



Election

Four new candidates stand for the Owners' Committee

Four candidates have come forward to stand for the single vacant position on the Langdale Owners' Club Committee. They are (in alphabetical order): Frank Amor, Andrew Collier, Graham Vine and Anthony Worthington. You will find additional background information on each of the candidates in the enclosed document entitled Candidates for Election to the Owners' Committee.

AGM 2005

To book for this year's AGM, please contact:

AGM Weekend in Waltham Abbey – Still a Chance to Book

Langdale's AGMs for both Langdale Owners PLC and the Langdale Owners' Club will be held this year on 6th November at the Waltham Abbey Marriott Hotel, near Epping Forest.

Lynette Berry
The Langdale Estate
Great Langdale
Nr Ambleside
Cumbria
LA22 9JD
t: 015394 38002

There's plenty to see and do nearby, including the picturesque and historic village of Waltham Abbey with its famous church.

During the reign of King Cnut (1016 - 1035), a large flint cross - sometimes called the Holy Rood - was excavated near Glastonbury, Somerset, and taken to Waltham and placed in the small wooden church there. The shrine of the cross was said to work miracles. The church became rich from the pilgrims flocking to the Shrine of the Holy Rood, and in the early 1100s, the current building was started on a much larger and grander scale.

The Abbey and the town that grew around it continued to prosper, becoming a place frequented by the Royal Court, thanks in no small part to its proximity both to London and the Royal hunting grounds of Epping Forest.

Although the church is now a shadow of its former grandeur, it is still considered to be one of the finest examples of Norman architecture in the country. The church is open to the public 10am-4pm (from 11am Wednesdays and noon Sundays).

London is only a 30 minute tube ride away from nearby Loughton Station, so a bit of early Christmas shopping may appeal. There is a shuttle service from the hotel for a fee.

Or you can simply relax in the superb leisure facilities incorporating a pool, sauna, steam room and top-of-the-range cardio equipment.

Sadly, many of the attractions including the nearby Royal Gunpowder Mills will not be open to the public over this weekend, as they close for the season on 9th October.

There is a small number of rooms still available at the price of £40 per person, per night on a B&B basis for a 'standard de-luxe' double room. There is a further £30 charge for single occupancy. If you wish to arrive early and make it a weekend break to enjoy the sights of this popular tourist area, there are still rooms available on the Friday night as well.

On Saturday evening, we will be holding the usual Dinner Party, that we can now confirm will cost £28 per person for a choice of four options for starters, mains and desserts. The Buffet Lunch on the Sunday at 12.45pm costs £18.50 per person for a wide selection of hot and cold offerings.

The meeting for shareholders of Langdale Owners PLC will commence at 11am, with a 2pm start for the meeting of the Langdale Owners' Club.

This year, unlike in previous years, bookings for accommodation as well as meals can be made directly with Lynette Berry at Langdale on 015394 38002. Payment must be made in advance for rooms and meals, and only charges for extras will need to be settled on departure.

We very much hope to see you there.

Summary of the Langdale Owners' Club (LOC) Minutes

Major topics covered during LOC Committee Meetings, including management fees, refurbishment issues, investments and the Reserve Fund, are summarised within the Chairman's Report in the Club Financial Accounts document, and are not duplicated in the summary that follows. Information is also given within the Chairman's Report that has been reported during meetings regarding other industry organisations and issues, such as RIO, VOICE, TATOC and VAT.

The following summary covers the remaining agenda items.

Individual Owner Issues

One of the key functions of the LOC Meetings is dealing with issues to do with individual owners rather than owners as a group. These include the review of correspondence received from owners, the cancellation of memberships when and if required, and seeking compensation from lodge/apartment occupants on behalf of owners where substantial damage to the property has been done. This year the Committee discussed and dealt with the consequences of both the severe storm that occurred on 7th January and with the collapse of a main sewer pipe near Lodge 79. The Committee felt it was appropriate that something be done as a goodwill gesture for timeshare owners and occupants who suffered disruption to their holiday as a result of the violent January storm. It took the form of a voucher to spend in either the Terrace or Purdey's Restaurant during their next stay. The value of the vouchers ranged from £40 to £70, depending upon the size of the property, and the costs split 50/50 with the Company. During work carried out on the collapsed sewer, arrangements were made for alternative accommodation for owners and occupants affected.

