

Minutes of the Langdale Owners' Club Committee Meeting Held in Langdale on Friday 14 November 2025 at 1400 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
Richard Salisbury (RSa), Facilities Operations Manager
Richard Smith (RS), LOP Board Observer
Hannah Western (HW), LLL Management Accountant

1. Apologies for absence: Gary Dixon (GD), Owners Relations Manager

2. Approval of minutes

- a. The Minutes of the committee meeting held on 20 August 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* – Due to illness this point remains open. **Action: KB**
 - (2) *Sofas* – MB confirmed that all sample furniture was now on site, and it was agreed that there would be a short consultation over the next quarter while colour options are considered. **Action: MB**
 - (3) *Pétanque* – This is still being considered as part of the landscaping project.
 - (4) *Maintenance Tracking System* – It was confirmed that the system is now operational (6 weeks old) and that a lot of data is being gathered. It was requested that a report be submitted to the Committee at their next meeting. **Action: RSa**
 - (5) *Management Fee Apportionment* – This is yet to progress, although will develop as part of the budget process. **Action: MC/HW**
 - (6) *Wood closure* – The Management Company are developing their plans for a biodiversity trail with family activities built in. **Action: MB**
 - (7) *Insurance* – MV had shared the new valuations with the Committee and has been asked to seek clarity with regards to the correct indexation level for the property valuations when renewals take place. **Action: MC**
 - (8) *Sponsorship* – MB is to re-engage with the Air Ambulance Charity. **Action: MB**

(9) *Quarterly Reporting* – A monthly report for the website is to be produced. **Action: MB**

(10) *Summer Meeting 2027* – venues pending. **Action: MB**

(11) *Rules* – MB confirmed that the animals' policy had been reviewed and was being implemented in the business, which allowed KB to finalise the language of the rule.

(12) *Digital Thermostats* – MB confirmed that a new system (Heatmiser) is being installed as a trial, but that he was confident that it would deliver the control and reporting that would bring economic benefits. This is different to the trial that took place of an app-based system. An update on the trial will be delivered at the next meeting. **Action: MB**

3. Finance

a. Management Accounts

KB expressed his dissatisfaction with the Committee not being provided with Management Accounts for the financial year to date, which was a sentiment that was echoed by other members of the Committee.

MC apologised for this and explained the reasons why, although acknowledged that this was not acceptable. He further committed to the delivery of period 6 results by the end of November. **Action: MC**

b. Reserve Fund

KB questioned the Management Fee inflow line on the Reserve Fund model which would be investigated during the production of period 6 results but acknowledged that the expenditure actual and forecast was as he would expect it to be. **Action: MC**

c. Rates Rebate

The Committee confirmed that the recent rates rebate would be added to the reserve fund.

d. Investments - KB had circulated to the Committee proposals for investing the surplus Reserve Funds from two providers. However, RS thought it might be possible to hold LOC funds in LLL interest-bearing accounts. He will investigate and report back to the Committee by the end of November. **Action: RS**

4. Services

a. Quarterly Reporting Including Guest Feedback

The 2025 Q3 reports had been placed in the Teams channel.

It was requested that in future the GuestRevu reports be for the year to date rather than for the most recent period. **Action: MB**

MB spoke to the output of the GuestRevu analysis and highlighted the upward trend in Housekeeping. He informed the Committee that this was being achieved by reviewing the standards that were in place and updating them. The Committee requested sight of the standards. **Action: MB**

MB also informed the Committee of his plans to introduce a quality control team.

5. Maintenance

a. Health and Safety

A copy of the September H&S Committee minutes had been circulated. The next meeting is scheduled for early December, and the minutes would be shared when they have been produced. **Action: MC**

b. Property Maintenance

RSa confirmed that the maintenance programme was underway, having shared the detailed plan with the Committee via Teams. The Committee were happy to see the level of detail provided.

c. Estate Maintenance

There was nothing of note to report.

d. Inventory

KB sought clarification that a stock count will be carried out at the end of year, as it was missed at the end of the last financial year. HW confirmed that this was the case and that while the year end had been an error, the auditors had not deemed it material enough to cause concern.

6. Projects

a. Projects 2025-2026

Beckside and Brackens – The project is out to tender with returns due 21 November 2025. The Committee would be convening a call to review the tender and requested the attendance of Nick Rowling, project manager. **Action: MB**

MC proposed a start date of 13 April 2026 for the project, but that this would remain under review until the tender process had been completed.

