

VIEWS

SPRING 1991

THE LANGDALE OWNERS' NEWSLETTER

No. 16

A Few Words from the General Manager

We are continuing to make improvements at Langdale and hope these meet with your approval. The Accounts Office in Kendal has been closed and relocated on the Estate, a new telephone system has been installed along with an improved laundry, adventure play equipment and a compacter for disposing of rubbish which has allowed us to get rid of the old incinerator.

One of the attractions of Langdale is its remoteness, but it is for this reason that it is not always easy to retain the staff that we need to operate the site. We are therefore constructing a new staff block to add to our existing accommodation. We are also hoping to build a new Day Nursery which will allow us to employ more local people and may also be of benefit to lodge owners for their own children or grandchildren.

One of our Langdale owners, Mrs June Chesterton, very kindly sent a copy of the Langdale Estate brochure from the 1960's. It describes the Estate as being a resort for the discerning and a rendezvous for those who appreciate its inherent charm and peaceful friendly atmosphere. It goes on to say that everything possible will be done to ensure the comfort and well being of our guests. Hopefully you agree that these sentiments remain the same; one obvious difference is the price, you could then stay for 9½ gns full board per week!

Why not call in at the Country Club if you are visiting the Lake District outside of your own particular lodge week. There is a small charge but you might like to consider our very attractive offer to lodge owners who can join the Club at 50% discount if you live in Cumbria or a 75% discount if you live outside the County. Please let our Club Secretary know if you would like further details. Plans are well advanced to make improvements to the Tamarind and, when complete, will add to your enjoyment of visiting the Club.

I am pleased to say that our trip to the Himalayas in November has been fully taken up and, encouraged by the response, another is planned for next year. If you are interested, please fill in the coupon on the inside page to receive further information.

David Fairs



PERMANENT SWAP SCHEME

Over the past twelve months several of our Owners have enquired about the possibility of permanently exchanging their week of time-ownership at Langdale. They have 'outgrown' their original choice through changing circumstances and have no wish to leave the Estate, but need to sell their own week before buying another.

In response to this growing need, we shall be offering a 'permanent swap' system from May 1991...creating a register of those Owners who wish to exchange, and provide information and advice about price differences, etc.

This service will be provided for a registration fee

of £30.00 including VAT. This entitles you to receive information of available swaps until you find a suitable match.

Upon the successful completion of an exchange, a further £80.00 including VAT becomes payable. The legal fees for the creation of the Holiday Certificates will still be payable to the solicitors once a suitable swap has been agreed, currently £35.25 including VAT.

If your original choice of accommodation at Langdale is no longer ideally suited to your needs and you would like more information about this scheme, please contact the Sales Office, on Langdale (09667) 391.



All that jazz ... while at Langdale, call in at Wainwrights to sample the musical talents of local jazz bands, including the well known New Hall Jazz Band pictured above. Friday nights from 8.30pm.

COMMENTS FROM THE OWNERS CLUB COMMITTEE

TREES



There are several hundred trees, surplus to requirement, which are heeled in at Elterwater Hall. Should any member be interested in either Ash or Oak trees, then please contact Ann Byrne, Lodge Owners Representative at Langdale.

AGM

The last AGM, held at Grange over Sands on 4 November 1990, was attended by approximately 90 persons. You should receive your copy of the minutes with this newsletter.

The AGM for 1991 has been arranged for Sunday 10 November to be held in the

VAT INCREASE

The VAT man (or should it be the chancellor) has got us! The VAT increase from 1 April 1991 increases all management fees from that date to reflect the new VAT rate of 17 1/2%. The weekly management charge goes up by about £5.00 per week, all of which goes to the government and not to Langdale. The actual increase depends upon the year and type of lodge.

cinema at Zefferellis, in Ambleside. Whilst it may seem many weeks away, may we remind members that any nomination for the Committee should be made and seconded, in writing, before 1 July with the consent of the nominee having first been obtained.

TATOC

Your Chairman attended the AGM of The Association of Timeshare Owners' Committees (TATOC) on 23 March 1991. This body, which is in its formative period, draws its membership from the owners of timeshare rather than the developers of timeshare. Indeed, the Timeshare Developers Association (TDA) is now a defunct organisation and is being replaced by the Timeshare Council. This organisation has a wider representation of interests, more in line with the Office of Fair Trading's report on timeshare. TATOC expects to put forward a member to be on the new Timeshare Council, but at this stage there does not seem any great merit in Langdale becoming an individual member.

We have decided to join TATOC for a fee of £30 per annum. We

may get much better value in terms of what owners should be expecting or guarding against as we exchange experiences between different developments. Without wishing to be complacent, it became very clear at that meeting that Langdale, where the development, to all intents and purposes, is complete, has reached this stage in a relatively calm and placid way. Some rather frightening horror stories regarding other developments were revealed at the meeting!

