



David Stanning

As owners know, David Stanning resigned from his post as Chief Executive of Langdale Owners PLC (LOP) with effect from the end of

September 2007. Many of you will have met him at the weekly Lodge Residents' Meetings and will have appreciated his open approach, good communication and readiness to take up matters of concern.

David brought energy and commitment to all aspects of his work and made particularly important contributions to developing a more effective working relationship with the Management Company, dealing with the challenges of maintaining

housekeeping standards, and the development of a better financial framework for planning refurbishment projects. We thank him for the work he has done, and wish him well for his future career.

As we go to press we do not know who will replace David, but understand that the selection process is well under way.

Hobson's is back!

Hobson's returns, after fifteen years!

The new Hobson's Bar opened on Monday 16 July at the Langdale Hotel & Country Club. The stylish interior is inspired by the work of Kurt Schwitters, one of the most influential artists of the 20th century. His final work was produced in a barn in Cylinders Wood opposite the Langdale entrance.

Back by popular demand after an absence of fifteen years, Hobson's modern design contrasts with the splendid view of the historic waterwheel and waterfall.

Designed by Denise Green Interiors, Hobson's contains an eclectic mix of materials with a theme running through them – all natural objects found on the Langdale Estate and its surroundings. The tables and bar are made of green oak from fallen trees, and an impressive tree root, rescued from the River Kent, has

become an attractive coffee table base. A collage across the expanse of the rear wall is made purely from objects retrieved from Langdale and creates an eye-catching feature.

Nick Lancaster, General Manager, says: "Many of our timeshare lodge owners and hotel guests were keen to see Hobson's return. I am delighted that, by listening to our customers, we can welcome them and future guests to the new Hobson's".

Hobson's gets its name from a wool merchant Nathaniel Hobson, who sought shelter from a snow storm in Elterwater. He was taken in by Jonas Craig, foreman of the local gunpowder works, and the two men enjoyed a little too much strong beer. Craig was still tipsy the morning after and managed to cause an almighty explosion. By means of explanation he said "it was Hobson's fault". The saying has been used locally ever since.



Hobson's Bar at Langdale

Projects

A formidable list of refurbishment projects is being developed – not surprisingly after 25 years' wear-and-tear of the oldest timeshare units. More details are given in the annual Committee Report which accompanies this edition of Views, and on the website . The list includes boilers, bathrooms, TV and entertainment systems, water supply, lounge leather furniture, structural and electrical surveys,

Elterwater Hall furnishings, Chapel Stile shared leisure facility, living areas in the Lodges (kitchen, sitting and dining areas). The programme will need careful planning over a number of years. The Finance and Procurement sub-committees are working on a reserve fund model to help to plan finance and implementation to best effect. Meanwhile, this winter, expect to see new bathrooms in a further ten lodges, new boilers in the worst affected lodges, refurbishing at

Elterwater Hall, and renewal of the shared leisure facilities at Chapel Stile.



A new lodge bathroom



Last year Hollywood, this year Bollywood

Bollywood comes to Langdale, with India's most famous comedy actor Anupam Kher who starred in films 'Bend it like Beckham' and 'Bride and Prejudice'. Several indoor and outdoor scenes were filmed on the Estate, so watch out for the film 'Mr Bhatti on Chutti' which is expected to have a world-wide audience of over 30 million.

Adam Sharrock (Sales Manager) and Romol d'Silva (Assistant Manager) with Anupam Kher.



Andy Dawson (Head Groundsman) and Nick Lancaster (General Manager) receiving the award.

Best Business Award

The Langdale Estate is the proud winner of the John Dunning Best Business Award 2007. The award was announced during the Cumbria Rural Enterprise Agency lunchtime reception at the renowned Lowther Horse Trials & Country Fair. The competition is now in its third year

and entrants come from all parts of the business world, nominated by CREA advisors. The main criterion is that organisations must demonstrate a high level of commitment to developing their business. Langdale demonstrated this via its ongoing commitment to reducing its environmental impact.

As well as the award itself – a bronze statuette of Mr Dunning seated on a stone wall – the winner receives a cheque for £500. This was gratefully accepted by Andy Dawson, Grounds Manager, who has worked at the Langdale Estate since 1983. He didn't need any time to decide who to donate the cheque to. Commented Andy: "I am delighted to give this £500 to Langdale Community First Responders. This will pay for six month's running costs

so it will make a big difference to them".

The cheque was formally handed to Jonathan Smith of the Langdale Community First Responders during a recent visit to the Langdale Estate. He explained that their average response time is three minutes – an amazing feat in such a remote area. Jonathan said: "We have been directly responsible for saving a number of lives due to our rapid response time. The first eight minutes after a heart attack are the most critical so we really have to get to the scene immediately".

Andy added: "Langdale is a willing supporter of the Langdale Community First Responders and we look forward to supporting them in the future".

Performance Indicators

For some time now the LOC Committee has reviewed at each meeting Key Performance Indicators for services provided by the Management Company (ManCo). These relate to Housekeeping, Maintenance, Grounds and Reception. You the owners are the assessors through the weekly guest satisfaction questionnaires. The latest figures run to August 2007 and show an annual average satisfaction rate for cleanliness of accommodation of 90.1%, with a range of 85.8% (July 2007) to 93.3% (June 2007). For Maintenance, satisfaction with the resolution of problems averaged 88.5%, with a range from 82.7% (April 2007) to 93.0% (January 2007). Grounds were felt to be well maintained by an average of 94.3% of owners for the year, ranging from 92.5% (April 2007) to 96.7% (September 2006). The attitude of Reception staff at check-in was rated satisfactory by an average of 90.6% of owners for

the year, ranging from 86.7% (February 2007) to 94.9% (September 2006).

