



A Few Words from the General Manager

Barn Owls

Towards the end of last year the four Barn Owl chicks that we adopted from the Owl Centre at Muncaster Castle were successfully released to the wild. The Grounds staff are to be commended for a somewhat hazardous daily trip to the higher branches of an oak tree on the Estate to deliver our feathered friends their daily feed. The end result is that the population of the Langdale Valley has been increased by four thriving Barn Owls.

Brackens

Anyone interested in taking additional holidays in the Lake District might like to know that Brackens until recently the General Manager's residence, conveniently situated in Elterwater village with access to the Estate, is now available for rent as a traditional, stone-built, lakeland cottage, furnished and equipped as a cosy and comfortable holiday home. Please ring the Timeshare office if you would like a copy of the brochure.

Show Lodge

Now that the Show Lodge, Lodge 79, has completed its task, we wrote to all owners earlier in the year offering first choice to purchase timeshare weeks before placing it on the open market. Its pristine condition, along with the discounted offer to owners, has generated a good response and in addition has led to a number of resales on behalf of owners.

Part Exchange

The idea of giving owners the opportunity to Part Exchange one lodge for another, referred to in the last edition of Views, has also been very successful with about 40 Owners either part exchanging for a more convenient time of the year, or using it to exchange into Elterwater Hall. We will continue to keep this option open; please let Karen Smith know if you are interested, either in Part Exchange or the Show Lodge sale offer.

RCI Gold Crown Award

Anyone who has used the RCI Exchange System will know how difficult it is to exchange into a resort that enjoys the same standards as Langdale. It is therefore good to know that they have introduced a new quality award system which identifies a small number of timeshare resorts that deserve International recognition for excellence. The highest award is called Gold Crown which is restricted to about 5% of the 2000 or so developments world-wide that belong to RCI. The idea is to give recognition to resorts that provide exceptional holiday experience based on independent assessment and comment cards completed by RCI exchange visitors. In addition to the quality of the resort itself, other factors taken into account include hospitality, maintenance, housekeeping and arrival and departure procedures. You will be pleased to know that Langdale has been classified as a Gold Crown Resort.



Brackens... a Lake District holiday cottage with a difference.

New Take-Away Service

The Tamarind has started a take-away service for lodge owners which has proved to be popular. Do please make full use of it on your next visit.

Hotel News

We have built a new lounge for the Hotel along with two more meeting rooms. This has contributed to the Hotel receiving the additional recognition of "Highly Commended" as a complement to its English Tourist Board 5 Crown rating. Granville Graham, the Hotel Manager, and Dave Rogie, our Head Chef, are to be congratulated on receiving a Rosette from the AA for the quality of food and service in Purdeys and one of the major users of the Hotel, Crystal Holidays, has voted The Langdale Hotel the best Hotel in the Lake District for 1991.

Kennels

We all know that dogs are not allowed on the Estate, but we are

often asked to recommend suitable kennels. Ann Ackland, owner of Spring Hag Kennels in Staveley, the closest facility to Langdale, will give owners a key so that dogs can be collected and returned at any time. The telephone number is 0539 - 821613.

Other recommended kennels: Glaneils Boarding Kennels, Burton-in-Kendal, 5 miles off the M6, close to Junction 35/36, telephone 0524 - 781530; Hilltop in Newby Bridge, telephone 05395 - 31452.

Lodge Owners Reception

Our Monday Evening Lodge Owners Reception continues to be well attended and we do encourage you to come along if you can manage it. Not only does it provide a good opportunity to meet everyone and for you to get to know each other, but also to update you on what's happening at Langdale.

