

Minutes of the Langdale Owners' Club Committee Meeting Held in Langdale on Friday 9 February 2024 at 1400 Hours

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

In attendance: Mr G Dixon (GD)
Mr I Murray (IM)
Mr R Smith (RS) and Mr A James (AJ) as LOP Board Observers
Mrs S Spencer (SS)
Mr D Visser (DV)

KB welcomed RS and AJ to the meeting, with the former being appointed by the Board of LOP to act as an observer for the rest of the year, while AJ will assume this role for 2025.

1. Apologies for absence: None

2. Approval of minutes

The Minutes of the committee meeting held on 18 November 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* – Order placed with delivery in 6 to 8 weeks.

KB acknowledged that a response remained outstanding to an owner from the AGM.
(Action: KB)

(2) *Energy Meter Monitoring Systems* –IH has identified a solution that may be more economical to install and will be testing its capabilities and reporting. Once this is successfully concluded, the Committee will be in a position to discuss the weekly billing periods. **(Action: IH)**

(3) *Safeguarding Policy* – The LOP policy has been viewed by the Committee.

(4) *Drying Cupboards* – The sample has been installed in Lodge 56 and there have been no adverse comments. An independent opinion on the fire risk is being sought.
(Action: IM)

(5) *Guest Feedback* – The issuing of information fortnightly has been reinstated.

(6) *Balcony Furniture* – On order with a delivery date of 17 March 2024.

(7) *Sofas* – 4 different types of suites have been identified to be trialled. A storyboard is to be issued to the Committee and communications plan developed to receive feedback from owners. **(Action: IM/DV)**

- (8) *Long Term Refurbishment Plan* – An updated report from Chandlers has been received and a draft model for assessing the impact of future works on Management Fees has been developed.
- (9) *ALP – DV* was due to attend a meeting at Brathay, but this was cancelled due to the weather and has been rescheduled for 14 February. KB declared a conflict of interest with this project as he had a strong affinity with the goals and objectives of Brathay and therefore did not believe he could give an unbiased view on how LOC should proceed. **(Action: DV)**
- (10) *Pétanque* – A location on the main lawn has been identified and MC stated that this will be considered within the landscaping project that will follow the completion of the leisure club roof in June. **(Action: MC)**
- (11) *Owners Survey* – An expanded owners survey will be issued by the end of February. **(Action: DV)**
- (12) *Bike Store* – This remains an item for LLL to progress, but as stated previously, is not at the top of the priority list at this time. **(Action: MC)**
- (13) *Carpet replacement* – It was confirmed that the policy is to replace carpets that are identified as being in a poor state.
- (14) *Reserve Fund Expenditure* – the requested forecast update was issued between meetings.
- (15) *CS8 Mould and Damp* – A damp specialist attended this property immediately after the previous meeting and presented some solutions, while confirming that there was no health issue. The Committee have received the report and approved the remedial works. Since then, the Management Company have asked for a survey of the entire building to identify any other areas where mould and damp may be an issue. This information will be shared with the Committee once received. **(Action: IM)**
- (16) *Founders Seat* – LLL are developing a plan to refurbish and upgrade the location.
- (17) *Inventory List* – The Committee reviewed the inventory lists at a meeting on 9 February.
- (18) *Inventory Utensils* – A silicon product is being investigated with Pro Cook, where bulk discount is possible. **(Action: IM)**

Timeshare Welcome Papers – KB reviewed this point and advised the meeting that the thinking here had originally not been about engagement points with owners but rather about the 'Timeshare Owner Journey' from pre-sales to ongoing visits. Following a discussion at the Stakeholder Engagement Group it was felt there was a need for a welcome pack that outlined the structure of the resort and provided a guide to services available and the lodges themselves. The information needs to be concise but needs to have enough inform. It was agreed that the KB would discuss with DV what should be in the pack and create a sample document for review by the Committee. **(Action: KB/DV)**

Continuing this discussion, the following suggestions were posed for the Management Company:

- a) Is it possible to identify first time owners and when they arrive for check in, could a hosted introduction take place?
- b) Should part of the introduction process include some vouchers for the LLL facilities?

MC stated that he was happy to consider these proposals.

