KB proposed and it was agreed that all future meetings would be open to observers from the Board of LOP.

Date of Next Meeting

It was agreed that the next meeting would take place in Langdale at 1400 hours on Saturday 9 February 2024.

The meeting concluded at 1754 hours with a vote of thanks to the Chair.