David Fairs

Notice Board

COMMENTS FROM THE OWNERS' CLUB COMMITTEE

Boiler Trial

The Langdale Management Company has started a trial to evaluate a replacement heating system for lodges. A gas boiler has been installed in lodge 79 in place of the standard heat pump and connected into the space and hot water system. In order to evaluate the performance of the system fully, meters and gauges have been installed to record temperatures and fuel usage. The aim of the trial is to collect information and give the Maintenance Team the opportunity to deal first-hand with the changes that may be needed to accommodate the new heating supply. Mains gas is not yet available in Elterwater; however, it may be in the next few years-or sooner-if British Gas feel there is sufficient demand in the area. The trial is currently using bottled propane gas.

Some benefits of using the gas boiler system are an improvement in the time taken to heat the large hot water cylinders in lodges, reduced warm-up time for space heating and

expected reductions in running costs. The use of a metered gas supply will also give the opportunity to measure gas and electricity separately, gas for hot water and heating, electricity for lighting, cooking, etc.

The present heat pump system will unfortunately not last for ever and as the compressors and pumps age, the cost of repairs and maintenance increases. The trial of an alternative heating system in a lodge will provide us with valuable information on technical performance as well as comments from owners. The heat pump system performs adequately at present, but the information and experience gained from the trial will enable us to plan energy-management at Langdale for the future.

If you have any comments or questions on the trial, please do not hesitate to contact the Committee. We will, of course, keep you informed through Views on how the trial has progressed.

Refurbishment

We had a lengthy discussion at the AGM about refurbishment of the lodges and how we should make some progress with this delicate matter.

So far, we have approached the interior design consultant who worked on the new lounge for residents of the hotel - those to whom we have spoken feel that this is a very well presented room. We hope to meet two others before reaching our decision.

Curtains Have Cords

It seems that not everyone knows that the lounge curtains of their lodge have curtain cords and each week at least one family attempts to draw their curtains by pulling them by hand.

Although this doesn't always result in snapped cords or curtains parting company with the rails, very often it does.

May we ask owners to take more care!

Telephone and Electricity Charges

The unit rate for telephone calls is going up from 20p to 22p for calls from lodges and apartments, and from 20p to 25p for calls from the hotel. The unit price for electricity is also increasing, in this case, from 7p to 7.5p.

Booking for Purdeys Restaurant

As we enter the holiday season, the Hotel, which is becoming more and more successful, is getting busier. Should lodge owners wish to eat in Purdeys, please bear in mind that at weekends priority has to be given to hotel residents. Midweek is generally less busy. It is important to make an advance reservation if it is a special occasion.

Big Kids - Little Cot

The Housekeeping Department has a 'growing' problem. Please would parents ensure that your little one isn't too big for our cots which are designed for children under the age of two. Of late, a few cases of children splitting the material of the cots and falling through have occurred.

To Pay, or Not to Pay

The Constitution of the Langdale Owners' Club requires every owner to pay Management Fees each year on the due date. This remains the case whether you intend to occupy your timeshare unit, rent it, utilise the RCI exchange scheme, leave it empty, etc.

The Management Fee budget is meticulously calculated by the Management Company, and checked by the Owners' Committee, and requires every Owners' Club member to adhere to the rules regarding payment.

LANGDALE OWNERS' CLUB COMMITTEE

Mr. D.E. WATLER
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Mr. I. HAMILTON
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Newcastle upon Tyne, NE20 9DJ
Tel: 0661 23548

CLUB 'GOLD CARD' MEMBERSHIP SCHEME

We have introduced a 'Gold Card' Membership scheme exclusive to Langdale Owners. The idea is to encourage you to use the Langdale Country Club and facilities outside your own Timeshare week, especially as many owners visit the Lakes on a regular basis. Why not, for example, take advantage of the 'Gold Card' not only to use the country Club facilities, but also to dine in Purdeys or pamper yourself in our Hair and Beauty Salon? The 'Gold Card' also entitles you to special discounted rates in the Hotel in case you do not feel like journeying back the same day.