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 enquired about any bonus provisions to which he was advised that there were unlikely to be any payouts this year.

b. Reserve Fund – Status and Current Level of Expenditure

The updated forecast had been circulated in advance of the meeting and there were no questions raised.

c. Management Fees 2024/25

The proposal from the Management Company was discussed and PG asked if there were sufficient funds being brought into the reserve fund. KB stated that he would be happier to see this figure closer to the £1m level and after some discussion it was agreed to set the overall increase at 6.7% in line with September 2023 CPI.

The Committee chose to maintain the practice of applying and even rise in fees for all properties, except for Beckside and Brackens, where a 6-year plan had been agreed to increase the reserve fund element of those properties to levels that will maintain them into the future. A similar approach would be adopted as necessary when the cost of refurbishment for other lodges is understood better.

A covering letter is to be produced for the Committee to sign off. **(Action: MC)**

4. Services

a. Quarterly Reporting

The 2023 Q4 reports had been placed in the Dropbox.

b. Guest Feedback and Reporting

MC reported that the level of complaints from Owners in response to the announcement about the pool closure, had been excessively high and that a minority of owners had been

aggressive in their approach and in those cases had exceeded the company's thresholds of bullying and harassment towards its employees.

KB wished it recorded that the Committee unequivocally supported the Langdale team and that such behaviour was unacceptable. He further stated that if at anytime the Management Company felt there was a need to refer an owner to the Committee, the Committee was standing ready to assist.

A broader discussion took place regarding whether a communication piece was required to go out to owners on their conduct and after much deliberation it was agreed that an article will be produced close to the end of the leisure club roof project, which will speak positively about the benefits that will accrue from the work, but which will also highlight the unacceptable conduct of the minority.

c. Owners Correspondence

KB referred to two pieces of correspondence that had been received to which he would respond.

5. Maintenance

a. Health and Safety

KB acknowledged the LOP H&S report shared by LLL.

b. Property Maintenance

IM briefed the Committee on the work that has been underway since the last meeting. He highlighted that hairline cracks had been identified in the bathroom tiles of several properties which he put down to the wooden construction of the buildings. It was not of immediate concern but was being monitored.

A replacement door lock for the bathrooms had been identified and a sample would be received next week. If suitable, IM will circulate the cost of the work for the Committee to consider. **(Action: IM)**

The doors for the kitchens are no longer being produced, so where work is required, the doors are being salvaged to maintain other properties.

PG once again asked if there was a reconciliation being made between carpets being reported as in need of cleaning/changing, the Guest Feedback and the work on the ground, which IM confirmed.

IM advised the Committee that several properties had seen their entire window frontage replaced and that all others were being assessed during the maintenance period and are being logged. This will result in a full report being available for publication at the end of April. **(Action: IM)**

PS had noted complaints about heating systems and asked if there was any work required. IM advised that the Scandinavian style lodges appeared to work well but acknowledged that

there were problems with Brackens and Beckside, which he intended to address in their forthcoming refurbishment.

A discussion took place about the introduction of digital temperature control in the accommodation units which will be investigated further. **(Action: IM/MC)**

IM is investigating the introduction of new software that will improve maintenance tracking and reporting. **(Action: IM)**

c. Estate Maintenance

The Committee were advised that during a recent storm a tree was blown down outside lodge sixteen which revealed significant root ball decay. This has prompted the need to identify a tree surveyor who will be able to review the entire site and identify trees that may be demonstrating some form of decay, so that they can be managed in advance of any catastrophic event. **(Action: IM)**

d. Inventory

KB asked who in future would have ownership within the Management Company for maintaining inventory and was advised that this would fall to the new Timeshare Manager.

KB reported that he, IH, PG and PS had discussed the question of inventory and in future they would like the Timeshare Manager to report at every meeting on inventory, identifying any items that were being requested regularly by owners. The Committee were aware that the Management Company wished to keep "on request" items to a minimum but adding an item "on request" could be a way of assessing demand before it was added to in-unit inventory. The Committee would also like the Management Company to consider the possibility of tie-ups with suitable suppliers with the aim of improving quality, especially of kitchen utensils and accessories.

The Committee requested that the inventory list should now be placed back in the properties. **(Action: MC)**

It was acknowledged that the existing Roberts DAB radios would need to be replaced with new Pure Elan ones at a cost of £50 per item. This has been underway, but IM would now purchase all that are required to complete the transition, although due to demand, there is a delay in acquiring them. **(Action: IM)**

6. Projects

a. Projects 2022-2023 – Update

Brackens & Beckside – MC updated the Committee on the projects and advised that due to a lack of information from the interior designer, the tender process had been delayed and therefore the project works have been delayed until May – July. A new interior designer has been appointed and is working with the Quantity Surveyor to produce a tender document that can be issued and see a firm project timeline delivered. The entire project is expected to last 9 – 11 weeks with works running concurrently.