Not only have we been fortunate with the development, but the services which we receive, and hopefully will continue to receive, are very reassuring. For example, whilst we may consider it expensive, the existence of a resale facility on the site is something envied by many Owners' Committees.

AS TIME GOES BY

If Humphrey Bogart had been an owner at Langdale, he would have appreciated how "Time goes by!". We all remember how Langdale looked in those first years bright, new and inviting. However, something we all have to understand is that just like the Lakeland Fells, Langdale needs to be cared for. The care and consideration that owners exercise during their stay plays a significant part in ensuring that the lodges and apartments remain in such a condition that all of us may continue to share the quality that is Langdale.

However, things do break down or reach the end of their useful life. It is at this point that decisions have to be made as to whether to replace, repair or refurbish.

In their original form the furnishings, fittings and appliances were to a coordinated design plan. It is a particularly difficult task to follow an interior design prepared almost 10 years ago. We find today that many items have been discontinued, or may be unsuited to everyday use at Langdale.

As a result of this, we have recognised the need for a coordinated replacement policy to ensure that the ambience of the decor is maintained and that the quality and reliability of fittings reflects the high standards expected by Langdale owners.

Planning the replacement of an item has many facets -style, colour, cost, quality, to mention just a few. When and which items we replace is a difficult decision and needs to take into account the money available.

With all this in mind, we feel it is important that owners should play a part in shaping our strategy to deal with this significant issue and invite you to write to us; giving your views on how you feel we should approach replacement and refurbishment, at Langdale. Remember, the funds to undertake this task are provided by you, the owners, in the form of the Sinking Fund, so we have to provide value for money.

We look forward to receiving your ideas and comments over the next few months; **it's your** chance to help shape the future at Langdale.

INS AND OUTS

The Management Company have informed us that there are some owners who are not vacating their lodge by 10.00 am on their day of departure. In a similar vein, there are some owners who are trying to gain access to their lodge, and not always being very polite about it, before 4.00 pm on their day of arrival.

The Management Company are trying to be as reasonable as possible as regards observing the 4.00pm "deadline". If the lodge was cleaned in the first batch of the day and has been checked, then they are prepared to be flexible and give access to the lodge. However, such flexibility is not possible at 10.00am as, for obvious organisational reasons, the cleaners have to work to a plan and cannot wander haphazardly round the Estate looking for an empty lodge to clean.

Therefore, may we ask owners to cooperate and abide by this rule, which is quite clear in the Constitution.



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

FRED CROUCH 5 Sycamore Avenue, Darras Hall, Ponteland, Newcastle upon Tyne, NE20 9DJ

IAN HAMILTON 19 Bytham Heights, Castle Bytham, Nr Grantham, Lincolnshire NG33 4ST

DALE E. WATLER Cruet Field House, Hollins Lane, Hampsthwaite, Harrogate, North Yorkshire, HG3 2HH

Tel: 0661 23548

Tel: 0780 410014

Tel: 0423 771224

INTRODUCING ANN... YOUR NEW LODGE OWNERS REPRESENTATIVE

Mrs Ann Byrne has recently taken up the position of Lodge Owners' Representative here at Langdale. Being a lodge owner herself, and having worked on the Estate for 18 months, Ann knows some of the queries you have concerning Langdale and is the 'contact' between yourselves and the Management Company.



A local lass of middling years, Ann lives in Millom, on the west coast, with her husband Jed and 3 children. Her interests include amateur dramatics - you can usually hear her practising in the office - fell walking, swimming and reading. Supposedly a quiet person - her words not ours - Ann is Agony Aunt to all; very helpful and a good listener, making her ideally suited for this job.

Contact Ann if you have any problems or general questions to do with your lodge and she will follow them through the appropriate departments. The Confirmation of

Arrival Forms are already being returned to her so any special needs or requests for cots, high-chairs, etc. will be dealt with personally. Other duties will include the administration of lodge rentals, attending the Lodge Owners' Reception on Monday evenings and being present in Reception from 4.00pm on your arrival.

Should you wish to speak with Ann please phone her on Langdale 09667 391 extension 513 where she is on hand to help you.

We all wish Ann every success in this new post.

HOLIDAYS IN NEPAL - 1992

24 Nov - 11 Dec Adventure in Nepal
24 Nov - 14 Dec Annapurna Sanctuary

Please send me full details

Name: _____

Address: _____

Telephone No: _____

To: The General Manager
Langdale Leisure Limited
Great Langdale
Near Ambleside
Cumbria LA22 9JD

WHO'S WHERE...

AND WHEN??



One regular difficulty that arises in our Mail Office is matching incoming mail to residents of the Estate. We realise it isn't always possible, but it would help us enormously if you could ensure that your lodge number and week is shown as part of the address, and also, could your name (as owner) be quoted on mail for your guests? Your co-operation would be greatly appreciated.

HOW WAS IT FOR YOU?