Finance and Company Management

Financial and other management reports are received by Committee Members and regularly reviewed at Committee Meetings. A new measurement system is being developed using KPIs (Key Performance Indicators), that focus on specific areas of performance and provide information regarding trends over the longer term. This is an enhancement of the Balanced Business Scorecard System which proved useful in monitoring the overall quality of performance by the Management Company and Langdale Leisure Ltd.

Other issues dealt with by the Committee include the auditing of financial records and the arrangements made for the AGM.

This past year, the Committee has asked Langdale Leisure Ltd to provide the opportunity for all lodge occupants to be able to arrange for holiday insurance cover during their stay at Langdale. Owners/occupants are now sent a leaflet informing them of this service.

Maintenance and Housekeeping

Club Committee meetings provide an opportunity to liaise with Company staff regarding any maintenance and housekeeping issues, particularly with a view to improving the quality of service provided. This includes discussions regarding how to attract and retain quality and longer-serving members of staff for the Housekeeping Department.

Throughout the year, progress and spend of maintenance budgets are reported and reviewed at each meeting. This past year, the regular maintenance programme was completed on time and on budget as agreed.

This year, it was proposed and agreed that the recording of maintenance records be improved, with the regular review and adjustment as required of the settings of hot water temperatures in all properties. Further, fire protection equipment throughout the site has been reviewed and updated as required.

It has been agreed that the Company would employ a full-time person to recycle any inventory items in order to reduce replacement costs.

Difficulties such as obtaining replacement parts for various pieces of equipment and finding a cost-effective means of replacing sofa zips have been discussed, and suggestions put forward to resolve these problems.

Lodge/apartment inventories have been reviewed in detail, with the decision being taken that coffee-makers and food-processors, along with several small items such as cake tins, be removed from properties; however, these are available on request from Housekeeping if required. This has proved to be a popular decision with owners who appreciate the provision of extra cupboard space. Appropriate signage, notification and new inventories have been arranged. Detailed costings and inventories for Brackens and Becksides are being developed so that future replacement planning can be carried out.

Disability Legislation

Changes in the law regarding access for the disabled have been discussed and it was agreed that owners' views would be sought. This was done with an article that appeared in the last edition of the Views newsletter and results reported in the Chairman's Report. Further, access ramps for wheelchair users have been sourced and purchased for owners'/guests' use.

Future Issues

Other issues had been under discussion; progress will be reported when agreed.

Anomalies

To book, telephone
015394 38012

First-come, first-served shortbreak holidays at Langdale

There are still numbers of lodges and apartments to rent for shortbreak and week-long holidays just before and after Christmas and New Year this year. Two to seven day breaks can be booked during the period between the 16th and 23rd of December so you can relax and gear-up for the holidays, or from the 5th to the 15th of January to chill-out and wind-down after the busy festive season.

Chapel Stile Apartments (1 bed to 3 bed) – From only £65 to £90 per night

Lodges (1 bed to 3 bed) – From only £70 to £95 per night

Elterwater Hall Apartments, Cottage and Barn – From only £70 to £90 per night

Improvements

Moving onwards and
upwards

With work beginning in October of this year, the complete rebuild of staff accommodation at Wainwrights' Inn should provide the Estate with the highest-level quality of facilities for live-in staff. Housing some eight members of staff, the property will offer all en-suite facilities, key card security systems, double-glazing throughout...it will simply be the best we've got. The Committee fully supports this initiative as part of the commitment to attracting the best staff possible to provide quality service to owners and guests.