The Committee requested that when visuals are available of the planned refurbishment work, these should be shared with the owners in Beckside and Brackens along with timescales for the project. **(Action: Management Company)**

b. Long Term Refurbishment Plan – Chandlers Report

Following on from point 2 a (8) the Committee discussed the reports that were now available and agreed that a separate meeting needs to be convened to discuss this topic only. The meeting should consider the priorities of work and phasing but will require a much more detailed understanding of the current state of the estate, which will come from the work that is being gathered by the Maintenance Department for the end of April.

It was agreed that KB would prepare a strategy paper that could be issued in advance of the meeting, with input from IM and MC. **(Action: KB, IM, MC)**

7. Committee

a. Succession Planning and Committee Support Activity

KB confirmed that a site visit has been scheduled for 20 March with two owners who are interested in presenting themselves for the Committee.

b. Meetings

KB confirmed that the Stakeholder Engagement Committee was discussing the format of the AGM for both LOC and LOP.

With regards to a further summer meeting, it was still the intention to hold this, but it needs to be planned now. DV is currently engaging with events companies to identify a suitable venue, outside of school holidays. It is hoped that LOP will engage in this also.

KB mentioned the possibility of holding an in-person members-only meeting, as in previous years. This might be held in conjunction with a summer meeting or possibly it could be held to discuss the refurbishment issues referred to in 6b.

2024 Committee Meetings – the dates and format of the meetings already confirmed for 2024 are:

- 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

DV informed the Committee that since the last meeting there have been thirteen expressions of interest in the scheme, with three proceeding, three being sold out with the scheme and three that did not meet the criteria. The remaining four have only recently been issued with the scheme information.

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

A meeting was recently held with the SEC and the terms of reference for the Committee is being reviewed and clarified.

e. Exchange Organisations Relationships

MC advised the Committee of a meeting of independent timeshare clubs that he attended on behalf of EUROCC recently where opportunities are being investigated to work more collaboratively on ways to penetrate new markets.

f. Owner Specific Facilities

MC confirmed that plans for the self-service café are underway and that the target date for opening is the end of the leisure club roof project in mid-June. LLL will put drawings of the planned works on display in the resort once finalised and will share these with the Committee.

g. Management Agreement/Shared Costs Review

KB confirmed that a meeting will be held in the next couple of weeks to consider the impact that the proposed new shared costs allocation would have on the 2024/25 fees if it had been introduced this year. **(Action: SS/MC)**

h. Policy

MC confirmed that he was awaiting a response from the Club's legal advisors regarding support animals and the law. MC will chase again. **(Action: MC)**

i. Sponsorship

Refer to 2 a (9).

j. Environment and Community

MC had investigated the waste management status with regards to recycling and had shared information in advance of the meeting with the Committee. It was agreed that the goal for the Committee is to encourage as much recycling as possible and minimise the amount of general waste coming from lodges. MC thanked the Committee for their response, will progress matters and keep the Committee informed on all developments. **(Action: MC)**

8. Communication

a. Owners Communications

There were no communications discussed.

b. Owners' Website

The following articles were agreed for publication on the website:

- Summary of this meeting **(Action: KB)**
- Article about TV's. **(Action: IH)**

c. Regulatory Issues

Nothing to report.

9. Any other Business

KB noted that there had been a resubmission of the quarry application, but he had not identified much change in the way of the sustainable transport plan.

PG wishes to thank those involved in the rental of accommodation for Owners for dealing with the process so efficiently.

10. Members Only Business

a. Cancelled Members

SS confirmed that there was nothing to report.

b. Pre-Meeting Papers - procedures

KB highlighted the need to have separate electronic folders for those non-elected members to protect the confidentiality of some matters. After a short discussion it was agreed to move to a new Teams file system, which allows for controlled access. **(Action: MC)**

Date of Next Meeting

It was agreed that the next meeting would take place on Teams at 0930 hours on Friday 29 May 2024.

The meeting concluded at 1750 hours with a vote of thanks to the Chair.