

MINUTES OF THE 41st ANNUAL GENERAL MEETING OF THE

LANGDALE OWNERS' CLUB

Held at The Langdale Estate, Great Langdale, Ambleside, Cumbria, LA22 9JD and by Zoom link on Sunday 19 November 2023 at 1130 hours.

Present: Kit Bird, Chair, Paula Gorst, Ian Hamilton, Paul Symonds (Online) & Michael Coletta and 25 Owners.

In addition, 31 Owners participated via Zoom link.

Apologies: Mr I A White & Mrs E H White, Mr R P Ryall, Mrs G Daniels, Mr R M Daniels, Mr C J Daniels, Mrs C J Hasler, Mr M Quinn, Mrs A Quinn & Mrs M Heath

Mr Dan Visser of Langdale Leisure Ltd welcomed Owners and explained how the meeting would be run, how voting would be carried out and that anyone online wishing to submit questions should use the Q&A function. All online questions would be monitored and addressed during the meeting, so long as time allowed. He then handed over to Mr Bird.

Item A - Introduction

Mr Bird began by explaining that he had been elected by the Committee earlier in the year to serve as Chair of the Langdale Owners' Club in succession to Ian Hamilton, who had been Chair for many years. Mr Bird thanked him for his service and said that he was very pleased that Mr Hamilton would be continuing on the Committee for a little longer so all could benefit from his expertise and wise council. Mr Bird then introduced the other Committee members; Paula Gorst and Michael Coletta (who is also managing director of Langdale Leisure Limited) who were present in person and Paul Symonds who was joining online. He also introduced the support team; Sarah Spencer, Finance Director at LLL, Dan Visser, Director of Sales and Marketing for LLL, Johnny Winter from Forestry England at Whinlatter who was helping with IT and last but not least, Mags Jones from LLL, who was assisting with registration and keeping everything in order.

Before proceeding further Mr Bird noted that the AGM was a private meeting and requested everybody in attendance to respect the privacy of the meeting. He further explained that the Club had held an Owners' meeting the previous August including presentations and a general Q&A so this meeting would be focused on the formal business of an AGM. The Report and Accounts would be presented and questions on that or any other AGM matters were welcome however there would not be any presentations or general questions.

Finally Mr Bird remarked that this was the 41st annual general meeting of the Club so the year being reported on was the 40th - the halfway point in the 80-year lifespan of the timeshare leases. This had been celebrated back in June and the Club had commissioned some Langdale beer and Langdale gin which were now available for purchase at Langdale.

Voting Process

Mr Bird stated that the voting system would in effect be a poll vote that would take into account the votes in the room and the votes online and all the postal votes that have come in as well. He further requested that persons present at the meeting who had already voted beforehand must not vote again.

Resolution 1

To approve the minutes of the last Annual General Meeting, which was held on the 6th of November 2022.

Proposed by: Geoffrey Green L55 W19.

Seconded by: Susan Green L55 W19.

Votes Cast	For	Against
Postal	575	2
Digital	62	0
Room	25	0
Total	662	2

Mr Bird declared that the motion was carried by an overwhelming majority. He then asked if there were any matters arising from the minutes of the last general meeting, to which there was no response.

Report of the Committee

Mr Bird referred to the report of the Committee, which had already been issued so he did not propose to go through all the detail, although there were a couple of things he'd like to pick out.

First of all the impact of inflation, particularly on energy prices, has had a major impact on the estate. It should be understood that this is not just a direct impact, there's also an indirect effect in areas such as laundry services which are very energy intensive.

A further impact is on wages and salaries; Langdale has always put its staff at the heart of everything it does, so with the increase in the cost of living it has been important to ensure they remain adequately remunerated - both the direct Langdale Owners' Club staff and the Management Company staff as well.

Mr Bird thanked the many Owners who have been very appreciative and understanding of the substantial rise in fees that were necessary this year.

The second thing that Mr Bird reported was that there have been no changes to the Club Rules this year. The policy of no dogs on the estate continues to come up a lot, but the Committee had recently reconsidered that matter and decided to maintain the no dogs policy.

Resolution 2

To receive, approve and adopt the financial statements for the year ended 30th April 2023, together with the reports of the Committee and Auditors.

Proposed by: Kathleen Monkhouse L64 W46.

Seconded by: Allan Monkhouse L64 W46

Votes Cast	For	Against
Postal	579	0
Digital	60	0
Room	25	0
Total	658	0

Mr Bird declared that the motion was carried by an overwhelming majority.

Resolution 3

To reappoint Xeinadin Audit Limited as auditors of the Club and to authorise the Committee to fix their remuneration.

Proposed by: Myra Turner L58 W38

Seconded by: Mark Lockwood L50 W48

Votes Cast	For	Against
Postal	575	4
Digital	58	0
Room	25	0
Total	658	4

Mr Bird declared that the motion was carried by an overwhelming majority.

