



## ENVIRONMENTAL ISSUES

We have set ourselves a number of environmentally friendly objectives, such as recycling waste and reducing energy consumption. The conversion to gas on the main Estate is now complete and without doubt has considerably reduced costs and provides much improved heating to lodges. Also, no more noisy heat pumps outside lodges!

Our location has so far made it difficult to recycle cans and bottles but this is something that will be introduced as quickly as possible.

Only a small percentage of our water is provided through the mains system, the majority of lodges being supplied using our own filtration plant with water coming off the nearby fells.

During periods of shortage we have to extract water from the river using a pump. As a result of negotiations with the North West Water authorities we are hoping to convert the whole Estate to mains water during the coming months.

We are looking at cleaning agents, detergents and chemicals and further reductions in energy costs.

Although often a sensitive matter, we have made Purdeys Restaurant a no-smoking area with the conservatory in the Tamarind Restaurant, and part of Wainwright's Inn, being similarly designated.

Noise pollution is also an area to be tackled.

We welcome further ideas from owners.

## AMENDMENTS TO CLUB RULES

In order to comply with new regulations and particularly to provide members with the highest possible standards, a number of changes have been made to Club rules. Safety rules are displayed clearly in the Leisure Area and copies of the rules are available at the Club Desk. Everyone is asked to observe these without reminder.

As a result of a significant number of requests from members, we have extended the adult only swimming time to two periods: 8.00-9.00am and from 9.00pm daily.

One point that requires the constant attention of our leisure staff is that, despite clear safety signs, it is often necessary to remind members not to dive or jump in the pool or spa baths. This is not only annoying to other members but dangerous due to lack of depth.

Children under the age of 15 are only permitted in the Club if accompanied by an adult member. Parents are advised that it is their responsibility to supervise their children at all times and to ensure that the use of facilities is within their capacity.

## WE THOUGHT YOU'D LIKE TO KNOW...

We are still occasionally having to remind owners that the Constitution of the Langdale Owners' Club does not permit dogs or any other pets on the Estate at any time. The majority of owners will understand that we have to be uncompromising over this rule and your co-operation would be appreciated.

TV reception at Elterwater Hall is now much improved as a result of installing a booster amplifier.

We have found a solution to the design fault on the double beds in Chapel Stile and new Hulsta mattress frames have been installed.

The instruction and local information folders in lodges and apartments are in the process of being replaced with a combined new, up to date and much smarter folder that we hope will be more informative and easier to read.

We occasionally receive com-

ments concerning conflict between maintaining the tranquillity of the Estate with the need to recognise the requirements of children, but please do not let young children throw stones into the waterways or disturb ducks and other birds which many of you regard as one of the special features of the Estate.

We are sometimes asked why we don't stock the tarns with trout again. This is because the increased heron population quickly disposes of them for breakfast! There are a few trout in the Great Langdale Beck, but these are depleted by a family of otters that have taken up residence in the vicinity of Lodge 4.

A second brood of 4 barn owl chicks was adopted from Muncaster Castle towards the end of last year. These have now flown the nest and hopefully have taken up residence in the Valley.

## Stop Press!

### RESURFACING OF ROADS

As part of our ongoing improvement programme, all roads on the Estate will be resurfaced during the period 15th March - 1st April.

The opportunity will also be taken to lay a hard surface on the link road to Lodges 60-64 and 80 and the road next to Lodge 16.

Any inconvenience to owners will be kept to an absolute minimum with each area being affected for a few hours only on one day, weather permitting.

# Notice Board

COMMENTS FROM THE OWNERS' CLUB COMMITTEE

## AGM - 1992

The tenth AGM of the Owners' Club was held on 11th October 1992 in Purdeys Restaurant at Langdale. It is the first time that the AGM has been held on the site and it seemed to be reasonably successful in that approximately 120 persons attended.

It is our intention to hold future AGMs at Langdale for a variety of reasons. It is our "home" and it is less expensive than going to an alternative venue. However, the Committee is very much aware that it is a long distance for many to travel; should you wish us to revert to our previous system of moving the AGM around the country to be near different groups of owners, then please let us know. Hopefully, you will let the AGM be an excuse for a weekend at Langdale when you can thoroughly enjoy yourselves - AGM permitting of course!

