Minutes of the Langdale Owners' Club Committee Meeting Held in Langdale on Friday 23 May 2025 at 1400 Hours

Present: *Elected Committee Members*
Mr K Bird (Chair) (KB)
Mrs P Gorst (PG)
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
Mrs S Spencer (SS), LLL Finance Director
Colin Ravenscroft (CR), Timeshare Maintenance Manager
Hannah Western (HW), LLL Management Accountant

KB opened the meeting and welcomed CR and HW to their first meeting.

1. **Apologies for absence:** Mr P Symonds (PS)

2. **Approval of minutes**

   a. The Minutes of the committee meetings held on 7 and 27 February 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* –KB had not been able to get an update from Ian Hamilton; the kit is on site but it was thought that it had not been installed yet due to staff sickness [Post meeting note: Ian expects to install the kit when he is on site for the June LOP Board meeting] **Action: IH/MB/RSa**

      (2) Sofas – MB confirmed that he had identified a company that could reupholster the furniture and gave an example of £900 for a 3-seater. The new LLL purchasing manager is getting some samples of new furniture which will be on display in the main estate reception area. **Action: MB**

      MB confirmed that a tablet would be available at reception to capture the views of Owners regarding the sofa options. The same questions as were initially asked would be asked again. **Action: MB**

      (3) Pétanque – This is still being considered as part of the landscaping project.

      (4) *Maintenance Tracking System* – The implementation of the new system has been delayed until the end of June. **Action: RSa**

      (5) Policy Regarding Support Animals – MC has engaged the services of Knights and a meeting to review the initial draft has been scheduled for the week commencing 2 June. Once reviewed the policy will be circulated to LOC. **Action: MC**

(6) *No Hot Items Notice* – This has been completed.

(7) *Windows Survey* – A quote to replace over 180 blown units has been received (£54,496) and the Committee approved proceeding with the work. There was still a quote to be received for the framework required on 6 properties, but it was not thought that this would be excessive. It was also noted that there are issues with the existing beading on the frames that may need replaced when the new windows are being installed. **Action: RSaa**

(8) *Waste Management System* – The new system of recycling at the lodges is being introduced, the logistics are just being finalised. The earlier proposal of installing extra recycling points around the site would not now go ahead. **Action: MB**

(9) *Management Fee Apportionment* – MC suggested that he and HW develop this for presentation to the Committee in Autumn. **Action: MC/SS**

(10) *Potholes (Lodges 68 & 69)* – MB advised the Committee that this work would be completed in the week commencing 9 June 2025. **Action: MB**

(11) *Surplus Funds* – SS advised the Committee that Barclays had been frustrating this process, but that it was moving forward, albeit slowly. MC offered to introduce KB to his contact in Rathbones who service the Coylumbridge Highland Lodges Club funds. **Action: MC**

(12) *Wood closure* – The Trim Trail has been completed, and new equipment providers are being sought as the existing supplier's quote appears to be excessively high. **Action: MB**

3. Finance

a. Management Accounts

The period 12 results will be issued the week commencing 26 May 2025. KB queried a potential error in the expenses line relating to the 2024 summer meeting and it was confirmed that this adjustment would be required. A further query was raised regarding printing costs which will be investigated and responded to. **Action: SS/HW**

SS confirmed that the annual audit will be taking place on 17 June 2025.

b. 2025/26 Management Fees and Budget - organisational changes

The Committee confirmed the decision taken at their online meeting on 27/2/25 to increase the Management Fees for 2025/26 by 7.5%

KB acknowledged the e mail that had been issued by the Management Company identifying significant savings in the housekeeping function that had been achieved as a consequence of the Job Skills Pathways Project that was taking place in the company. The benefit to the Club going forward is estimated to be in the region of £90 - £110,000 per annum.

c. Reserve Fund

An updated year end forecast had been placed in the Committee folder in advance of the meeting, with period 12 information outstanding. Overall, the result is positive, with a

significant overspend in bathrooms due to emergency work that was identified during the maintenance period. The saving in windows (discussed earlier) compensated significantly for this adverse variance. In addition, having sought a second opinion, it appears that there is no electrical work required in lodge 73.

d. 2024/25 Report & Accounts

KB reminded everyone that he required the first draft of their reports for the accounts pack by 2 June and that the final version needed to be complete for the audit commencing on 17 June. **Action: KB/PG/SS/PS/MC/MB**

KB also suggested that Biogs be produced for all Committee members. **Action: KB/PG/SS/PS/MC**

4. Services

a. Quarterly Reporting

The 2025 Q1 reports had been placed in the Teams channel and MB had included in the papers for this meeting, the guest comments report which covered the last 365 days. This shows the new information being gathered covering quality and service.