I think we are all aware that international exchanges are not high on the priority list of most Langdale owners, however, if you have used RCI's facilities, perhaps you would send us a brief report on your experiences? An 'Exchange Notes' file would then be available in the Sales Office for the interest of any owner who was considering a temporary change of scene. Please write to Karen in the Timeshare Sales Office or phone 09667 391.

MANAGEMENT FEES

The new Management fees become effective from 1st May 1991. May we emphasise 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, sale or swapping "internally" or through the RCI scheme.

The overall increase before VAT is 9% of which 8%, well below the rate of inflation when the fees were set, will go to cover general running costs and the extra 1% will be added to the Sinking Fund contribution thereby increasing that by 15.6%.

The Management Company expects to make some cost savings. Much of these will be used to pay the fee to Langdale Leisure Limited which is once again waiving its full entitlement permitted by the Club Constitution. Through the efforts of the Management Company your Committee hopes to restrict future fee increases within the rate of inflation.

	Management Fees	Sinking Fund	Total Fee	VAT	Total	Previous Year
Lodges						
Ullswater	196.56	31.80	228.36	39.96	268.32	240.93
Windermere	184.68	28.69	213.37	37.34	250.71	225.11
Coniston	174.32	28.69	203.01	35.53	238.54	214.19
Grasmere	146.88	26.54	173.42	30.35	203.77	182.97
Chapel Stile Apartments						
1 Bedroom	118.80	19.09	137.89	24.13	162.02	145.48
2 Bedroom	152.80	21.79	174.07	30.46	204.53	183.66
3 Bedroom	170.10	25.56	195.66	34.24	229.90	206.43
Elterwater Hall Apartments						
Hall/Barn	196.56	31.80	228.36	39.96	268.32	240.93
Cottage	174.32	28.69	203.01	35.53	238.54	214.19

LUXURY HEALTH FARM HOLIDAYS AT LANGDALE

We have joined together with Leisure Plan Holidays to offer you a chance to trim, slim, rest, reflect and relax and the opportunity for a healthy holiday of sheer luxury and enjoyment.

The price of the holiday includes luxury accommodation in the Langdale Hotel, membership of the Country Club for the duration of stay, meals to include dinner, bed and breakfast from dinner on the first day to breakfast on the last day. Also included will be the following:

- Welcome Reception
- Weigh in/weigh out
- One back body massage
- One face/neck massage or manicure
- Use of gymnasium and equipment
- 2 exercise classes
- 2 Leisure Plan mountain walks
- 2 yoga/relaxation classes
- Unlimited use of indoor swimming pool, sauna, steam room and spa

Optional extras will include use of squash courts and facilities offered by our Hair and Beauty Salon.

Leisure Plan's approach to its Luxury Health Farm Holidays is a common sense one, run by professional, qualified experts. All activities are designed to achieve optimum enjoyment and effectiveness.

Dates: 3 nights Sunday - Wednesday

1 - 4 September 1991

3 - 6 November 1991

Price: £199 per person

The price is based on 2 persons sharing a twin room.

Single person supplement £30 per person.

Supplement for luxury twin/double £30 per room.



To: Leisure Plan Holidays, 4 Barrington Drive,
Southport PR8 2PR Tel: 0704 76196

LUXURY HEALTH FARM HOLIDAY AT LANGDALE 1991

Please send me details. I am interested in the following dates:

1 - 4 September / 3 - 6 November (please delete)

Name: _____

Address: _____

Tel No: _____

LODGE SWAPPING 1991/92

1991

1 bed (sleeps 4)

Week Available	Week Required
19	Jun, Sept, Oct
21	38 - 52
31	25 - 28
42	43
44	June, any

2 beds (sleeps 6)

19	18, 20
20	36, 37, 39 - 43
22	any later, Sept onwards (any size)
23	27 - 35, 41, 42, October
24	20 - 35
25	later
28	29, 30, 31
29	32, 52 (any size)
31	25 - 28, 29, 30
35	34, 42, 43
36	35
38	39, 40
39	29 - 34
40	27 - 34, 42
41	42
43	33, 42
44	27 - 35
47	21, 28 - 34, 42
48	18, 38 - 46, 47, 37(91) - 16(92)
52	34, 33

3 beds (sleeps 8)

34	29 (2 beds?)
39	Not Aug, others considered, 42 (2 beds?)
40	27 - 34 (2 beds?)
42	43

1992

1 bed (sleeps 4)

7	9
9	18 - 24
12	37 - 47
26	29 - 34

2 beds (sleeps 6)

4	50 (91)
12	15, 16, 21, 30-35, 43, 51, 52,
13	15, 16

3 beds (sleeps 8)

12	7, 15, 16, 21, 30 - 35, 39, 43, 28 - 33 (2 beds?), 51, 52
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For further information and application forms, please contact:

Mrs Sheila Crouch, 5 Sycamore Avenue, Darras Hall,
Ponteland, Newcastle-upon-Tyne NE20 9DJ
Tel: 0661 23548 (evenings & weekends)