

## Minutes of the Langdale Owners' Club Committee Meeting Held via Teams on Wednesday 29 May 2024 at 0930 Hours

**Present:** Mr K Bird (Chair) (KB)  
Mr M Coletta (MC)  
Mr I Hamilton (IH)  
Mr P Symonds (PS)

**In attendance:** Mr G Dixon (GD)  
Mr I Murray (IM)  
Mr R Smith (RS) as LOP Board Observer  
Mr Mark Lockwood (ML) and Mr Steven Simpson (SSi) as Owner Observers  
Mrs S Spencer (SS)  
Mr D Visser (DV)

KB welcomed ML and SSi to the meeting as observers.

**1. Apologies for absence:** Mrs P Gorst (PG)

**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) *Energy Meter Monitoring Systems* – IH advised the Committee that with the help of a colleague in America, he had developed piece of kit that might be able to deliver the desired solution. IH needs to work with the team at Langdale to set up a trial.

**Action: IH/IM/MC**

(2) *Property Inspections* – The departure of SB has delayed the work that was underway here. MC informed the Committee that what he wants to see is a deep dive, fully documented inspection of all properties, 4 times a year, as a minimum, combined with weekly high-level inspections. It was agreed that this action point should remain open but is dependent on a new Timeshare Manager being in position.

(3) *Sofas* – IM confirmed that 4 sample suites have been ordered (4 – 6 weeks lead time), together with an extra armchair in each design, which will be placed in the mezzanine to allow Owners to view the styles and feel. DV is developing a feedback system for Owners who will be occupying the property when the new sofas are in place and for those who have the opportunity to pop in during change over or have viewed the armchairs.

**Action: IM/DV**

(4) *Pétanque* – MC confirmed that the delays to the roof project meant that this would need to be delayed until Spring 2025 but would be worked into the landscaping project.

(5) *Owners Survey* – DV confirmed that 2 surveys had been issued and confirmed that feedback will be issued in advance of the next meeting.

**Action: DV**

(6) *Bike Store* – remains open.

(7) *AV System for Brackens and Beckside* – MC acknowledged that this needs to be addressed by IH, MC and IM and could be tagged on to the discussions regarding the energy meter reading trial. This needs to be closed out quickly for the refurbishment plan.

**Action: IH/MC/IM**

(8) *Replacement bathroom door locks* – IM advised that this should be completed by mid-June, however the supplier had gone into liquidation and so another is being sourced.

**Action: IM**

(9) *Windows Report* – IM acknowledged that this had not been completed as planned and confirmed that he would deliver this by the end of July. In the meantime, there was a stock of windows that had been purchased to replace damaged and failed units and these would be installed.

**Action: IM**

(10) *Centrally controlled thermostats* – It was agreed that a trial will be in place by the end of July.

**Action: IM/MC**

(11) *Maintenance Tracking System* – IM committed to having a system (MaintainX or Synergy) in place by the end of August.

**Action: IM**

(12) *Digital Radios* – Supply continues to plague the delivery of this work. It was agreed that for all future meetings a statistic showing the number of units installed over the number required, would be presented until the project was completed.

**Action: IM**

(13) *Support Animals Policy* – MC advised that despite being promised a report from the Clubs solicitors by 25 May, a report had arrived just after the start of the meeting. MC would circulate this for everyone to consider.

**Action: MC**

(14) *Recycling* – KB noted that a recycling group had been formed from the LLL team and that a plan would be developed over the summer that would be announced at the planned summer meeting.

**Action: IM/MC**

(15) *Timeshare Welcome Papers Suite* – The next steps are that KB will develop the previously circulated bullet point list, locating existing content, identifying gaps and writing/sourcing new content where required.

**Action: KB**

There were 3 matters arising of note:

- A. A damp report had been produced for all Chapel Stile apartments and remedial action had taken place. The effect of this will continue to be monitored.
- B. Instructions have been given to get the inventory lists back into the properties but confirmation that this has taken place is required.

**Action: MC**

- C. There was confusion regarding the recasting of the 2024/25 Management Fees based on the agreed shared costs calculations, but it has been reconfirmed that this is required.

**Action: SS**

### **3. Finance**

#### **a. Management Accounts**

SS had distributed the accounts to 30 April 2024 and a report had been submitted to the Committee in advance of the meeting. No questions were raised by the Committee on the financial statements.

