Minutes of the Langdale Owners' Club Committee Meeting Held via Teams on Friday 13 September 2024 at 0930 Hours

Present:	Mr K Bird (Chair) (KB) Mr M Coletta (MC) Mrs P Gorst (PG) Mr I Hamilton (IH)
In attendance:	Mr I Murray (IM) Mr R Salisbury (RS) Mrs S Spencer (SS) Mr D Visser (DV)

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

2. Approval of minutes

The Minutes of the committee meeting held on 29 May 2024 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) *Energy Meter Monitoring Systems* – IH had issued a note to the Committee in advance of the meeting advising that a trial if the system that he had developed was underway and would run until the end of September. The Committee would review the success of the test at the next meeting.
Action: IH/IM/MC/MB

(2) *Property Inspections* – Internal discussions have taken place in the Management Company with a review of job roles to strengthen this process.

(3) *Sofas* – IM confirmed that all sample sofas have arrived and are in lodges. Sample armchairs are on display in the mezzanine in Stove for those who cannot access the lodges to view them. A system to collect owners feedback has been established and will run until 20 December 2024.
Action: DV/MB

(4) *Pétanque* – pending.

(5) *Owners Survey* – MB had shared the output of the survey with the Committee and would address this at the Owners meeting on Sunday 22 September 2024.
Action: MB

(6) *Bike Store* – MC advised the Committee that he had ben unable to identify suitable space on the site to accommodate this. The point is now closed.

(7) *AV System for Brackens and Beckside* – A freely TV system is being trailed in Langdale as a TV solution. The B&O product in Beckside East will be retained and Ruark systems will be installed in the living areas.

(8) *Replacement bathroom door locks* – The Management Company reported that this project had now escalated into door replacements which was deemed to be an excessive solution to a low-risk problem and therefore it was agreed to replace the locking systems during refurbishment work.

(9) *Centrally controlled thermostats* – A thermostat had been acquired but had not been set up yet.
A**ction: IM/RS**

(10) *Maintenance Tracking System* – A system had been identified and it was hoped to have it in place by Christmas.
Action: IM/RS ** Note following meeting – The selected system has been deemed too expensive and is being reviewed further **

(11) *Digital Radios* – The Committee confirmed that digital radios were only required in the master bedroom.

(12) *Waste Management System* – A map of possible additional recycling points has been developed by IM and will be shared with the Committee.
Action: IM

(13)*Net Engaged Owners (NEO)* – DV will work with MB to get a report that will provide as accurate an indicator as possible.
Action: DV/MB

(14) *Internal Swaps* – While an owner is still keen to offer a service to Owners, the Committee were made aware of the GDPR risk by a recent e mail hack that resulted in Owners who had taken advantage of the previous system, had been subjected to. DV was asked to remove the details of the former facilitator of Swaps from the Club website.
Action: DV

(15) *Gutter Cleaning* – The Management Company were pursuing a gutter replacement programme that would assist in resolving a large proportion of the problems being experienced and would assist with the established gutter check schedule.
Action: IM/RS

(16) Elterwater Hall Bedrooms Light Refurbishment – The interior design company had exceeded their brief and would be approached to revisit their work.
Action: IM/MB

(17) *No Hot Items Notice* – The signage had now been received and needed to be rivetted to the tables.
Action: IM/RS

(18) *Shared Costs* – Figures showing the consequences of moving to the new shared costs had been circulated by SS. The Committee agreed that the new calculation would be applied from the financial year 2025/26 onwards.

3. Finance

a. Management Accounts

SS had distributed the accounts to the end of period 3 and there were no questions.

SS advised the Committee that she had pursued further rates rebates and had been successful, which has resulted in a rebate of £56,000. The Committee thanked SS for her work and agreed that the rebate would be held in the Reserve Fund as a shared benefit for all Owners.

SS confirmed that the final report and the accounts for the year ended 30 April 2024 had been signed off and was with the printers for production of the first draft for review by the Committee.

Reserve Fund – Status and Current Level of Expenditure

It was agreed to review the budget as presented under the maintenance section.

4. Services

a. Quarterly Reporting

The 2024 Q2 reports had been placed in the Teams channel. MB will now be taking responsibility for collating Quarterly Reports and posting them to Teams.

b. Guest Feedback and Reporting

There was nothing of note discussed.

5. Maintenance

a. Health and Safety

A note from R Crook, who attended the quarterly H&S meeting had been circulated for the Committee to review.

MC advised the Committee that planned, unannounced fire evacuations would need to take place in Chapel Stile apartments and Elterwater Hall to ensure compliance and that this would cause upset to Owners, but as this was a legal requirement there was nothing that could be done to avoid it.

The Committee were informed of an unfortunate incident where Langdale staff had to assist an Owner who suffers from Parkinsons out of their bath. MC raised his concerns of safeguarding once again and KB volunteered to create a communication piece that could be sent to all owners reminding them of their responsibility for themselves and their family.
Action: KB

b. Property Maintenance

Windows Survey – There are 172 window units that are blown, and IM is to develop a sensible replacement programme that will address this. However, L72 is a priority with 6 windows in the living room elevation having failed. The estimated cost to provide the best impact for Owners was quoted at £103,800. The exact state of the frames of the windows requires further investigation, although they are not thought to be as bad as thought.
Action: IM/RS

IM informed the Committee that RS was qualified to fly drones, and that this skill would be utilised to assess the state of the property roofs.
Action: RS

c. Estate Maintenance

The Committee raised the question about the continued closure of the woods, following Storm Arwen in 2022. IM would address this with AD.
Action: IM

The refurbishment of Founders Seat has not been completed yet, but the new timbers with the inscriptions will be in place by the second week in October.

