

Minutes of the Langdale Owners' Club Committee Meeting Held in Langdale on Wednesday 20 August 2025 at 0930 Hours

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

In attendance: Morgan Bell (MB), Timeshare Operations Manager
Gary Dixon (GD), Owners Relations Manager
Richard Salisbury (RSa), Facilities Operations Manager
Richard Smith (RS), LOP Board Observer (Online)
Hannah Western (HW), LLL Management Accountant

The Chairman opened the meeting by noting the sad news of the death on 15th June of Mr Fred Crouch, former Committee Chair and LOP founding director. A tribute to Mr Crouch had been sent to Owners and placed on the Club website.

1. Apologies for absence:

None

2. Approval of minutes

- a. The Minutes of the committee meetings held on 23 May 2025 were approved. It was agreed that the Chair's signature would be added digitally.
- b. Matters Arising and Action Tracker Update – KB led a review of the action tracker as follows:
 - (1) *Energy Meter Monitoring Systems* – MC advised that the kit was on site but had not been installed. KB will contact IH to discuss progress. **Action: KB**
 - (2) *Sofas* – MB confirmed that a new suite, armchairs, and sofa bed was being delivered this week for lodge 10 and an armchair sample will also be placed in Gateway. The furniture being removed would be reupholstered and placed in another property as a test. Once all in place a 4-week consultation will take place, and images will be circulated to all members. **Action: MB**
 - (3) *Pétanque* – This is still being considered as part of the landscaping project.
 - (4) *Maintenance Tracking System* – RSa informed the Committee that he believed the system was weeks away from being launched. A test had taken place and training, and portable hardware is required. **Action: RSa**
 - (5) *Waste Management System* – MB confirmed that the new equipment had been purchased and that he had just been waiting on signage, which is now in place and so the system would go live the weekend of 22 August 2025.

- (6) *Management Fee Apportionment* – This is progressing but will be late Autumn at the earliest for completion. **Action: MC/SS**
- (7) *Potholes (Lodges 68 & 69)* – This work has been completed.
- (8) *Wood closure* – It was agreed to allow the Management Company to develop their plans for a biodiversity trail with family activities built in. **Action: MB**
- (9) *Investments* – HW is to provide KB with the cash balance that is available to the Club. **Action: HW**
- (10) *Insurance* – MC informed the Committee that the insurance valuers had been on site on 4 – 6 August and would be delivering their report by the end of the month. Early indications are that the increase in value could be as high as 3 – 4 times the current value.
- (11) *P11 2024/25 Management Accounts* – KB had raised a query regarding printing costs that remained outstanding. HW would investigate and revert accordingly. KB also questioned the increase in P12 of the professional fees, which were thought to be commissions payable to the third party who has successfully delivered a successful rates refund, but HW would confirm. **Action: HW**
- (12) *Oven Gloves* – The Committee authorised the purchase of Herdy oven gloves. **Action: MB**
- (13) *Elterwater Hall Bedrooms* – MB advised the Committee that the LLL Purchasing Manager was working through the control book issued by Bell & Swift and he was expecting to have full costings by 31 August 2025. He would then share the results with the Committee. **Action: MB**
- (14) *Sponsorship* – MB informed the Committee that the Air Ambulance charity would be providing information to promote the charity in September; they were too busy at the moment on fund raising drives.

3. Finance

a. Management Accounts

MC had issued a communication to the Committee in advance of the meeting advising of the challenges that were being experienced in the finance function due to the departure of Sarah Spencer. While he felt these would be overcome, they were hindering the production of timely financial information at the moment.

MC had also issued a draft new layout of the monthly financial reports that are issued to the Committee and these were positively received.

b. Reserve Fund

A review of the new formatted accounts led into the reserve fund expenditure conversation as this will now be included in the month end pack. The format and layout was discussed and

approved, although it was agreed that all planned preventative maintenance might in future be allocated to the property management costs section of the accounts, subject to confirmation from the accounts team. **Action: HW**

To assist in clarifying this, MC would, update and circulate a paper that he had produced for the Management Agreement discussions which defines each of the areas of reserve fund spend. **Action: MC**

c. 2024/25 Report & Accounts

KB spoke to the year end financial statements and acknowledged the significant rates rebate that had been secured of £350k for the period 2017 – 2022. He also noted a discrepancy in the reserve fund reporting which had TV's and Hi-Fis at £62k and suggested that this was an error with £50k for the drying cabinets being misallocated. HW believed that was most likely the case but would confirm. SS also noted an error in appendix 1 where the year 2024 needs to be replaced with 2025. **Action: HW**

KB queried the large Legal & Professional charge in Property Management costs and was advised that this related to fees payable to the agent who obtained the rates rebate.

KB advised the Committee that he had two small insertions to make on the Committee report but that these had no significance to the financial results and therefore he asked for permission to sign the accounts once all of the adjustments had been made. He was given approval. **Action: KB**

4. Services

a. Quarterly Reporting

The 2025 Q2 reports had been placed in the Teams channel.

MB spoke to the GuestRevu reporting system and the summary document that he had issued in advance of the meeting. It is his intention to present this monthly, and the Committee were happy with this. MB would provide the Committee with log ins for the system so that they could access the verbatim comments being made at their leisure. **Action: MB**

PG was delighted with the reporting but once again raised the issue of comments being made about issues not being resolved from one year to the next and/or how resolutions are being communicated to owners. It was suggested that a monthly report on the Management Company section of the website would be beneficial. **Action: MB**

5. Maintenance

a. Health and Safety

MC was asked to restart circulating the health and safety quarterly committee minutes. **Action: MC**

b. Property Maintenance

RSa confirmed that all property surveys had been carried out in preparation for the forthcoming maintenance period. He also advised the Committee that he had been working with Morgan on service level agreements for the timeshare properties.

c. Estate Maintenance

There was nothing of note to report.

d. Inventory

MB stated that there was nothing of importance to report at this time. He also confirmed that LOC was now set up on the new procurement system which would allow for a much better tracking system in relation to inventory.