KB did question the Reserve Fund expenditure variance between the forecast and actual results for the year, in particular the balconies which were £41,970 overspent. IM explained the reason for the overspend and while the explanation made sense, disappointment with not being advised of this significant variance was expressed. MC agreed with KB and stated that LLL needed to improve on this area of responsibility.

#### **a. Reserve Fund – Status and Current Level of Expenditure**

It was acknowledged that the Brackens and Becks side projects would be the largest areas of spend in the financial year ahead, but IM still needed to build the budget for 2024/25. IM committed to delivering this by the middle of August.

**Action: IM/SS**

### **4. Services**

#### **a. Quarterly Reporting**

The 2024 Q1 reports had been placed in the Teams channel.

KB highlighted the increase in the number of weeks being placed for resale and a debate ensued about how concerning this issue may be. MC suggested the introduction of the Net Engage Owners (NEO) % as a way of monitoring the issue.

**Action: DV**

Based on work that was carried out around 10 years ago, increased resales were expected over the period 2025 – 2030, given the demographic of the Owner base.

PS asked if introducing the ability to pay for a number of maintenance fees for years in advance, for the next generation of Owner, might encourage the next generation to retain their week at Langdale. It was agreed that no new measures were required from the Committee or Management Company however the existing facility to pre-pay management fees should be highlighted to owners, possibly in the next edition of Views.

b. Guest Feedback and Reporting

There was a brief discussion about the information that had been presented in the quarterly reports.

c. Internal Swaps

It was reported that an Owner had contacted the Management Company about offering an internal swaps facility to owners. The Committee and Management Company believe that the facility is far more complex than the Owner knows and that this is being delivered via the Facebook page currently and that there are possibilities that may arise from the EUROOC project which is being launched shortly. DV stated he would discuss this further with the Owner.

**Action: DV**

**5. Maintenance**

a. Health and Safety

The next H&S Committee meeting will be taking place on 7 June and the output from that meeting will be circulated to the Committee.

A Fire Risk Assessment (FRA) has been carried out on the drying cabinet and it was stated that given the level of detection and sounders that are in place in the timeshare properties and the fact that the new unit is a condensing unit, the reduced level of lint minimises the risk significantly. The FRA assessor stated that he would advise caution with this new unit, but not insist on removal. The advice from the Management Company is that a programme of replacement should start ASAP. This was discussed further in 6 a).

b. Property Maintenance

KB asked for an update on the rodent issues at Chapel Stile, to which IM commented that work that had been carried out was having an impact, but that it was an ongoing battle.

IM informed the Committee that the summer programme of external painting is planned but is being hampered by adverse weather.

MC expressed his concern with the continuous need to have gutters cleaned and repaired and asked IM to review this with the relevant team and ensure that a robust programme be developed that will deliver the required outcome of regular checks and cleans.

**Action: IM**

c. Estate Maintenance

IM confirmed that the repairs to Founder Seat had been commissioned and were due to start in the next 3 weeks.

He also advised that the dredging of the pond area outside lodges 22 and 23 was underway and that there would be some remedial works required to the supporting wall.

d. Inventory

KB acknowledged that this is a standing item, but with the departure of SB, this would need to be put in abeyance.

## 6. Projects

### a. Projects 2024-2025

KB had highlighted the need to do some light refurbishment in the bedrooms at Elterwater Hall and IM suggested that the interior design company, Bell and Swift, be asked to engage with this. The refurbishment would be carried out in the forthcoming maintenance window.

**Action: IM**

Further to the FRA on the drying cabinets, the Management Company are to establish the cost for an expedited replacement across the estate.

**Action: IM**

IM advised the Committee that there was definitely a need to refurbish at least 6 bathrooms in the next maintenance window.

As covered in point 3B, a plan for 2024/25 will be prepared and issued to the Committee by mid-August for sign off before the next Committee meeting.

### b. Long Term Refurbishment Planning

It was agreed by the Committee that a meeting should be scheduled to discuss only this topic in the weeks ahead.

**Action: KB**

## 7. Committee

### a. Meetings

*2024 Summer Meeting* – It was agreed that an Owners meeting would be held on 22 September in the Holiday Inn at Junction 7 on the M6. Registration would be at 1000 hours and the format would follow a similar one to the 2023 event. A save the date needs to be issued to the Owners. KB and DV will develop the programme, taking into account possible content from LOP.

**Action: DV/KB**

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

- 13 September 2024, 0930 hours via Teams
- 15 November 2024, 1400, hours in Langdale

*2024 AGM* – It was agreed that because the Summer event was taking place, the format of this year's AGM would follow that of 2023 and would be a hybrid, business-only meeting.