## TELEPHONE CHARGES

Owners should be aware of the

telephone charges at Langdale. These are detailed in the Lodge Information Folders and are along the lines of hotel charges. One or two owners have had an unpleasant surprise, particularly where overseas calls are concerned.

## STAFF TURNOVER

We hope that you are beginning to see familiar faces on your visits to Langdale. Compared to the holiday/catering industry in general, the turnover of staff at Langdale is relatively low and there is a high degree of stability amongst key staff. This is the result of a number of improvements such as the new staff accommodation, eligibility for the Scottish & Newcastle Profit Sharing Scheme and a new Langdale Pension Scheme.

## NOMINATIONS FOR THE COMMITTEE

Anyone wishing to stand for election to the Lodge Owners' Committee at the AGM in 1993 must present their

nomination, in the form outlined in the Constitution, by the end of June, 1993. Any nominations should be sent to David Fairs, the General Manager, at Langdale.

On the three year cycle, it is Dale Watler's term which comes to an end this year: he has indicated that he will be seeking re-election.

## MOULD

No, its not part of the nature trail! It is nearer home than that. It seems many of us are turning off the fans in the bathrooms, very often at night in an attempt to reduce noise, but neglecting to put them on again during the daytime. As a result, some bathrooms, which are of course without windows, are beginning to develop unwanted life. This is particularly the case in those with a sauna. May we ask owners to ensure that the bathroom receives adequate ventilation thereby inhibiting the mould.

## MANAGEMENT FEES 1993/4

For the year commencing 1st May 1993 the Management Fees have been set as follows:

	Management Fee	Sinking Fund	Total Fee	VAT @ 17.5%	Total	Previous Year
<b>Lodges</b>						
Ullswater	223.77	39.48	263.25	46.07	309.32	283.60
Windermere	210.24	35.62	245.86	43.03	288.89	264.86
Coniston	198.46	35.62	234.08	40.96	275.04	252.17
Grasmere	167.22	32.96	200.18	35.03	235.21	215.66
<b>Chapel Stile Apartments</b>						
1 Bedroom	135.25	23.70	158.95	27.82	186.77	171.23
2 Bedroom	173.36	27.06	200.42	35.07	235.49	215.89
3 Bedroom	193.64	31.74	225.38	39.44	264.82	242.79
<b>Elterwater Hall Apartments</b>						
Hall/Barn	223.77	39.48	263.25	46.07	309.32	283.60
Cottage	198.46	35.62	234.08	40.96	275.04	252.17

All costs, except for those explained below, have broadly risen in line with headline inflation. Three cost areas have increased significantly; these are:

- RATES - these have surged by 24% due to Government imposed transitional provisions for UBR.
- The Management Company has budgeted a FEE of £60,000, being just over one third of the 15% charge entitled under the Constitution.
- In line with generally expressed wishes of owners, the SINKING FUND has been increased by more than inflation - actually 8.6%. It is considered this increase is necessary to maintain an adequate Sinking Fund for future refurbishment of lodges.

Whilst at first this increase (9.1% overall) is considerable, those items above indicate it is not due to a general rise in maintenance costs. Most lodge owners accept the service provided by the Management Company is set at a high standard. Hopefully, all owners agree it is essential to maintain these standards at Langdale - particularly when there are many sad stories at other timeshare operations. We continue to look for further cost reduction schemes but it is increasingly difficult to find them. First class standards remain the top priority at Langdale.

OWNER'S CLUB COMMITTEE  
5 February 1993

## LANGDALE OWNERS' CLUB COMMITTEE

Mr. D.E. WATLER  
Cruet Field House, Hollins Lane,  
Hampsthwaite, Harrogate,  
N. Yorkshire HG3 2HH  
Tel: 0423 771224

Mr. I. HAMILTON  
19 Bytham Heights, Castle Bytham,  
Nr Grantham,  
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Mr. F.O. CROUCH  
5 Sycamore Avenue, Darras Hall,  
Ponteland,  
Newcastle upon Tyne, NE20 9DJ  
Tel: 0661 823548



## RCI GOLD CROWN AWARD

For the second year in succession Langdale has earned the distinction of being classified as a Gold Crown resort. To earn this designation it is necessary to provide the very highest levels of holiday experience. These standards are judged by RCI members themselves who are asked to assess service and hospitality, along with the quality of the Estate. It is also subject to independent on-site inspection in much the same way that the Hotel is graded by the RAC, AA and English Tourist Board.