The statistics give an important measure of the performance of essential services and enable both the Committee and ManCo to monitor trends and to take appropriate action where necessary. In addition, for the current financial year the Committee has agreed performance targets with ManCo which, if achieved, will result in the company receiving bonus payments in addition to their fee. The aim of this is to drive up standards, but it can only succeed if you do the vital work of completing the questionnaires at the end of your stay and handing them in as you leave. So thank you to all those who already do this, and for the rest of you please do fill in those forms at the end of your next visit!

Procurement Sub-Committee

As previously reported, a Procurement Sub-Committee has been established to look at all aspects of purchasing and related matters, and to advise the Committee on policy. Langdale owners John Barker (Chairman), Andrew Brooke, Alan James and Robin Welsby bring a wealth of industrial and commercial experience, and we look forward to receiving the benefit of their advice and wisdom in due course.

Time Ownership Calendar 2008

Week No.	Week Commences		
	Fri	Sat	Sun
1	Check Holiday Certificates		
2	11/1	12/1	13/1
3	18/1	19/1	20/1
4	25/1	26/1	27/1
5	1/2	2/2	3/2
6	8/2	9/2	10/2
7	15/2	16/2	17/2
8	22/2	23/2	24/2
9	29/2	1/3	2/3
10	7/3	8/3	9/3
11	14/3	15/3	16/3
12	21/3	22/3	23/3
13	28/3	29/3	30/3
14	4/4	5/4	6/4
15	11/4	12/4	13/4
16	18/4	19/4	20/4
17	25/4	26/4	27/4

Week No.	Week Commences		
	Fri	Sat	Sun
18	2/5	3/5	4/5
19	9/5	10/5	11/5
20	16/5	17/5	18/5
21	23/5	24/5	25/5
22	30/5	31/5	1/6
23	6/6	7/6	8/6
24	13/6	14/6	15/6
25	20/6	21/6	22/6
26	27/6	28/6	29/6
27	4/7	5/7	6/7
28	11/7	12/7	13/7
29	18/7	19/7	20/7
30	25/7	26/7	27/7
31	1/8	2/8	3/8
32	8/8	9/8	10/8
33	15/8	16/8	17/8
34	22/8	23/8	24/8

Week No.	Week Commences		
	Fri	Sat	Sun
35	29/8	30/8	31/8
36	5/9	6/9	7/9
37	12/9	13/9	14/9
38	19/9	20/9	21/9
39	27/9	28/9	29/9
40	3/10	4/10	5/10
41	10/10	11/10	12/10
42	17/10	18/10	19/10
43	24/10	25/10	26/10
44	31/10	1/11	2/11
45	7/11	8/11	9/11
46	14/11	15/11	16/11
47	21/11	22/11	23/11
48	28/11	29/11	30/11
49	5/12	6/12	7/12
50	12/12	13/12	14/12
51 & 52	Check Holiday Certificates		

Langdale Owners' Swaps

If you are unable to use your lodge or apartment and would like to try to exchange for a different week, or even a change of scene, the following options are available:

Langdale - weeks available for internal swapping.

(BR) = Brackens (CS) = Chapel Stile (EH) = Elterwater Hall (EC) = Elterwater Cottage (EB) = Elterwater Barn (WA) = Wheelchair Access

Week Offered 2007	Week Requested
1 Bed - sleeps 4	
45 (CS)	any - 2008
2 Bed - sleeps 6	
45	19, 20, 2008
46 (EH)	42 - 45
46	Any
48	School Hols
50	7th Jan 2008
52 (EH)	School Hols or Any
3 Bed - sleeps 8	
46	47, 45 (2 Beds?)

Week Offered 2008	Week Requested
1 Bed - sleeps 4	
2	Any
7	6
9	Any
20	Summer School Hols
31	April, May, Sept, Oct
31 (CS)	21
38	13
2 Bed - sleeps 6	
1	52, Summer School Hols
1	School Hols
2	School Hols
3 (CS)	16 - 23
5	School Hols
7	6
9	March onwards
11	April onwards
11	Summer School Hols
12	14 onwards
13 (CS)	Any
13	14, 15
14	13, 15
14	23 - 26, 37 - 39
14	School Hols
15	Sept, Oct
17	September
18	Summer School Hols
18	School Hols
19	School Hols
19 (CS)	17, Sept, Oct
20	43
22	24 - 28 (3 Beds?)
22 (EH)	29, 30, 35, 36

Week Offered 2008	Week Requested
2 Bed - sleeps 6 (cont.)	
22 (EH)	41, 42
23	Summer School Hols
24	Summer School Hols
27	Summer School Hols
27	12 - 14, 30 - 33
28	12 - 14, 30 - 33
28	12, 13, 21, 29, 32 - 34
36	School Hols
41	7, 14, 15, 21, 30 - 34
45	Not Winter
2 bed - sleeps 8	
15	12

Craigendarroch - Scotland 13 miles from Balmoral

Week Offered 2007	Week Requested
43 (2 beds)	6 (2008)
Week Offered 2008	Week Requested
19 (2 beds)	Mid April to Mid Sept
21 (3 beds)	21
22 (2 beds)	May, June, July
25 (1 bed)	April - October

Madeira

48 (1 bed)	Any
4th - 11th Dec 2007	
50 - 53, 2007, 1 2008, (1 bed)	Any

Please Note:

Administration Charges:
internal £25, other £50
Please contact
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