

Minutes of the Langdale Owners' Club Committee Meeting Held in the Peel Room at the Langdale Estate on Friday 15 November 2024 at 1400 Hours

Present: *Elected Committee Members*
Mr K Bird (Chair) (KB)
Mrs P Gorst (PG)
Mr I Hamilton (IH)
Management Company Appointed Members
Mr M Coletta (MC)
Mr P Symonds (PS)

In attendance: Morgan Bell (MB), Timeshare Operations Manager
Robert Crook (RC), LOP Board Observer
Gary Dixon (GD), Owners Relations Manager
Mr I Murray (IM), LLL Director of Site Services
Richard Smith (RS), LOP Board Observer
Mrs S Spencer (SS), LLL Finance Director
Mr D Visser (DV), LLL Director of Sales & Marketing

KB welcomed everyone to the meeting and in particular welcomed MB to his first Committee meeting and Robert Crook as the newly appointed Chair of LOP.

1. Apologies for

absence: None.

2. Approval of minutes

- a. The Minutes of the committee meeting held on 13 September 2024 were approved. It was agreed that the Chair's signature would be added digitally to approved minutes.

PG highlighted that the minutes of the meeting held on 29 May 2024 do not appear to have been uploaded to the website. This would be rectified.

Action: MC

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

(1) *Energy Meter Monitoring Systems* – IH confirmed that a test of the equipment that he believes will deliver what is required would take place in one lodge which has yet to be identified. **Action: IH/MB/IM**

(2) *Property Inspections* – MB briefed the Committee on some changes that he has initiated in the Housekeeping department that will produce the regular inspections that are required.

(3) *Sofas* – The sofas are in place and Owners' views are being collected. The Committee took the opportunity of being on site to inspect the sofas but made no comment at this stage in the survey.

(4) *Pétanque* – pending.

- (5) *Centrally controlled thermostats* – A trial has now been set up and will be reported on at the February 2025 meeting.
Action: MB/IM/RS
- (6) *Maintenance Tracking System* – pending.
- (7) *Policy Regarding Support Animals* – KB had agreed with MC that this is an issue for the Management Company and MC confirmed that only animals where a registration document can be produced, will be accepted on site. The Management Company will write up a policy for the estate, which will be shared with the Committee.
Action: MB
- (8) *Net Engaged Owners (NEO)* – A new report was produced that will now be included in the quarterly reports.
Action: MB
- (9) *Gutter Cleaning* – IM confirmed that the gutter replacement programme had now been scheduled. IH asked if there was a cleaning programme in place, which was confirmed, the detail of which can be found on the paperwork placed in the Teams folder the previous evening.
- (10) *Elterwater Hall Bedrooms Light Refurbishment* – IM is to revert to Bell & Swift and ask them for a decorative refurbishment plan for the bedrooms.
Action: MB/IM
- (11) *No Hot Items Notice* – IM confirmed that the work had not yet been completed, but that it would be carried out in the next 7 days.
Action: MB/IM/RS
- (12) *Safeguarding* – KB has prepared a communication that will be issued to all Owners by e mail and will be included in all pre arrival information.
Action: MB/DV
- (13) *Windows Survey* – IM advised the Committee that there were 20 window units in stock at the moment that would be installed as access becomes available. Once near completion the next batch will be called up. There was a discussion took place about the state of some of the front elevations and it was confirmed that quotes for the properties that require repair were being sought. Lodge 72 was identified as a particular problem. IM also confirmed that any elevation work would be delivered by contractors.
- (14) *Roof assessments* – IM confirmed that to date, no drone surveys had been carried out. *This is to be completed by the next Committee meeting.*
Action: MB/IM/RS
- (15) *Wood closure* – IM confirmed that an assessment of the trees that need to be removed has taken place and that a quote has been submitted. This is to be resurrected, and action taken ASAP to allow the grounds team to deliver what has been requested. *A re-opening plan, with associated costs, should be available by the next meeting.*
Action: MB/IM

(16) *Removal of crazy paving* – IM advised that this is an ongoing piece of work, although all paving that has been identified as an immediate risk has been addressed.

Action: MB/IM

(17) *Waste Management System* – All sites are to be assessed and cost to be presented to the Committee for approval.

Action: MB/IM

(18) *Drying Cabinets* – IM confirmed that 50 cabinets have been ordered and that their installation will be completed by the end of the maintenance period.

Action: MB/IM

(19) *Electrical distribution boards* – IM confirmed that the update on the inspections completed and scheduled was available in the maintenance calendar file that had been placed on the Teams folder the evening before.

(20) *L73 rewiring* – A full rewiring of the property is being addressed on 18 November 2024.

Action: MB/IM

(21) *EV Charging* – MC is to draft a note to be incorporated into the Club rules. *This is to be completed by the next Committee meeting.*

Action: MC

(22) *Legal representation* – MC is to approach Knights to establish if they would be willing to represent the Club on any hospitality matters that may arise in the future.

Action: MC

(23) *Website Updates* - the following articles are still to be provided to PG for posting:

- The minutes of the May meeting (MC).
- Update on the roof and café area (MC).
- Waste Management System (MC).

(24) *Management Fee Apportionment* – KB informed the meeting that he had asked IH to work with SS on the development of a new model.

Action: IH/SS

(25) *Timeshare welcome papers suite* – KB and PG had created draft papers for review. MB and GD would do so and liaise with both to develop a final copy that can be used.

Action: MB/GD

3. Finance

a. Management Accounts

SS had distributed the accounts to the end of period 5 and KB queried the summer meeting costs and SS confirmed that the charge back to LOP had been adjusted in the period 6 results.