It is very good news that there has been a complete update of equipment in the Country Club Gym. Chosen from world-leading manufacturer TechnoGym, three new treadmills will replace existing equipment, along with two new bikes (one recumbent), one top-of-the-range XT, one X-trainer and one Vario-pulley.

The make-over of Purdey's Restaurant goes on. In response to the survey carried out some time ago, the décor is being refreshed to make it a lighter, less formal and more welcoming place to dine. The menu and wine list have been changed to make dining more affordable for families and couples alike. New chairs are being sourced, along with new curtains and some stunning artwork to pull the new look together.

It's All Change this Coming Year

Every seven years, arrival dates for timeshare weeks change fairly dramatically and move one week backward ... so check your arrival dates below to ensure you don't miss out on your holiday this year. You can check arrival dates anytime on-line at www.langdale.co.uk from now until 2062!

Week		2	3	4	5	6	7	8	9	10
Start Date		14/1	21/1	28/1	4/2	11/2	18/2	25/2	4/3	11/3
Week	11	12	13	14	15	16	17	18	19	20
Start Date	18/3	25/3	1/4	8/4	15/4	22/4	29/4	6/5	13/5	20/5
Week	21	22	23	24	25	26	27	28	29	30
Start Date	27/5	3/6	10/6	17/6	24/6	1/7	8/7	15/7	22/7	29/7
Week	31	32	33	34	35	36	37	38	39	40
Start Date	5/8	12/8	19/8	26/8	2/9	9/9	16/9	23/9	30/9	7/10
Week	41	42	43	44	45	46	47	48	49	50
Start Date	14/10	21/10	28/10	4/11	11/11	18/11	25/11	2/12	9/12	16/12

For weeks 1, 51 & 52 please contact the Sales Office on 015394 38012

Free Internet Access

Wi-Fi now available on
the Terrace at Langdale

Using Wi-Fi, or Wireless Fidelity, is FREE: it allows you to connect to the Internet from your couch at home, a bed in a hotel room or a conference room at work without wires, using technology similar to a mobile phone. You do have to be within the range of a base station, and your computer needs to be Wi-Fi enabled with a PC card or similar device. The best thing of all, it's fast (several times faster than a dial-up modem connection) and available for owners to use, indoors or out, within the area of the Terrace Café and Lounge.

Wi-Fi Certified cards are available to purchase from Reception for £40 ... so why not drop into the Terrace for a cup of coffee and unlimited free access to your email service and the Internet.

Staff Management Changes - Langdale Leisure Ltd

The Committee was very pleased with the promotion of David Stanning from Group Accountant to the position of Director and General Manager of Langdale Leisure Ltd. David has a great love of the Lake District, living locally since 1978, and has spent some 10 years in the leisure industry, mostly working in the restaurant sector whilst training as an Accountant. David has been with Langdale for more than six years, and is a great walking and hiking enthusiast.

Jayne Turner, now a qualified ACCA Chartered Accountant, has come back to Langdale to take over the position of Group Accountant from David. Having previously worked for Langdale Leisure for some six years whilst she undertook training to achieve this qualification, Jayne left to work for a short time with the Children's Fund in Kendal.

There have been changes and additions to the duties and responsibilities of other long-standing Langdale staff. Anne Durnall, who has worked for Langdale since 1997 as the Legal & Business Administrator, has also taken on the role of Human Resource Co-Ordinator. Jeanette Sanders, having spent some six years as Langdale's Payroll Administrator, has been appointed as Hotel Controller in addition to her existing responsibilities.

It is with sadness that we inform owners of the early retirement of Fredericka Johns, the Sales & Marketing Director, who has been with Langdale for over 17 years. We wish Fredericka our very best for the future, and are pleased that she is still working for the Company and the Committee on a more casual basis. At the present time, the Company is looking to recruit a Sales & Marketing Manager; however, day-to-day management of sales and marketing in the interim period is being undertaken by long-standing members of staff - Adam Sharrock in the Sales Office and Nigel Harper in the Marketing Department. Both Adam and Nigel have recently been promoted to Assistant Sales & Marketing Managers.