IM informed the Committee that there had been a further review of handrails and steps around the site and recommended that all crazy paving should be replaced. This will require some plans and costs to be presented to the Committee.
Action: IM/RS

d. Inventory

The inventory lists are now back in the lodges and the new procurement system will deliver efficiencies in this area.

6. Projects

a. Projects 2024-2025

Beckside and Brackens - The tenders for the Beckside and Brackens projects will be received on 4 October, with the hope to appoint by 18 October, following a review by the Management Company and the Committee. It was noted that insulation in the vaulted ceilings had been added to the project and that the work to resolve the heating problems in Brackens has been investigated by heating specialists. The Committee asked if there was a "no-go" date for the project and requested a critical path to be produced for their consideration.
Action: IM/RS/MB/MC

Drying Cabinets – The driving force behind the installation of the drying cabinets has been the H&S risk, however, following a recent fire risk assessment (FRA) it was recommended that a staged approach was the best route, with an assessment of distance to escape and the level of fireproofing in the property. IM confirmed that 2 storey properties and those with communal areas would be stage 1. The full cost of the project is £163,241 and it was expected to be a 50:50 split between stages 1 & 2. Stage 1 would commence in the coming maintenance period.
Action: IM/RS/MB

Electrical Distribution Boards – RS highlighted issues with the distribution boards that would need to be addressed and advised the Committee that he was investigating solutions with some new contractors.
Action: RS

Lodge 73 Wiring Issue – MC sought confirmation of the problems being experienced in Lodge 73 and was advised that there had been an issue with the electrical ring circuit which had been overcome, however there were real concerns about the state of the wiring in that property which required further, urgent investigation.
Action: IM/RS

b. Long Term Refurbishment Planning
The inaugural meeting took place on 21 August and an action plan drawn up. The Management Company are to provide a timeline for their action points.
Action: MC/IM/RS/MB

The question of whether to replace pull down beds with sofa beds was raised and discussed. The existing arrangement in units with pull-down beds restricts the use of the living space and the beds are costly to maintain/replace. The sofa bed market has changed in recent years and there are good products available. All of this would be considered as part of the long-term planning.

7. Committee

a. Meetings

2024 Summer Meeting – All arrangements have been made. All slides for the meeting need to be with DV by 18 September.

KB would mention EV charging in the meeting and stress the risk that Owners face if they "daisy chain" charging cables, as the insurance company has already advised that this would invalidate any claims arising from any accident that could occur. MC was asked to draft a note on this matter that will be incorporated into the Club rules.
Action: MC

2024 AGM – The meeting will take place at 1430 hours on Saturday 16 November 2024, in Langdale and would be a business only meeting.

2024/2025 Committee Meetings – the dates and format of the meetings already confirmed are:

- 15 November 2024, 1400, hours in Langdale
- MC would circulate the 2025 meeting dates agreed by LOP, following their meeting on 14 September 2024.

Action: MC

b. Surrender Scheme Update

DV updated the Committee on the activity of the surrender scheme, advising that since the last review of the scheme there have been 5 surrenders, making a total of 10 since inception.

4 have been sold and 1 is in progress. In addition to this, due to contact from Owners, there have been 23 sales achieved for Owners, which the Owner wanted to surrender.

KB provided the Committee with a redraft of the service level agreement with LLL, which provided further clarity around the fees that should be applied to Owners wishing to surrender their week. This was agreed by the Committee.

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

Confirmation that LOP is no longer operating this group is to be received.
Action: MC

d. Timeshare Organisations Relationships

The Committee were informed that EUROC were holding a conference in Langdale on 18 & 19 March 2025.

e. Owner Specific Facilities

Unfortunately, the café project has been delayed due to difficulties finding contractors who can deliver within a reasonable budget.

f. Management Agreement/Shared Costs Review

As LOC and LLL had reached agreement on the language for the Management Agreement appendices, MC is to approach the Board of LOP to open discussions about the commercial terms of the Management Agreement.
Action: MC

g. Policy

MC and KB would meet to develop a definitive policy relating to support animals.
Action: KB/MC

h. Sponsorship

There was nothing to report at this meeting.

i. Environment and Community

MC would be presenting the plan for the introduction of the new estate waste management system at the summer meeting.
Action: MC

i. Lease Amendment

The drawings for the lease amendment had been prepared and were agreed by both parties. LLL would now progress the legal process.

j. Legal Representation

A discussion was held about the services provided by the Club's long standing legal representatives, Oglethorpe's and it was agreed that while there was an advantage in retaining their services from an historical perspective, it would be sensible to investigate alternative legal firms who have experience in hospitality matters. MC was asked to approach Knights.
Action: MC

8. Communication

a. Owners Communications

KB advised the Committee that he was in contact with an Owner in Brackens, who had not received any of the recent communications issued by e mail, due to his internet provider blocking the Langdale e mails.

b. Owners' Website

DV is still to add the Management Company page, which will be updated without reference to the Committee, on the website.
Action: DV

DV was asked to update the front page of the website to have an article about the new Timeshare Operations Manager (Morgan Bell) and confirm the role that Gary Dixon will be performing.
Action: DV/MB

PG asked that the following articles would be added shortly:

- Summary of the May and September meetings (KB).
- Video of the summer meeting (DV).
- Update on the roof and café area (MC).
- Owners survey (MB).
- Waste Management System (MC).

Action: KB/DV/MC/MB

c. Regulatory Issues

Nothing to report.

9. Any other Business

There were no points raised under this section.

10. Members Only Business

a. Cancelled Members

The Q2 report was reviewed, and SS proposed that 2 members be cancelled.

The Committee approved the cancellation of the members.

Date of Next Meeting

It was noted that the next meeting would take place in Langdale at 1400 hours on 15 November 2024.

The meeting concluded at 1250 hours with a vote of thanks to the Chair.