

# VIEWS

SPRING 1990

THE LANGDALE OWNERS' NEWSLETTER

No. 14

## A Few Words from the General Manager

Having left Sussex for Langdale towards the end of last year, it will be quite a time before I will be able to dispense with the Cumbrian title of 'offcomer'. With rucksack packed ready for the spectacular Langdale hills, it is with some surprise I realise that Spring is already here and I have yet to venture forth to the mountains beckoning from my office window. Pressure of work is probably a poor excuse, but the weather is now brightening and quite a lot of work is underway at Langdale; we hope these improvements will meet with approval on your next visit.

Those of you who have been frustrated by the inadequacy of our telephone system will be pleased to know that we have now placed an order with British Telecom for a completely new system. So life with the outside world should be somewhat less complicated, which may perhaps be of questionable value to those of you who come away to Langdale for its peace and tranquility and to get away from it all!

Plans are well in hand to upgrade Purdey's restaurant, and indeed to make it bigger; do try it on your next visit. There's a new menu and pricing structure that hopefully will appeal to the majority.

In order to give us much needed extra space, we have had to encroach into Hobson's which will now become the lounge and bar area for the restaurant. To make this possible, we will be knocking a hole through between the restaurant and Hobson's, thus enabling the present lounge area in Purdey's to be used as an extension of the restaurant. If you still want to use Hobson's as your 'local', the further good news is that you don't have to eat in Purdey's to use the bar.

In conjunction with this expansion, we will also be using the restaurant for all meals in future, which will enable us to concentrate on operating just the one kitchen instead of two. This means the Tamarind will operate a Club bar snack service to order, catering for less expensive and more casual meals, while Wainwright's offers the third choice for a hearty Lakeland pub meal.

A number of interesting changes are being made in the Club, and we very much hope that owners will take advantage of our 50% Club Membership discount if they live sufficiently close to Langdale to make this worthwhile. You will be pleased to know that the changing rooms have been given a much needed face lift, the gymnasium enlarged, with improvements to both the size and scope of the Club shop and a more attractive reception area.

I look forward to welcoming you to Langdale.

David Fairs



*The time ownership sales team at your service ...*

*Left to right, Karen Smith, Mel Dowding, Julia Fairweather and Nina Basey-Fisher.*

## The Langdale Estate Agents!

Langdale is proud to announce the launch of its new owner's sales brochures, to form the basis of what we hope will be Britain's first reputable and successful time ownership estate agency.

It is obvious that there will always be a certain percentage of owners who wish to sell their holiday weeks - whether for financial or personal reasons - or simply because they want a change of venue. Families don't necessarily live in the same house forever, and to a lesser extent the same is true of holiday accommodation.

In order to give owners wishing to sell, the best chance of a successful transaction, these new

brochures should show interior and exterior full colour photographs of each lodge or apartment plus a description of the furnishings, site map and floor plan just as if it were a house for sale.

If you'd like to know whether that particular week you've been waiting for has come on the market or have a friend who may be interested, price lists and details on the Owners' Sales Programme are available from the Sales Office on 09667 391.

## LANGDALE WINS AGAIN

Langdale has again received the prestigious Resort of International Distinction Award. This is presented by RCI, the world's largest and most effective timeshare exchange organisation, and is made each year to member

resorts which maintain standards of excellence in design, hospitality and service. This is RCI's premier accolade, and of the over 1700 resorts associated, only a small number have received this award.

# COMMENTS FROM THE OWNERS CLUB COMMITTEE

## 1989 AGM

The foggy weather, and possibly the retiming of the seventh AGM, which was held at Leicester, combined to reduce the attendance to about 80 members. The minutes of the meeting are included with this copy of Views; it would be useful if anyone wishing to comment or raise any matter prompted by the minutes would contact one of the elected members of the Committee as soon as possible rather than wait until the next AGM. Following the complete takeover by Scottish and Newcastle, changes are taking place at Langdale and we need to be appraised of members' views so that we may react quickly and positively to proposals by the Management Company.

May we apologise again for the change in the date of the AGM which was due to circumstances outside our control - and we did not contribute to the necessary extra mailing costs, etc.