Only about 5% of RCI's resorts around the world have been awarded the Gold Crown accolade for 1993 and Langdale owners will probably feel comfortable in the knowledge that their development is very highly

regarded in the industry.

Whereas a large number of owners over the years have had enjoyable exchanges through the RCI system, others have been reluctant to exchange for fear of not choosing a resort that meets the same standards as Langdale. Some have had bad experiences, others have taken exception to RCI trying to persuade owners to rejoin. This is because of the large number of RCI members trying to exchange into Langdale. These far exceed the 660 Langdale owners who have current RCI membership.



It is for this reason that our twinning arrangement with Four Seasons Fairways in Portugal provides an alternative exchange opportunity.

## CLUB MEMBERSHIP OFFER TO OWNERS

The "Gold Card" membership offer introduced last year has resulted in many owners living within reasonable striking distance of the Lakes joining the Club and making use of our facilities.

Recognising that visits to the Club would be restricted by distance, the membership fee is heavily discounted (60%) representing exceptionally good value. To give an

example, a "Gold Card" family membership for 12 months from 1 April 1993 is only £192.

If you are already a member you will automatically be sent a new Application Form, but if you have not yet joined and would like further details please contact Sheila Jackson, the Club Secretary, (09667 302 Extension 560) for details and an Application Form.

## INTRODUCE A FRIEND TO LANGDALE

The Limited Edition Club was previously open to those members of the Langdale Owners' Club who introduced new purchasers to Langdale. As a gesture of appreciation for this introduction, the owner concerned was presented with one of four gifts made by local craftsmen.

As most of these items are no longer obtainable, we are now taking the opportunity to replace them with a more varied selection of gifts which we trust will be equally acceptable. So, if you introduce a friend who subsequently buys timeownership at Langdale, we hope you will accept one of these gifts with our compliments:

### For an Introduction which leads to one Sale

Champagne table d'hote dinner for two in Purdeys Restaurant, or A delightful Heaton Cooper framed print of a Lake District scene, or One of Lucy's of Ambleside delightful hatbox hampers.

### For an Introduction which leads to two Sales

We would be happy to waive your Management charges for one complete week for one year, or to offer a complimentary stay in the

## TWINNING LANGDALE WITH OTHER QUALITY RESORTS

Interest in exchanging into Four Seasons Fairways has been greater than anticipated with over 150 enquiries. Fifty exchanges have been confirmed but, in order to satisfy demand, the Owners' Committee suggested that we should look at a second twinning arrangement with another overseas resort. The main criteria again will be the very best in quality and service and in a

location likely to appeal to Langdale owners. We will keep you informed of any developments.

David and Lucie Kew were amongst the first Langdale owners to take advantage of the twinning arrangement with Four Seasons and, with their permission, we reproduce below extracts from their letter written shortly after their return from Portugal in January:

Dear David

Lucie and I have been Langdale owners for 5 years and always enjoy visiting the Lakes. This January, however, was my 40th birthday, so the twinning with Four Seasons seemed the ideal opportunity to help us celebrate this milestone in my life with some style. It couldn't really have worked out better.

In describing the place I would have to be careful not to overdose on superlatives; everything was absolutely superb. The facilities at the club house were equally impressive; all at the same high standards we have come to expect at Langdale.

From the day we arrived until the day we left the sky was blue and the sun shone and shone. Shorts and T-shirts were the order of the day and with it staying light until 8 o'clock in the evening we often made use of the barbecue in the garden to cook our supper.

When not sitting and sunning we often walked down to the beach, across the lovely wooden bridge over the nature reserve lagoon, to watch the local men trawling for whelks and other shellfish in the shallows, or simply to stroll along the almost deserted beach to Julias, an open roofed restaurant where we ate king prawns and chicken piri-piri.

If I'm painting an idyllic sounding picture, it's because that's how it was, and I hope still will be in November, because that is when we are going to return. You see, to quote Victor Kyamm, we liked it so much we bought the place (or at least we bought a week there).

Best regards.

David Kew

Langdale Hotel for two persons for two nights including dinner, bed and breakfast.

