



The Newsletter of the Langdale Owners' Club - No. 70

langdaleownersclub.org.uk

Steven Simpson

New Management Representative on the Committee



I am currently a Non-Executive Director of 2 Companies; strategic direction, finance and risk are key parts of both roles.

Golf is my main activity, and I play regularly. A 'mystery shop role' I have enjoyed for the past 6 years allows me to visit, play and access some of the top golf courses and facilities in Northern England and Scotland. This gives me a good understanding of excellence (or otherwise) in that part of the hospitality sector.

I first visited Langdale to attend a business meeting in 2001 and like many others the location made a very positive and long-lasting impression. My timeshare experience started a couple of years after that and has formed part of our holiday planning every year since.

Although born in Yorkshire, my roots and family connections are firmly based in Carlisle. My early career in Financial Services, with sales management and compliance key parts of my role, re-located me firstly to Cockermouth, then to North Yorkshire and finally to the North East of England where we still live.

My career took a slightly different direction when I moved into the specialist mortgage lending area as National Sales Manager, before redundancy in the wake of the financial crash in 2009 gave me the opportunity to work more part time.

Langdale is a unique and special place, and I hope I am able to support the Owners' Committee moving forward.

Communications Review

LOC Committee are planning to undertake a communications review in the near future. We greatly value your feedback and suggestions so please look out for our brief questionnaire.

The LOC Committee

New Timeshare Operations Manager



Hello, my name is Morgan Bell and I am the Timeshare Operations Manager.

My position has been created to manage all things timeshare here at Langdale. I am available throughout the week and I'm looking forward to meeting everyone, and to help answer any questions that you may have. I will also be at the Monday Owners' Meeting and look forward to seeing you there.

I have been at Langdale for almost 8 months, and I am very much looking forward to the new experiences available with working at such a prestigious Timeshare resort as Langdale. I have come from running a business that manages 25 luxury catered ski chalets in France which was fantastic, and has given me some invaluable experience, but I have now settled in Windermere with my wife and young son.

2024 Leisure Club Roof Project

The repairs to the leisure club roof which started in February 2024, were finally completed in September 2024. What was considered to be a large, but relatively simple project, turned into an epic and frustrating piece of work that tested the Langdale team and our guests alike.

Bats, project changes, supply delays and the worst year for rainfall that there has been in recent times, all combined to drag out a project that was planned to take 18 weeks in total but ended up taking 38 to bring the roof works to a conclusion.

During this time, the pool was closed for 11 weeks and the opportunity taken to renew the sauna, steam room and jacuzzi bath. Unfortunately supply issues impacted on the delivery of all of these items with the jacuzzi finally opening in January 2025!

The solar panel installation has been successful and will assist in reducing the operating costs of the pool and this will be complemented by the insulation that has been installed in the roof, where previously there was none, and the replacement of the windows around the pool.

In addition to these works, the opportunity was taken to upgrade the gym and install some modern equipment. This took place during the pool closure and has been a welcome improvement.

Plans had been developed and communicated about the introduction of a new café area in the dance studio adjacent to the leisure club reception and the plan is to refurbish and enhance the link corridor at the same time. To do this the soft play area had to be relocated and is now back where it started many years ago, just past the leisure club reception desk. It had to be removed from the area near the gents' changing rooms for health and safety reasons.

Unfortunately, the café project ran into problems relating to costs and the availability of contractors at a price that made sense. This is a theme that is recurring in many of the projects that are being investigated within Langdale and is causing issues for the Company and the Club.

The delays in the roof project restricted our ability to drive this project forward and so it was delayed until the Autumn, however the Chancellors Budget has created an environment where all non-essential expenditure by the Company is on hold, and this includes the café project.

A related project is the landscaping of the lawn outside of the pool, which has suffered badly because of the roof project. The services of a

local landscape architect have been sought to develop a plan that can be delivered in the spring of 2025 and will be designed in a way that will create an area that can be enjoyed all year round and will be designed to blend with the work that will deliver the café.

By Michael Coletta



Replacement Lodge Lounge Suite

Following the lodge lounge suite survey that was conducted during the last 3 months of 2024, the decision has been taken to not proceed with any of the 4 options. We will be using the feedback collected from the survey to select 2 more suitable suites both in leather and fabric. We will then conduct another survey of all the owners to make a decision.