## CHANGES TO THE COMMITTEE

The outcome of one of the changes referred to above is that Mike Bevans has left Langdale and we welcome David Fairs as the new General Manager of the Langdale complex. He and Keith Karlberg, the Financial Controller, are the appointees of the Management Company to the Lodge Owners' Committee.

## NOMINATIONS TO THE COMMITTEE: LEGAL ADVISERS

May we remind owners that seconded nominations for membership of the Committee should be made in writing before the 1st July. Mr Dale Watler, who stands down by rotation, has expressed his willingness to stand again.

With the passage of time, we come across more and more legal and insurance matters where we would feel happier if we had competent legal advice. Whilst there are more of them, they are not great in number, and we do not feel a sub-committee is warranted. However, the issues are usually important and we would welcome one or two volunteers to whom problems could be referred. Would anyone who is prepared to act in this capacity please write to the Chairman?

## MICROWAVE OVENS

Taking account of the recent government guidelines on microwave cookers, we have selected NEFF 6155 free standing microwaves, which were delivered on 16th March.

This high quality unit has an easy to use control panel and wipe-clean interior, with adequate capacity and power, to ensure that this will be a useful addition to your kitchen.

In order to ensure that you get the very

best performance from this new addition, we will be equipping each lodge and apartment with appropriate microwave cookware.

## HOUSEKEEPING AND NEW SUB-COMMITTEE

Gay Westwood has recently arrived as the new Executive Housekeeper. At an early stage she was concerned with the condition of the bed linen and because of this, and operational advantages, the bed linen and curtains are to be replaced.

This fact, together with the reality that more and more items in the older lodges are beginning to need replacement, leaves us mere male chauvinistic mortals on the Committee only too aware of how poorly equipped we are to make decisions on colours, styles, fabrics, design, etc. You may well think we have demonstrated this when you see the new bed linen for instance!!!

We feel that the stage has been reached where a small sub-committee should be formed of persons of either sex who have somewhat more experience than your Committee in interior design and household effects, so that we may be advised in such matters. Would anyone interested in serving on such a sub-committee please write to the Chairman indicating their outstanding qualities for being on such a group?

## MANAGEMENT FEES

Management fees become effective from May 1990. May we emphasise one point from the minutes of the AGM in that the management fee MUST be paid by the owner(s) of the week(s) regardless of whether the lodge is occupied or not, and regardless of whether it is available for rent, for sale, or swapping 'internally' or through the RCI scheme.

As you may realise, the overall increase is just over 14%. In accordance with the agreement reached with the Management Company in February 1988, the increase should be approximately 7% above inflation, ie: 15%.

For the first time the Management Company will not be providing a subsidy towards costs. However, the Management Company will not receive any part of the 15% fee to which it is entitled.

Your Committee remains very much aware of the increasing levels of Management Fees. With the assistance of the Management Company it is hoped that fees in future years will be increased only by inflation.

## Management Fees have been set as follows:

Lodges	Management Fee	Sinking Fund	Total Fee	VAT	Total	Previous Year
Ullswater	182.00	27.50	209.50	31.43	240.93	210.62
Windermere	171.00	24.75	195.75	29.36	225.11	196.91
Coniston	161.50	24.75	186.25	27.94	214.19	187.44
Grasmere	136.00	23.10	159.10	23.87	182.97	160.00
<b>Chapel Stile Apartments</b>						
1 Bedroom	110.00	16.50	126.50	18.98	145.48	127.37
2 Bedroom	141.00	18.70	159.70	23.96	183.66	160.82
3 Bedroom	157.50	22.00	179.50	26.93	206.43	180.50
<b>Elterwater Hall Apartments</b>						
Hall/Barn	182.00	27.50	209.50	31.43	240.93	210.62
Cottage	161.50	24.75	186.25	27.94	214.19	187.44
Microwave one off charge this year to Lodge and Chapel Stile Owners						
			£4.35	£0.65	£5.00	



**YOUR COMMITTEE  
MEMBERS WELCOME  
HEARING FROM YOU:**

FRED CROUCH

IAN HAMILTON

DALE E. WATLER

5 Sycamore Avenue, Darras Hall, Ponteland, Newcastle upon Tyne, NE10 9DJ Tel: 0661 23548

19 Bytham Heights, Castle Bytham, Nr Grantham, Lincolnshire PE9 1DQ Tel: 0780 410014

Cruet Field House, Hollins Lane, Hampsthwaite, Harrogate, North Yorkshire Tel: 0423 771224



## HEALTH AND SAFETY 'FIRST'



Staff at the Langdale Hotel are presented with Health and Safety Certificates, at the end of this first course of its kind run by the Environmental Health Department of the South Lakes District Council. Left to right: Henry I'Anson, Jill Cramb, Anna Wordsworth, Debbie Eccles, Jill Gardiner and Andy Wardle. Standing centre back are Mr A Tomalin, Environmental Health Officer for the Council (left) and Councillor Reynolds, Chairman of the Environmental Health Committee.