### For an Introduction which leads to three Sales

A complimentary family holiday for one week at one of the over 2,000 resorts in RCI, anywhere in the world (less airfare)\*, or

A complimentary family villa holiday for one week at Four Seasons Fairways in Portugal (less airfare)\*, or

A complimentary family holiday for one week at one of the UK Center Parcs holiday centres.

\* If you wish we would be pleased to help you with travel arrangements through Carrington Travel which is part of the Scottish & Newcastle Group.

We are pleased to introduce this offer with effect from 1 April 1993.

An explanatory leaflet will shortly be available in the Timeshare Office. If you would like a copy or further information please contact Karen Smith or one of her colleagues.

# TIME OWNERSHIP CALENDAR 1993

WEEK No.	WEEK COMMENCES		
	FRI	SAT	SUN
1	Check Holiday Certificates		
2	8/1	9/1	10/1
3	15/1	16/1	17/1
4	22/1	23/1	24/1
5	29/1	30/1	31/1
6	5/2	6/2	7/2
7	12/2	13/2	14/2
8	19/2	20/2	21/2
9	26/2	27/2	28/2
10	5/3	6/3	7/3
11	12/3	13/3	14/3
12	19/3	20/3	21/3
13	26/3	27/3	28/3
14	2/4	3/4	4/4
15	9/4	10/4	11/4
16	16/4	17/4	18/4
17	23/4	24/4	25/4

WEEK No.	WEEK COMMENCES		
	FRI	SAT	SUN
18	30/4	1/5	2/5
19	7/5	8/5	9/5
20	14/5	15/5	16/5
21	21/5	22/5	23/5
22	28/5	29/5	30/5
23	4/6	5/6	6/6
24	11/6	12/6	13/6
25	18/6	19/6	20/6
26	25/6	26/6	27/6
27	2/7	3/7	4/7
28	9/7	10/7	11/7
29	16/7	17/7	18/7
30	23/7	24/7	25/7
31	30/7	31/7	1/8
32	6/8	7/8	8/8
33	13/8	14/8	15/8
34	20/8	21/8	22/8

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

## ADVENTURE AND WALKING HOLIDAYS - BY DAVID FAIRS



Two groups from Langdale have now visited Nepal and the next trip is to Seefeld, Austria 16-23 May 1993.

Whereas the Nepalese trip contains a strong adventurous element in addition to the walking, Austria is strictly walking, returning to the comfort of a well-run family hotel each evening. We still have a few vacancies if you are interested.

Several bookings have been received for the Nepal Sherpa Village Trek 1-18 May 1994. This is unique in that during the 10 day trek in the Khumbu region we will be staying each night in the homes of Sherpa families in villages along the route. In addition to walking in spectacular country, this will provide an exceptional opportunity to get to know the Nepalese people.

This 18 day holiday also includes four nights in Kathmandu and guided tours to places of interest in Kathmandu and Pakistan on the return journey. There is an added "Langdale" touch of a cocktail party and several dinner parties.

These holidays are personally planned and led by myself. It should be explained that I go on these trips during my own holiday time - just for the record!

If you would like a copy of the leaflets please fill in the form.

## O'ER THE BORDER LANGDALE INTRODUCES A NEW LUXURY 4 NIGHT, 2 CENTRE HOTEL BREAK

Here's a news item of particular interest to any of you who are thinking of heading north, across the border, to visit the Scottish Highlands.

The Langdale Hotel and the Dunkeld House Resort Hotel in Perthshire are collaborating to provide a high quality 4-night break, with 2 nights being spent in each hotel.

Dunkeld, near Perth at the gateway to the Highlands, is a delightful little town and this break will also appeal to anyone who simply wishes to relax in two high quality hotels, both surrounded by beautiful countryside.

The cost of the 4-night break is £260 per person, half-board, with additional nights charged at £56.50. This includes dinner, bed and breakfast and a half-bottle of champagne at each location. We also provide a picnic lunch for the journey, which is a straightforward drive up the M6 and A9. Further details and reservations through Langdale Hotel Reception.

### LANGDALE WALKING HOLIDAYS

Please send me details of (tick below)

- AUSTRIA May 1993
- NEPAL Sherpa village Trek April/May 1994

Name & Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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To: David Fairs  
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Tel: 09667 302