RS asked if the Committee shared the output of this information with the Owners, as there is some good news in there. This was discussed and it was agreed that this would be a useful piece of information to share. MB would certainly be discussing it at the summer meeting.

5. Maintenance

a. Health and Safety

The Langdale Leisure H&S Committee meeting minutes of 6 March 2025 were shared with the Committee in advance of the meeting and would be shared in future. There was nothing of concern to note.

Discussion points from the previous meeting were addressed:

- EWH 4 fire escape would be installed in the next 3 weeks and would conclude the fire risk assessment works that had been identified. **Action: RSa/CR**
- The risk posed by boilers was discussed and it was confirmed that double detection (heat and CO2) would be required in all areas which housed boilers. **Action: RSa/CR**
- New fire boarding would be installed in those rooms which have external access, where the electrical distribution boards had been identified as a risk. These also housed hot water cylinders, which would need to be removed to facilitate the work, but due to their age, would most likely require to be replaced. MC asked that if a cylinder is being replaced, where possible, could a larger unit be installed. The estimated cost of this work is £384k. **Action: RSa/CR**
- MC advised that due to the detection and installation of fire boarding there would now be no need to move drying cabinets or replace existing cabinets that were serviceable. The stock of 25 new cabinets already purchased would be used up but no further cabinets would be acquired.

KB reminded the Management Company of the need to have signage available when heavy storms are due, advising that the trail is closed, and a protocol/procedure for actioning the closure. **Action: MB**

b. Property Maintenance

There was nothing further of note discussed.

c. Estate Maintenance

The tree survey that was carried out following storm Eoin had been issued in advance and all required works noted.

d. Inventory

MB confirmed that weekly checks of high value inventory items were ongoing and that to date he was not aware of any problems.

MB presented a quote to replace all of the existing Lady Claire placemats with Herdy mats, which were cheaper to replace. It was agreed to purchase the black and white, round versions. **Action: MB**

KB suggested that Herdy oven gloves should also be considered, as he found them to be of excellent quality. **Action: MB**

6. Projects

a. Projects 2025-2026

Beckside and Brackens – The meeting that was planned had been cancelled on the advice of AJ and replaced with an internal meeting. Following this, Cumming Group were asked to rerun their numbers taking into consideration the changes that were being identified by the Management Company. This has resulted in a reduction in the cost of the project but is still considered to be too high. A new meeting is now to be scheduled with all stakeholders, as originally planned. **Action: MC/MB**

Elterwater Hall Bedrooms – Elterwater Hall Bedrooms Light Refurbishment – A design has been delivered together with a control book which will allow the procurement to be progressed. It was acknowledged by the Committee that the design was good, but KB stated that he believed that the brief had been extended to include furniture and that this should be removed, with the existing furniture to be repainted to suit the scheme, if possible. RSa advised that this would be possible but would require the services of an external furniture maker. It was agreed to investigate both options before finalising the approach. **Action: MB/RSa**

In addition, GD suggested that zip and link beds be purchased for the twin room, as the ability to change the configuration of the rooms had proved popular in other properties. The Committee agreed. **Action: MB**

Saunas – RSa had shared 4 options with the Committee in advance of the meeting. These were discussed and the Committee decided that no work would immediately go ahead to recommission or replace the existing saunas, leaving the option of reconfiguring the shower room/sauna areas in future lodge refurbishments (it may be that future plans would

reconfigure the entire kitchen/living room/shower room/sauna area). Therefore, it makes no sense to spend a significant sum on the saunas now when they may be changed in a few years, at which time there may be some sort of in-lodge thermal facility.

In the meantime, the saunas will be converted to storage areas, which will need minimal work (in some cases no work at all).

KB wished it noted that this is not a permanent decision but just a temporary one and as such did not believe that there's any need to consult owners.

KB will be delivering this message at the Summer meeting, after which the Management Company team will be able to reference this in discussions with owners.

b. Long Term Refurbishment Planning

This remains as an objective.

7. Committee

a. Meetings

2025 Summer Meeting – It was confirmed that the following people would be making presentations on the day:

- KB would be speaking to Brackens and Beckside projects, the relationship between LOP and LOC, Saunas, and the long-term refurbishment strategy.
- PG would be addressing the communications review.
- MC would provide an overview of the company performance for the financial year just finished.
- MB would cover the first year in his role and in particular the new guest surveys.