The following is offered:

- ★ 60% discount on Membership fees
- ★ 10% discount on Health and Beauty treatments
- ★ A generous reduction to dine in Purdeys Restaurant from the Table d'Hote menu
- ★ Reduction on Sunday lunches in Purdeys
- ★ Special discounted rate for Bed and Breakfast and Half Board accommodation at the Langdale Hotel

Our full member rate is as follows:-

Family Membership (2 Adults, 2 Children 4 to 18 years)	7 day £450	5 day £385
Additional charge for each child 4 to 18 years	30	20
Couple	450	385
Single	295	245
Over 60's	Couple 295	245
	Single 195	170

10 visiting guest passes will be provided per adult. Additional passes can be purchased from the Club Desk at £3.00 each.

All prices include VAT. Children under 4 free. There is no initial joining fee. Five day membership is restricted to Monday through Friday.

Annual Membership takes effect from 1 April each year. To calculate the Owners' 'Gold Card' Membership rate simply deduct 60%. For example, a family of four can use the Club's facilities year round for £180 instead of the Full Member fee of £450. Similarly a couple over 60 pay £118 instead of £295.

Please ask Sheila Jackson, the Club Secretary, for an Application Form if you would like to join.



WANTED... do you recognise either of these people? Last October a roll of film with wedding pictures was found on the Estate. We would like to return these to their rightful owner so please call 09667 391

Stationary Books...

We have attempted in the past to vary the available reading matter in your lodges and apartments by annually swapping around the books on your bookshelves from one property to another. However, more and more of our owners are purchasing books to augment their own 'library' for themselves and fellow owners. This rather complicates the book swapping scheme, so

unfortunately, this is the last year the books will be on the move.

...And Umbrellas!

Yes, the broly is another item purchased by some lodge owners for the benefit of all owners of their lodge. We would agree that this is a very thoughtful idea and an extremely useful article - but please tell Jayne, the Head Housekeeper, so that she can inform her staff not to remove it to lost property.

MANAGEMENT FEES 1992/3

For the year commencing 1st May 1992 the Management Fees have been set as follows:

	Management Fee	Sinking Fund	Total Fee	VAT @17.5%	Total	Previous Year
Lodges						
Ullswater	205.01	36.35	241.36	42.24	283.60	268.32
Windermere	192.62	32.79	225.41	39.45	264.86	250.71
Coniston	181.82	32.79	214.61	37.56	252.17	238.54
Grasmere	153.20	30.34	183.54	32.12	215.66	203.77
Chapel Stile Apartments						
1 Bedroom	123.91	21.82	145.73	25.50	171.23	162.02
2 Bedroom	158.83	24.91	183.74	32.15	215.89	204.53
3 Bedroom	177.41	29.22	206.63	36.16	242.79	229.90
Elterwater Hall Apartments						
Hall/Barn	205.01	36.35	241.36	42.24	283.60	268.32
Cottage	181.82	32.79	214.61	37.56	252.17	238.54

Management fees for the year commencing 1st May 1992 have been increased by 4.3% in line with the December 1991 inflation figure - this is the latest figure available when the fee is set - apart from the Sinking Fund contribution. This has been increased by an additional 10% of its 1991 figure. It now represents just over 15% of the overall management fee, in line with guide-lines set out by the Office of Fair Trading.

It has not been an easy task to increase the Sinking Fund contribution over recent years, as the Committee are aware of the additional costs this brings. Do remember the majority of the Committee are fee paying owners - so we feel the increase we set just like everyone else!

To maintain overall fee levels within inflation, the Management Company must continue to make overall cost reductions in most areas. Some items of expenditure are beyond their control. For instance, rates for next year are increasing by around £6.00 per week! This accounts for most of the additional income, there is not much left for other items.

If you feel there are any areas in particular where costs could be saved, please let one of the Committee know. We are always looking for ways of preventing any further increases in management fees.