By Morgan Bell

Robert Crook

Chair of Langdale Owners Plc

Robert was appointed as Chairman of Langdale Owners PLC in Oct 2024, after five years as a Non-Executive Director. A Lodge Owner who first started visiting the estate with his "to be" parents in law back in the mid 1980's, like many Lodge Owners so many of his best family memories have been made staying in Langdale.

For him, whilst Langdale will always have operational challenges that need to be overcome, at its heart it's all about operating a sustainable business and preserving Langdale for the benefit of its Lodge Owners, a sentiment that remains at the forefront of the Board's thinking as they move forward, supporting the work of the LOC Committee.

Robert is a 40-year hospitality industry professional, spending the early part of his career working with Embassy and Rank Hotels in London and the Intercontinental Hotels Group (IHG), managing hotels in the UK at Heathrow and Leeds, and then working in franchise management with IHG brands across Europe.

In 1999 Robert joined a small privately owned hotel company in Glasgow, Chardon Management Ltd, growing the portfolio from 2 to 32 hotels under management, before selling the business in 2013 to a large US based hotel management company. Robert continued as Managing Director developing and opening numerous hotels with leading hotel brands such as IHG, Marriot/Starwood and Hilton.

Robert's main focus was firmly on owner relations and recruiting and developing teams of professionals across multiple disciplines. Since retiring from this role in 2016, Robert has undertaken several advisory and non-executive roles, all hospitality specific. He is thrilled to be part of the Langdale team, and honoured to have taken on the role of Chairman.





EUROC Update

EUROC is the official, independent, non-profit timeshare association that continues to stand side-by-side with timeshare owners, owner committee representatives and resort management teams from timeshare clubs and resorts around Europe.

Together, they form an alliance of like-minded people who all have the same goal, duty and commitment towards preserving, protecting and enhancing the world of timeshare ownership.

The primary goal of EUROC is to provide a platform and strong network for European timeshare club and resort representatives to come together - with a unified voice for the timeshare ownership industry - to share ideas, best practice and explore solutions for current and potential future issues impacting timeshare owners and their clubs.

The organisation is proactive in its approach, seeking solutions and advocating for positive outcomes before they potentially have an impact on timeshare owners and their clubs.

Some of the areas EUROC focuses its attention include:

- *Promoting best practice across the timeshare ownership community.*
- *Providing an 'Owner Advice Hub' and acting as a legitimate source of information and support for timeshare owners.*
- *Consulting and supporting government officials and consumer bodies on matters that impact timeshare ownership.*
- *EUROC provides connections and a strong network for its members with like-minded timeshare clubs and industry professionals.*
- *Protecting timeshare owners via its code of conduct.*
- *Raise awareness on fraudulent practices affecting timeshare owners.*

In 2024 EUROC launched a support hub for member Committees and their owners and this contains lots of useful guides to help recognise and report fraudulent activity. There is also a project under development with the members which aims to increase the value of the weeks that owners possess. More information will be forthcoming in Spring 2025.

There is a lot of information available on the EUROC website is www.EUROC.org.

By Michael Coletta

Timeshare Housekeeping Update

Over the last few months there has been a lot of work in the background with the lodge housekeeping team with the aim of making the department more consistent at delivering high standards of cleaning.

Upon a review of the department, it became clear that there needed to be a position created to have oversight of the training staff receive and compliance. This post has now been filled by Zoe Owens who has been working with the housekeeping team for the last 10 years. The first project she has undertaken is to do a full report on the state of the timeshare properties from a housekeeping perspective and this is nearly complete. From this information we will be identifying common areas that are being missed or are below standard and developing training plans to address the problems.

I am also working with the housekeeping management team to determine on how the lodges are allocated for cleaning. We are moving towards having the same cleaners in the same lodges each day. This will allow us to pick up on areas of development for individuals as well as being able to keep on top of the non-weekly housekeeping tasks in each lodge more efficiently.

Over the next 12 months you should start to see these changes having a positive impact on the cleanliness of the lodges. I am pleased to report the overall housekeeping review score (taken from Owners feedback) has gone up 4% in the last 3 months.