Resolution 4

To re-elect Kit Bird as a member of the Committee of the Club, who has offered himself for re-election in accordance with the Owners' Club Constitution and has agreed to stand.

As this resolution related directly to Mr Bird, he stepped down from the Chair to allow Ian Hamilton to take over.

Proposed by: Ann Pardo L4 W12

Seconded by: James Pardo L4 W12

Votes Cast	For	Against
Postal	577	2
Digital	60	0
Room	25	0
Total	662	2

Mr Hamilton declared that the motion was carried by an overwhelming majority and congratulated Mr Bird on his re-election. Mr Bird then resumed the Chair.

Any Other Business

Mr Bird opened the meeting for other business and addressed the following questions:

Q1 Ian & Barbara Smith, Lodge 26, week 48 : At what point did the Members vote for a business only AGM? Given that many of us were unable to attend the summer update in person or online. Due to the meeting being held in the holiday season, I find this move unacceptable. Minutes of meetings of the Committee have not been made available in a timely manner to the point where it is easy to think that the Committee want to avoid answering owner's questions as part of the AGM. This is hardly a recipe for transparent management at the Club. I would propose and 2nd any other proposal from Owners to reinstate a full formal AGM to include members' questions.

A1: Mr Bird stated that the introduction of the business only AGM does not prevent Owners asking questions. It just limited the questions today to the matters of the AGM and the administration of the Club. There are other opportunities for Owners to ask more general questions throughout the year at the weekly meetings or you could write to the Management Company who will try and answer those questions in the first instance and if they can't they will pass them on to the Committee if necessary. Also, as always, if you ask for something to be passed to the Committee it always will be, but it has to be asked for explicitly.

The Committee continues to look for ways to improve engagement with Owners, and recognises the need to have in person updates outside the peak holiday periods and make better provision for online engagement. The Committee are at present thinking about having a summer meeting next year, but that hopefully can be a hybrid meeting, so will allow online participation and won't be in school holidays.

However, the Club's Constitution prescribes the requirements for the AGM in terms of the timing and the formats and anything beyond that is at the discretion of the Committee.

Regarding Committee meeting minutes, these are always posted onto the Owners' website as quickly as possible, though, we can't really commit to a schedule for doing so, because they do need to be approved by the Committee before they're posted. The elected Committee members are volunteers with external commitments, so sometimes this process can take a little time.

Q2: I have concerns that the costs of the meetings have risen well above expectations and inflation. I don't understand why accommodation and travel are so high when if representatives live a long distance from Langdale, they could attend by Zoom.

A2: Meeting costs are higher than in the last couple of years because we've resumed in-person meetings. However, the cost per meeting is not significantly higher than it was pre pandemic allowing for inflation. Mr Bird also commented that there is now an extra owner representative on the Committee because Paul Symonds, although he's taking one of the Management Company seats on the Committee, is an owner.

Currently, the Committee meets twice a year in person and twice a year on zoom, which strikes a fair balance between keeping the costs down by having some zoom meetings, but also allowing that face-to-face interaction, which the Committee believes is important for it to operate effectively.

Mr Bird informed the meeting that there were two other questions which were asked before the meeting, one about Elterwater Hall furniture and one about rental tariffs. He advised the meeting that he was not

going to answer those because one is not really an AGM matter, and the other is in fact not really an LOC matter. However answers would be provided to the Owners who asked those questions after the meeting.

Online Q1: Will future AGMs revert back to the previous format of AGM business, presentations and a Q&A session?

A1: Mr Bird stated that the Committee will keep it under review but for next year the Committee want to look at holding another summer meeting which will be in person, thereby allowing the opportunity to ask any questions, whether they are to do with the Management Company, timeshare, Stove etc.

Online Q2: How will the Committee engage with Owners over the forthcoming refurbishment program?

A2: Mr Bird stated that at the moment the refurbishment program is just limited to Beckside East and West and Brackens. The Committee are considering a wider refurbishment program, but that is some years ahead. The Committee will try and consult where possible but sometimes it's difficult to get simple questions and answers. At present the Management Company are putting together a survey to try and find out what Owners want from their accommodation. This is a sort of a pre consultation survey to try and find out what people want, which will feed into the design process. But the Committee will, if it's practical, try and carry out some additional consultation ahead of the refurbishment.

AGM Closure

Mr Bird closed the meeting by thanking Johnny for running the IT, Dan and Sarah for keeping him on the straight and narrow, his fellow Committee members who have supported him throughout the year and last but not least, Michael and all the team at Langdale who do such a good job keeping the estate running and beautiful and the lodges working and enabling Owners to have great holidays.

He then declared the meeting closed at 1235 hours.