Elterwater Hall Bedrooms - MB had circulated the refurbishment plans to the Committee and approval was given to spend £82,414.28. It was confirmed that this work would be completed during the 2026 EWH maintenance weeks (Weeks 5-6)

b. Long Term Refurbishment Planning

KB reminded everyone of 3 actions that had been requested at the meeting in Nottingham:

- Structural surveys of 1 of each type of Scandinavian lodge are to be delivered. **Action: MB**
- A few bathrooms are to be identified and used as trials with product provided by the new supplier identified in Carlisle, who should be invited to site in the first instance to make suggestions on what might work best. A Coniston sauna area needs to be considered as part of this process. **Action: MB/RSa.**
- KB was to produce a brief for interior designers and had circulated a paper to the Committee which was met with approval. KB welcomed feedback before he finalises the paper and asks the Management Company to seek advice from Nick Rowling on its format and content. **Action: All/KB/MB**

7. Communication

a. Communications Review

PG identified the following points that will be actioned:

- E mail confirming the annual management fees to be issued to all Owners when confirmed (February/March each year). **Action: MB/HW**
- Articles to be produced.
 - “What happens to your Guest Review?” – to be produced by the end of December. **Action: MB**
 - “What’s on in the local area?” – Marketing are developing this, but there is a longer lead time on its delivery. **Action: MB**
 - Announcement of Owner specific telephone number 015394 38010. **Action: MB**
 - AGM minutes with a note regarding the summer meeting. **Action: MC/PG**

These points (excluding the first one) will be communicated via an e mail prepared by PG and MB at the end of January. **Action: PG/MB**

b. Owners’ Website

A discussion took place regarding the Owners website, and it was agreed that a review of the entire site is required with a view to a full revamp and relaunch. It was suggested that this be done in conjunction with a review of the LLL site and if necessary, the rebuild should be outsourced. The first part of the exercise is to determine what the Committee and Owners want from their website. **Action: PG**

c. Welcome Pack

The Welcome Pack has a small number of additional points to be included but is nearly complete. It was agreed that this should be sent to the marketing team in LLL and ask for assistance in tidying it up from a format and presentation perspective. **Action PG**

It was agreed that once the pack is finalised and in a digital format it will be put on the Club website, e mailed to all existing Owners and included with the documentation that is issued to new Owners. **Action: MB**

There was discussion regarding visitors to lodges, and this will be considered by the Management Company. **Action: MB/MC**

8. Committee

a. Meetings

AGM – KB informed the meeting that he was aware that there would be 7 attendees at the AGM in person and 16 online. He also advised that he had asked for the pre submitted questions to be issued by e mail to all attendees and to be posted on the AGM section of the website.

2026 Committee Meeting Dates

KB confirmed the dates for the meetings in 2026 as being:

- AM on Friday 20 February, via Teams
- AM on Saturday 6 June, in person in Langdale
- AM on Friday 4 September, in person in Langdale
- PM on Friday 13 November in person in Langdale
- AGM is provisionally scheduled for PM on Saturday 14 November

b. Committee Recruitment

KB noted that 5 June 2026 would be a recruitment day for the Committee.

c. Club Secretary

There was a discussion about recruiting for the position of Club Secretary and it was agreed that KB would redraft the sample job description that had been circulated. **Action: KB**

d. Rules

KB would now finalise the wording for the animals' policy rule. **Action: KB**

e. Timeshare Organisations Relationships

There was nothing of note.

f. Owner Specific Facilities

There was nothing of note.

g. Policy

There was nothing to discuss.

h. Sponsorship

Please refer to 2(b) 9.

i. Environment and Community

PG suggested that an article be written about the success of the new recycling service that has been set up for the lodges. **Action: MB**

MC informed the meeting that he was seeking support to install Flood Webcams at key points around the region to assist all guests and staff when conditions deteriorate and that to date had received positive support.

j. Surrender Scheme

KB confirmed that a meeting had been agreed which would include MC and IH in February to redraft the SLA to provide clarity on the accounting processes required. **Action: KB/MC**

k. Management Agreement

KB advised the meeting that the Heads of Terms had been agreed with the exception of 2 points which related to the Maintenance Department cost allocation and the treatment, handling, and collection of Management Fees. It was the aim to have the Maintenance Department allocation closed out by 31 December 2025. **Action: MC/HW**

9. Any other Business

KB noted that the communal sauna in the leisure area beneath the Chapel Stile apartments belonged to LLL and not LOC.

10. Members Only Business

a. Cancelled Members

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

- W2 CS4 - £1,100
- W42 L87 – £1,700
- W52 L46 - £2,212

As the process had been exhausted, it was agreed to proceed to cancellation with all 3.

b. There was no correspondence received for the Committee to discuss, but they were advised that an Owner had been in touch regarding the Sofa in the Barn and remains dissatisfied with the outcome.

c. MB agreed to circulate information regarding the sofa trial. **Action: MB**

Date of Next Meeting

It was noted that the next meeting would take place via Teams on Friday 20 February 2026 at 0930 hours.

The meeting concluded at 1755 hours with a vote of thanks to the Chair.