The three day on-site course covered the general principles of health and safety at work - from kitchen hygiene through to fire regulations. Langdale employees also received an update on current

legislation concerning health and safety at work. It is hoped that more companies in the area will now take advantage of the Council's efforts to increase staff awareness of these issues.

## COUNTRY CLUB NEWS



If you haven't been to Langdale recently, there's a pleasant surprise in store for your first visit to the Club.

We've just completed a general refurbishment of several Club areas. These include a complete facelift for the Health and Beauty Salon, which is now specialising in all-over beauty treatments - and even facials for men! The gymnasium is bigger and brighter; the changing rooms have also been improved and the Club Shop has been extended to accommodate a more extensive range of goods. Even the Club's desk is smarter and more inviting....

Bronzed beauties will be delighted to learn that there's a new rapid tan sunbed with state-of-the-art technology from Italy, and on the keep fit front, our resident Green Goddess, is holding regular Yoga and Callanetics sessions.

Owing to demand, the

Tamarind Terrace will be offering serve-to-order Club snacks (see letter from David Fairs), and the events programme is better than ever. A taste of what's to come over the next few months is in the 'Dates for your Diary' section.

Ever thought you'd like to use the Club all year round, not just during your holiday weeks?

Quite a substantial number of owners live within easy commuting distance of Langdale, so in 1990 we're offering a 50% REDUCTION ON ANNUAL CLUB MEMBERSHIP for all owners.

We've also introduced a new Day Membership, standard price £10, which is only £5 for owners.

Ask at Club Reception for details.

### CRISP 'N CLEAN

Good news for lodge owners is that if you're coming in to Langdale after the end of March you'll be greeted by new bedlinen and co-ordinating curtains in the bedrooms. New towels were introduced last November, and inventories are being updated and reviewed. Expect in future to see inventories placed prominently in your lodge for ease in checking everything is there.

### SWAP SHOP

Can't make your week at Langdale this year, but would love to come at another time? Look for details and lists of weeks available inserted in your copy of 'Views'. Swap Shop is run for a nominal fee per swap by longstanding owner Sheila Crouch.

### MEET AT LANGDALE

If you'd like a really good excuse for coming back to Langdale one extra time this year, don't forget that the Langdale Hotel is a great venue for your company's meetings and conferences. From eight to eighty, we provide an unusual setting for that think tank, product launch, annual sales meeting, etc.

We can offer help with outdoor pursuits, either just for fun or as a learning and team building experience. Activities range from water sports to microliting and JCB digger racing!

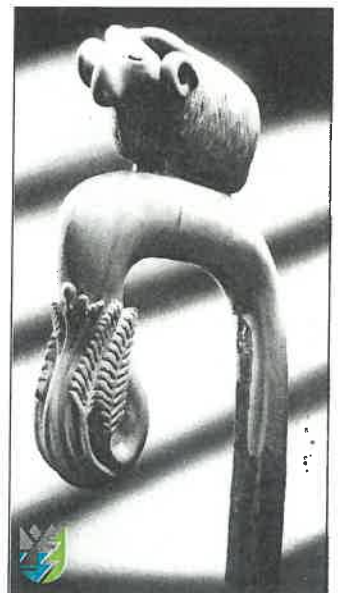
Information can be obtained from Kay Swinhoe, Conference and Banqueting Co-ordinator, or Sheila Petersen, Hotel Sales and Marketing Manager, telephone 09667 302.

### TIME OWNERSHIP RENTAL

A new brochure exclusively promoting rental of lodges, Chapel Stile apartments and Elterwater Hall suites is now being marketed through the hotel's reservations department to potential hotel customers as a 'longer', luxurious holiday alternative.