6. Projects

a. Projects 2025-2026

Beckside and Brackens – KB confirmed that a meeting in early August had been very productive in reducing the scope of works and removing what was considered to be unnecessary design amendments.

The only material change in design was to the layout of the kitchen in Beckside, which the Committee agreed was an improvement as well as cost-saving. This change will be communicated to Brackens Owners and KB will draft something. **Action: KB**

Ian Murray and Alan James are to catch up on the amendments that were being made so that Alan could produce an indicative budget for the project. **Action: MC**

There was debate about who would be the project manager from this point forward and MC suggested that an external PM should be appointed. He had someone in mind with whom he was currently working and the Committee agreed for the approach to be made. **Action: MC**

Elterwater Hall Bedrooms – Please see note 2(b) 13.

Saunas – The Committee discussed the position with saunas in the light of feedback received since they had been decommissioned but it was agreed not to canvas the ownership for their views on saunas at this point in time.

b. Long Term Refurbishment Planning

There was a lengthy discussion regarding this piece of work, with Partners Lodge at the centre and the conclusion was that a joint LOC and LOP subgroup was being established to consider the matter with a date for an initial meeting in September. **Action: PS**

7. Committee

a. Meetings

Summer Meeting – KB led a discussion about the meeting held in June at which 99 people attended in person and a further 70 registered online. There was criticism of the sound

quality and the seating arrangement, and it was agreed that future locations would be visited in advance to check their suitability and that all future meetings will be theatre style rather than cabaret.

The group discussed when to identify the 2027 event location but made no decision. MB was asked to consider potential venues in Southwest England for 2027. **Action: MB**

AGM – It was confirmed that there had been no other nominations received for the Committee other than PG.

b. Rules

KB had issued new wording for the animal's rule, but it was agreed to hold it until the operational review and implementation of the LLL policy was completed, as this may change the wording of the final sentence. **Action: MB**

c. Timeshare Organisations Relationships

KB acknowledged the issue of the near final inaugural Resort Collection digital magazine and asked if this was a precursor to a swap system. MC confirmed that the planning for that was in the early stages.

d. Owner Specific Facilities

There was a brief discussion about the new café adjacent to the leisure club (Floc). Everyone was pleased with how it looked.

e. Policy

There was nothing to discuss.

f. Sponsorship

Please refer to 2(b) 14.

g. Environment and Community

MB informed the Committee of the Langdale Live weekend that was hosted by Wainwrights in early July, which saw live bands and family activities throughout the afternoon. It was very successful and more is being considered.

h. Surrender Scheme

There was a lengthy discussion between KB and MC regarding the accounting of the scheme, and it was agreed that this should be resolved outside of the meeting by the parties concerned. **Action: MC/KB**

i. Management Agreement

KB informed the Committee of the status of the agreement and remained confident that everything would be in place for May 2026.

8. Communication

a. Owners Communications

There was nothing to discuss.

b. Communications Review

MB had shared a summary of the survey results, along with the verbatim comments. PG stated that she thought it was in general good, positive, and filled with learnings. As had been discussed previously, the Management Fees for the year ahead should be communicated to all members at the same time, rather than with each Management Fee and there was clear dissatisfaction with the website.

The Committee had promised to share the details of the survey with Owners and how this should be presented and delivered is to be considered. **Action: PG**

c. Owners' Website

Having reviewed the communications survey, PG suggested that the issue of the website should be discussed at the meeting that is being arranged for 2 October.

d. Regulatory Issues

MC had nothing to discuss.

9. Any other Business

KB reconfirmed that a meeting would take place on 2 October in the Nottingham area and the topics that would be discussed would include Long term Refurbishment, Communications and Committee Recruitment.

MC stated that it was his intention to transfer the Management Company Representative title from himself to Morgan Bell at a time in the near future, so asked if it would make sense for Morgan to attend the meeting on 2 October. The Committee agreed.

10. Members Only Business

a. Cancelled Members

HW advised the Committee that there were 3 members of concern:

- Galvin W2 CS4 - £883.22
- Kilshaw W4 L61 - £1,950.33
- Dewar W42 EWC - £1,699.64

KB will share the club process which governs cancelled members and agreed that all of the members who had been brought to the attention of the Committee at this meeting, would be deferred until the meeting in November. **Action: KB**

b. There were two pieces of correspondence that the Committee discussed:

- Mr Sexton, who raised his concerns with being charged for energy consumption and the standing charge when the property is not occupied.

MB suggested that the standing charge for all Owners should be included in the Management Fee and that Owners are then only charged on consumption. It was agreed that this should be implemented from the new financial year of 2026/27.

It was also agreed to investigate the impact of the digital thermostat that has been on trial in lodge 71 by comparing the energy costs of an unoccupied week in similar properties. If there is a marked benefit, which is expected, then work will need to be done to find a system that will deliver the same benefits on a large scale. **Action: MB**

KB believed that no direct response to Mr Sexton by the Committee was necessary.

- Mr Boxer – A further letter from Mr Boxer had been received and KB would liaise with MB before drafting an appropriate response.

Date of Next Meeting

It was noted that the next meeting would take place in Langdale on 14 November 2025, 1400, hours.

The meeting concluded at 1356 hours with a vote of thanks to the Chair.

Kit Bird