OWNERS' CLUB COMMITTEE
5 February 1992

VISIT TO NEPAL - 1991

BY ROGER LEE

Last November, 33 intrepid individuals took up the challenge of David Fairs well planned adventure holiday in Nepal. The group was divided into three parties to cater for individual stamina and leisure expectations: so, for the bold, the Everest region, and for others there was a less arduous trek and safari in the Chitwan National Park Nature Reserve, or a river rafting expedition and trek.

We were all ceremoniously greeted at the delightfully situated Summit Hotel in Kathmandu with its magnificent view of the distant mountains, subtropical garden and open air pool. After a day exploring Buddhist and Hindu shrines, temples of Kathmandu and coming to terms with the primitive lifestyle in the Nepalese capital, we were entertained at a reception to which many of

the local community were invited, including the British Ambassador.

The next morning, the mountain trekking party of 9 made an early departure, inadvertently taking with them everybody else's lunch boxes! After an 8 hour bus trip on precarious roads and tracks, little wider than those round Langdale, most of the surplus food was gladly given away to village children. From Jiri, our point of departure, with our team of 26 porters and Sherpa guides, we ascended 1000m to our first camp on a plateau.

The pattern for the next 10 days was reveille at 6am with a mug of tea, followed by a bowl of hot water to persuade us to emerge from our warm sleeping bags into the frosty morning air, the reward being a bowl of steaming hot porridge. To ensure we didn't go back to



Langdale owners receiving a traditional Hindu welcome at the Summit Hotel, Kathmandu.

bed, the tents were swiftly removed and packed in baskets for Sherpa transit. As the sun climbed above the ridges, the rising temperature soon had us removing warm clothing and by the time we reached our brunch stop, around 11 am, we were enjoying temperatures up to 27 degrees C. Sherpa cooking was both imaginative and plentiful, considering that everything was carried, or bought en-route and cooked on Primus stoves.

The rigorous walking up

and down steep valleys was rewarded by wonderful views of spectacular peaks and rivers. With a daily average of 7 hours walking, several excursions were made to Monasteries and on the 6th day we were rewarded with a breathtaking view of Everest. In total, we climbed 6500m and descended 4000m before reaching our final destination, Lukla, from where we flew off a perilous rock airstrip, in a twin Otter, back to Kathmandu.

FROM LANGDALE TO NEPAL 22 NOVEMBER - 9 DECEMBER 1992

Our second and final trip is all set to go. Please fill in the slip below for further details.

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

HOLIDAYS IN NEPAL

Please send me full details

Name: _____

Address: _____

ADVENTURE IN NEPAL (1)

A gentle introduction to the delights of Nepal with 4 days trekking in the Kathmandu Valley, 2 days river rafting and 3 days safari in the Chitwan National Park. Apart from one night under canvas, all accommodation is in hotels. This is likely to appeal to all levels of fitness and ages.

ADVENTURE IN NEPAL (2)

Four nights in Kathmandu, 6 days trekking in the Annapurna foothills, 2 days river rafting and 3 days safari in the Chitwan National Park. Seven nights under canvas, other nights hotel accommodation. A blend of excitement and interest with trekking likely to be suitable for anyone who enjoys a reasonable level of fitness.

ANNAPURNA FOOTHILLS

Four nights in Kathmandu and an 11 day trek in to the dramatic mountain amphitheatre of the Annapurna foothills. Suitable for the experienced walker.

Price guide £1445 - £1615.

WHAT THE PRICE INCLUDES

- ★ Scheduled air travel from London and return
- ★ Internal transport arrangements by air and road, including transfers
- ★ Half-board hotel accommodation

- ★ Accommodation (some tented) and all meals on trek, river running and Chitwan National Park
- ★ Two half-day cultural and historical excursions from Kathmandu
- ★ Cocktail Party on arrival and farewell dinner in Kathmandu
- ★ Guides, instructors, porters, trekking and river permits, all local taxes and airport taxes
- ★ Two nights half-board and excursions in Karachi, Pakistan