The potential to invoice owners electronically was raised and this matter will be discussed further by LOC at a future meeting.

b. Reserve Fund – Status and Current Level of Expenditure

As the maintenance period had only just opened, there was nothing to discuss at this time.

4. Services

a. Quarterly Reporting

The 2024 Q3 reports had been placed in the Teams channel. There was nothing discussed.

b. Guest Feedback and Reporting

KB stated that there had been some inconsistencies in the timing of the reports being issued and asked if it was possible to identify Owners from renters. DV stated that he would address this with the colleague who produced the information.

Action: MB/DV

KB stated that he had noted a number of comments made by Owners regarding how hard the balcony furniture was and that it required cushions. As he was on site, he and IH had inspected the furniture and had established that what had been acquired did not meet the specification that had been identified by the Committee. This raised questions as to the approvals given in the meeting of 18 November 2023. This requires further investigation.

Action: MC

5. Maintenance

a. Health and Safety

RC informed the meeting that the next H&S Committee meeting would be taking place on 6 December, but that the main focus in the business had been the Fire Safety Management System and the Food Safety Management System, with a particular focus on Allergens. RC also advised the meeting that Alan James would be taking on this role for the board of LOP at that meeting.

b. Property Maintenance

It was noted that the annual maintenance programme had started.

c. Estate Maintenance

KB asked about the pothole comments outside lodges 68 & 69 and was advised that these locations were not tarmac and would be assessed and addressed.

Action: MB/IM

d. Inventory

MB confirmed that the inventories are now back in all lodges and that owners are calling in when items are missing. SS advised that the new procurement system that was being

introduced would have two “sites” one for LLL and one for LOC and this would be of use for tracking inventory consumption more closely in the future.

6. Projects

a. Projects 2024-2025

Beckside and Brackens –The tenders for this project had all been significantly higher than budgeted. A report on the tender process had been received from the quantity surveyor but it was felt that that further investigation was required into why the tenders were so out of line with expectations.

It was suggested by RC that Alan James, an Owner and LOP Non-Executive Board member, whose skills were in the construction sector should be approached for assistance in assessing the projects. This was agreed.

In the meantime, the project would have to be suspended, and MB was asked to communicate this to the relevant owners.

Action: MC/MB

KB asked SS to ensure that all surplus funds are placed on the appropriate interest-bearing accounts.

Action: SS

b. Long Term Refurbishment Planning

Given the outcome of the tender results for the Beckside and Brackens project, the Committee feel that no progress can be made here until progress can be made with Alan James.

7. Committee

a. Meetings

2025 Summer Meeting – the Committee felt the 2024 Summer Meeting had been a success with good attendance in person and online and agreed to investigate holding a similar event in 2025.

22 and 29 June were mentioned as possible dates and DV and IH will look into possible locations

Action: DV/IH

LOP will be asked to consider their involvement in a 2025 event.

2024 AGM – all is in order for the meeting.

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

- 7 February 0930 hours via Teams
- 23 May 1400 hours in Langdale
- 29 August 1400 hours in Langdale
- 14 November 1400 hours in Langdale

b. Committee Membership

KB advised that he had been approached by two owners who would like to be considered for membership of the Committee. He will maintain contact with them both and has advised them that as the process stands at the moment, it will be another 2 years before they can be included.

c. Timeshare Organisations Relationships

MC updated the Committee on the progress of the EUROOC sponsored resorts initiative which he was unable to expand on at this time.

d. Owner Specific Facilities

There was nothing to report.

e. Policy

Refer to 2(b) (7).

f. Sponsorship

KB advised the meeting that he had heard nothing further regarding the ALP.

i. Environment and Community

KB asked if a link to Zap Map for EV charging could be put on the LOC website for reference by Owners.

Action: MB

g. Lease Amendment

KB confirmed that the lease amendment was in the final stages of completion.

8. Communication

a. Owners Communications

Given recent discussions PG volunteered to conduct a review of the Committee strategy for communicating with Owners, with the support of the Committee. This will include a review of the LOC website.

Action: PG

It was agreed an edition of Views would be produced for circulation in the New Year.

Action PG/MB/DV

b. Owners' Website

Recent issues highlighted by Owners relating to the website have been addressed.

For further related discussions, please refer to 2(b) (22).

c. Regulatory Issues

MC advised the Committee of new legislation that will require the collection of information from Owners who place their weeks for rent through the LLL agency, if their net rental income in the year exceeds £1,700. This was being shared for information, no action is required by the Committee.

9. Any other Business

KB asked that he and MC review the access available to the Teams channels.

Action: KB/MC

MB brought the note received from an Owner regarding the sofas in the Barn to the attention of the Committee. It was agreed that an inspection of the sofas would take place the next day and MC would be advised how to respond.

Action: KB/PG/PS

MB informed the Committee that the Lodge Owners dinner would be reintroduced on 14 January 2025 and shared a copy of the new menu for information.

As this was the last meeting that IH would be attending as a Committee member, KB wished to record the thanks of the Committee and all Club members for the hard work and dedication that he has given over the years and in recognition of this announced that the Committee would be conveying the position of Honorary Vice President upon him.

10. Members Only Business

a. Cancelled Members

SS proposed that 2 members have their memberships cancelled.

The Committee approved the cancellation of the members.

MB informed the Committee that an Owner was refusing to pay their fees. The Committee acknowledged that this would proceed through the appropriate process.

Date of Next Meeting

It was noted that the next meeting would take place on Teams at 0930 hours on 7 February 2024.

The meeting concluded at 1740 hours with a vote of thanks to the Chair.