By Morgan Bell

Lodge Owners' Dinner is Returning

We are excited to announce that we have brought back the weekly Lodge Owners' dinner. This is hosted by one of the management team each week in the Wine Room in Stove. From speaking with many Owners, it was clear that there was an appetite for an event to meet other Lodge Owners and interact with the Langdale team. There are limited numbers available and will require pre-booking to avoid disappointment, you can do this by contacting reception. The first menu is below:

By Morgan Bell

LODGE OWNERS' MENU

2 COURSE - £32

3 COURSE - £36

- STARTER -

PEA & HAM SOUP

ham hock, pink peppercorn cream,
beer pickled shallots

or

WELSH RAREBIT

caramelised onion, watercress

- MAIN COURSE -

BRAISED LAMB HENRY

mashed potato, honey roasted
carrot, rosemary crumb

or

CELERICAC WELLINGTON

savoy cabbage, hasselback potato

or

FISH PIE

salmon, smoked haddock, cod,
tender stem broccoli

- DESSERT -

STICKY FIG PUDDING

red wine caramel, vanilla ice cream

RHUBARB ETON MESS

chantilly cream, meringue, ginger
beer & lime sorbet

Langdale Estate Waste Management Review

A review of the waste management system for the entire estate was undertaken in May 2024 with the waste management broker that represents Langdale in the marketplace (WMR), primarily to assist Langdale Leisure Ltd (LLL) comply with new legislation that comes into effect on 31 March 2025 in relation to food waste. For a long time, the estate has had a disjointed approach to waste, and this was considered the ideal time to make a change.

The review also allowed the opportunity to investigate past practice where previous waste contractors had led us to believe that the waste that comes from lodges in black bags was being sorted. This is not the case; black bags end up in landfill and this is one of the main drivers for change in the timeshare properties, although in the next few years legislation will also require food waste to be recycled from the lodges, so we are going to try to get ahead of the curve.

The plans will help us to reduce waste to landfill, increase recycling levels and comply with statutory changes.

Finally, we will be introducing the ability to recycle food waste, which will ultimately be required by law. This is being introduced to LLL in their kitchens in advance of the legislation which affects them on 31 March 2025 and there will be useful learnings from that process that will be used for the lodges.

When food recycling is introduced, we will help owners to do their part by assisting with signage and another receptacle similar to those shown below:



There will also be highly visible signage, similar to below, at the recycling points that will help to reduce cross contamination.



By Morgan Bell

LOC Committee Recruitment

The 2024 AGM saw a number of changes to the LOC Committee. Long-serving member and past Chair Ian Hamilton stepped down as an elected member and Paul Symonds was elected in his place. Although an Owner Paul had previously served as an appointed member on the Committee. Another Owner, Steve Simpson, has been appointed to the vacancy left by Paul.

Although we don't anticipate there being another vacancy on the Committee until the end of 2026 we are always keen to hear from interested candidates. The Committee is predominantly male and with a combined age that would take us back to the reign of Queen Anne so we are particularly keen to hear from candidates who would help redress this demographic imbalance. You don't have to be an Owner to be on the Committee (though we would expect candidates to be familiar with Langdale) so perhaps you know a younger family member who is not yet an Owner but might be interested? If so please ask them to contact us at owners@langdale.co.uk.

The Committee normally meets four times a year, with three meetings at Langdale and one held online.

By Kit Bird

LOC Website

langdaleownersclub.org.uk

The Owners' Club Website is a valuable resource for all sorts of information relating to the club and making the most of your timeshare at Langdale.

In addition to the Club Committee information and helpful resources there is now a section on the website from the management company where you can see the offers and savings exclusive to owners that are available on site and those that have been negotiated on your behalf with our local friends.

Keep an eye out for new offers coming this year as we seek out the best deals and arrangements on your behalf, throughout the Lake District.

By Morgan Bell & Gary Dixon

What changes are coming?

To assist guest to recycle we will be introducing new receptacles into the properties to assist with the segregation of waste. This, combined with a twice weekly lodge collection will hopefully reduce the amount of waste going to landfill and meet all of our expectations of recycling as much as we can.