KB noted that preparation of the 2023-24 Annual Report would begin soon and he would circulate a list of sections to be drafted. This year the Report would be developed as a collaborative document using Teams.

b. Surrender Scheme Update

DV updated the meeting on enquiries since the last meeting of which there had been 3 out of which 2 were accepted. KB requested that a written report on the scheme's status be provided ahead of the annual scheme review in September, DV will add his spreadsheet to the Teams channel.

**Action: DV**

MC asked for clarity around when a Management Fee was deemed to be due for payment for the purposes of the scheme, to which he was advised if the occupancy is 8 weeks or less in the future.

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

There was nothing to report.

d. Timeshare Organisations Relationships

MC informed the Committee that the EUROOC Timeshare Support Hub is now operational and is proving beneficial to Owners.

He had shared a copy of the recently produced Newsletter with the Committee and highlighted that a podcast had been recorded, which focussed on Langdale in which PS participated.

e. Owner Specific Facilities

MC informed the Committee that the Leisure Club Café project was at the closing stages of its development but had suffered from delays due to resources being diverted to deal with the Roof project.

f. Management Agreement/Shared Costs Review

KB and MC had met recently to discuss how to proceed, and KB proposed that he open discussions with LLL with the aim to agree heads of terms. He did identify that the commercial terms would be the area of most debate for reasons that he understood. The Committee agreed and MC was asked to update the appendices to include the charging mechanisms.

**Action: MC/SS**

g. Policy

Refer to points 2a. (13) and 4a. paragraph 3 for the only policy related discussions that took place.

h. Sponsorship

There was nothing to report at this meeting.

i. Environment and Community

Refer to point 2a. (14) for the waste management discussion.

i. Lease Amendment

KB updated the Committee on the progress that was being made with LOP in tidying up the leases. A minor boundary anomaly had been identified on the Title Plan to the Phase IV lease dated 20 December 1982 and LOP had proposed to amend the boundary, with LOP meeting all the modification costs. The Plan is currently awaiting a professional survey and redraw before it can be finalised.

The Committee agreed to recommend to the Trustees that as tenant of the lease they should accept the modification and the minutes of this meeting would be forwarded to them as they require a note of unambiguous agreement by the Committee.

**Action: KB/MC**

**8. Communication**

a. Owners Communications

GD highlighted to the Committee that at the weekly Owners meetings there had been an increase in the number of enquiries about carrying out a survey on the sauna spaces in lodges. The Committee discussed the history of this, and it was recalled that the previous debate produced polarised views. The Committee agreed that this is something that should be considered as part of the long-term refurbishment strategy.

It had been commented that while the new patio furniture was nice, would there be cushions supplied, to which the general feeling was that the design of the chairs meant that there was no need for cushions.

IM highlighted that 2 owners had placed hot items on the patio tables and damaged them beyond repair. It was agreed to find a way of placing a notice on the tables advising users not to put hot items on the surface.

**Action: DV/IM**

b. Owners' Website

DV asked if the Committee would be willing to allow the Management Company to create a page that can be used to communicate estate matters quickly to Owners, without having to run them past the Committee. This was agreed.

**Action: DV**

c. Regulatory Issues

Nothing to report.

**9. Any other Business**

KB highlighted that he had prepared a communication for Owners about the Quarry planning application approval, but wanted to know if this was to be an LOC or LOP or joint communication and asked MC to give this some consideration and then issue.

**Action: MC/DV**

#### **10. Members Only Business**

a. Cancelled Members

The Q1 report was reviewed, and SS advised that there were no cancellations proposed.

b. Owners Correspondence

There was no correspondence to discuss.

c. Succession Planning

The nomination papers from PS are due by the end of June.

**Action: PS**

It was agreed that MC would bring SSi onto the Committee as an LLL nominee once PS becomes an elected member. In terms of future membership it was agreed that the Committee needed to encourage greater diversity and further efforts should be made to get suitable candidates to come forward. One possible route might be the creation of a “steering” group for the Long-Term Refurbishment plans. KB to include this on the agenda for the meeting on this topic (see 6b above). KB to also contact ML and SSi regarding next steps.

**Action: KB**

#### **Date of Next Meeting**

It was noted that the next meeting would take place on Teams at 0930 hours on 13 September 2024.

The meeting concluded at 1240 hours with a vote of thanks to the Chair.