An added bonus for owners is that now the hotel's self-catering apartments have been phased out, time ownership accommodation is the only form of self-catering holiday now available on the Langdale Estate.

A copy of the brochure can be obtained from Hotel Reservations and details of how Langdale can rent out your unused week, including commission rates, are available by calling 09667 302.



*Handsome is as handsome does and this shepherd's crook certainly is handsome. Just one of the genuine Limited Edition Club Gifts to owners who introduce friends to the delights of Langdale. For details, please ring 09667 391.*



## DATES FOR YOUR DIARY

### 13-15 April EASTER PARADE

It's a great weekend to be at Langdale, with egg painting and rolling sessions (13th and 14th), Easter Night at the Races and Disco (14th). On Easter Sunday, there's fun and games in the pool, special family Sunday lunch, and an Easter Bonnet Contest in the evening.



### 19 May CARIBBEAN NIGHT

Take the floor to the rhythms of a steel band on this ever-popular themed evening. There's an exotic menu from the Langdale Chef ...



### 26 May BANK HOLIDAY NIGHT AT THE RACES

Don't hedge your bets on having a good time! Gamble on the outcome of videoed races on the Tamarind Terrace, and eat while you watch ...

### 2 June FESTIVAL OF ITALY

Mamma Mia!  
Lots of wholesome Italian



food, appropriate music and prizes for the best answers to the "So You Think You Know Italy?" Quiz.

### 16 June MEXICAN NIGHT

Some like it hot ... so Chef will be letting his creative flair run riot. All the usual trimmings - music, good food, etc.

### 21 June MID SUMMER'S NIGHT

A leisurely dinner in Purdey's Restaurant, while Titania, Oberon and company bring you scenes from the Shakespearean "Dream".

### 4 July STARS AND STRIPES

Celebrate American Independence with a Country and Western Band, and down-home barbecue ...



### 14 July BASTILLE DAY

A return date for this popular themed evening. Join the "sans culottes" for a French wine tasting, music and cordon bleu cuisine.



Peter Monaghan - up a tree.

## Picture of the Year

Looking through the snippets of news carried in the local press last year, this picture of Head Groundsman, Peter Monaghan, just had to be the most arresting. Peter, who is in charge of keeping Langdale beautifully landscaped, and its flora and fauna in good order, is pictured here in a driving rainstorm, demonstrating one of the various jobs and skills needed here on the Estate. His audience is a group of enthralled teenagers attending a Langdale open day.

Peter is a member of and strongly supports the Langdale/Ambleside Mountain Rescue Team, a purely voluntary organisation of locals who are on constant call to aid walkers and climbers in the fells which surround the Estate.

This is one of the busiest teams in the country. The team has in the past carried out two rescues on the Estate itself, and last summer picked up below Crinkle Crag, a couple of lodge owners, who had been

stranded by poor weather. They were finally located by the mountain rescue team who saw the light from a pack of Langdale matches that they struck to attract the team's attention.

Peter has now been joined in the Mountain Rescue Team by his dog, Glen, who has just passed the Search and Rescue Dog Association's four day Assessment Course in Keswick. In the past two years, dogs 'belonging' to this charitable association have been involved in over 100 searches for missing persons throughout the mountains of England. In addition, 50 dogs were active in the Lockerbie air disaster.

Two year old border collie, Glen, has after one year of gruelling training reached 'novice' class. He'll work another year in snow, high winds and heavy rain to gain the full title of Search Dog, but he is already being used on call-outs by the Mountain Rescue Teams.

## ... AND BARGAIN BREAKS

Also available from Hotel Reservations, are more copies of the blue 'Breakaway' Ordnance Survey-style leaflet.

Many owners bring friends to stay in the Hotel if there are too many visitors for their lodge or apartment. Some owners encourage friends to 'try out' Langdale by staying in the Hotel or want to come at other times of the year themselves. That's why we thought you'd like a copy of this leaflet, which not only gives special seasonal short break prices for a minimum stay of two nights, but also details of the many activities you can book in for on a trip to Langdale. There is also a "Calendar of Forthcoming Events" on the Estate itself and in the surrounding district. It's a mini tourist guide in its own right, and we hope you like it. Don't forget - the hotel break rates shown in the brochure are only valid until the end of September.