KB will develop and agenda in the next few days. **Action: KB**

MB is to check with DV that the media set up is all arranged for the day. **Action: MB**

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

- 29 August 1400 hours in Langdale (MC has submitted his apologies for this meeting)
- 14 November 1400 hours in Langdale
- AGM has been set for 1430 hours on Saturday 15 November 2025.

b. Rules

MB suggested that a rule regarding bird feeders be added to the Club rules. This was discussed and it was suggested that a polite notice be placed in the properties requesting that bird feeders are not used. **Action: MB**

The issue of EV charging was discussed, and it was agreed that to assist with the enforcement of the new rules, a letter should be developed and presented to offending guests which they sign and receive a copy of, which clearly states the rules and consequences of breaking them. **Action: MB**

c. Committee Membership

PG is due to stand down from the Committee this year but will be offering herself for re-election. Her proposal and seconder need to be submitted by 1 July 2025. **Action: PG**

d. Timeshare Organisations Relationships

MC advised that the annual EUROC conference was a great success, so much so that it has been booked for April of 2026.

e. Owner Specific Facilities

MC briefed the Committee on the new café that is being constructed adjacent to the pool area, which will be named Floc (for the love of coffee). This is scheduled to be open from 14 July 2025.

The landscaping of the lawn area outside of the pool is still in development and will start in Spring 2026.

f. Policy

Refer to 2(b) (5).

g. Sponsorship

MC suggested that the Club adopts the Northwest Air Ambulance as their charity. A news article will be developed to communicate this. **Action: MB**

h. Environment and Community

There was nothing to report.

i. Surrender Scheme

While not an LOC matter, the proposed allocation of surrendered shares was discussed, but can only be decided by the Bord of LOP.

j. Lease Amendment

KB confirmed that this has now been concluded.

k. Partners Lodge

MC confirmed that the board of LOP have asked that outline planning permission be sought.

l. Management Agreement

KB led a discussion regarding the progress of the heads of terms for the agreement. After much discussion, it was agreed that due to conflicts of interest, this was a matter best discussed privately by the Owner-members present.

8. Communication

a. Owners Communications

Options for distributing the Welcome Pack were discussed and it was thought that whilst a printed copy would only be sent to new visitors/Owners, the Pack would also be added to the website and all Owners notified by email/letter of its availability. The final version of the Pack awaits the policy on support animals (see 2b(5) above).

b. Communications Review

PG reported that the survey that had been circulated for review was in the process of being adapted to reflect the feedback received. Once finalised this would be e mailed, with a covering note to all owners and posted to around 100 Owners who e mails are not on file for. The closing date for the survey would be two weeks after the summer meeting. A tablet would also be available in reception for those owners who wanted to complete the survey. **Action: PG/MB**

c. Owners' Website

PG advised that MB is now on the front page but expressed her concerns with the layout and functionality of the website. A discussion regarding the ability to find the site and its clunkiness once you get there, led all to believe that a revamp is required. MC suggested that this will require an external resource to deliver what is required. PG recommended waiting for the feedback from the survey before any decisions are made.

The following articles were agreed as good communication pieces for the future:

- Northwest Air Ambulance **(MB)**
- Trim Trail **(MB)**
- Herdys **(MB)**
- Floc **(MB)**
- Recycling **(MB)**
- Welcome Pack **(KB)**
- Service Rating **(MB)**

Action: MB

d. Regulatory Issues

MC updated the Committee on the progress of the insurance cover renewal. This now required a survey of all properties on site (LOP and LOC) to establish the correct fire reinstatement value for the estate. The policy had been renewed for a 3-month period but would need a further 2 months to allow for the work to be completed.

9. Any other Business

KB asked when the members of the Committee would like to hold their members only meeting and it was agreed that this should take place in late September/early October.

KB asked if Teams was the best technological solution and after a brief discussion it was agreed to maintain the status quo.

PG asked if there were any points that the Owners on the Committee wished her to take to the forthcoming LOP Board meeting. No one requested anything.

10. Members Only Business

a. Cancelled Members

Nothing was presented to the Committee for consideration.

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

- Mr Hunt, which did not require a response.
- Ms Walker, which KB would be addressing personally. **(Action: KB)**
- Mr Rushworth who had met with MC. There were a few goods suggestions received which would be adopted, but no action required from the Committee.
- Mrs Hunt who requested that the Committee should host an extraordinary meeting of the Brackens and Beckside Owners to discuss the project. The Committee did not feel this appropriate, particularly as the matter will be discussed at the forthcoming summer meeting. KB would draft a communication to all Beckside & Brackens Owners which would be issued in advance of the Summer meeting. **Action: KB**

Date of Next Meeting

It was noted that the next meeting would take place in Langdale on 29 August 2025, 1400, hours.

Prior to closing the meeting, the Committee made a presentation to Sarah Spencer in recognition of her 17 years with Langdale where she has provided the Committee with support on all accounting and financial matters. Sarah was retiring on 26 June 2025 and was being replaced in her role by Hannah Western. The Committee wished to express their gratitude to Sarah for her support over her time with Langdale and wished her the very happiest of retirements.

The meeting concluded at 1803 hours with a vote of thanks to the Chair.

Kit Bird