

VIEWS

SUMMER 1985



New Club Facilities

Improvements in the Pillar Club — finished within 4 hours of deadline

Working around the clock, our building team managed to complete the new facilities with just 4 hours to spare. The team, headed by Dave Garrick, the Estate Company Manager, and Bob Raynerd, our architect, were given until 08.00 a.m. on Good Friday to complete the improvements and with the additional incentive of a barrel of beer, the construction team ensured the Easter visitors had all the amenities at their disposal.

The Steam Room with its glass door and insulated seating provides a high humidity therapy and is seen as an alternative to the Sauna.

The new Spa Pool has proved an immense attraction to adults and children alike, although, due to the more intense therapy care must be taken in its use (please contact Club Reception if you are unsure).



New Spa Pool and Cool Tub

of injection nozzles fed by motors with twice the horsepower— so remember, this treatment is much more intense and should only be taken in short spells. The Cool-Tub next door is approached via some elegant steps and provides a comfortable temperature drop after the Spa. The powerful jet stream continues the therapy and can provide swimming exercise.

While the changing facilities have been in use some time, many of you will not yet have used them. Lodge owner's reports have been extremely favourable, pointing out the increased space and cleanliness and (for the ladies) more privacy with the option of cubicle changing.

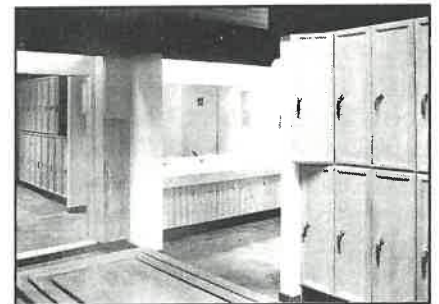
For the more active, we have a new Trimnassium with 7 work stations which can provide 24 exercises for your enjoyment. Ask at reception for a "work out" programme to suit your needs — it's surprising how you can build up over the period of a week.



Working out in the (new) Trimnassium

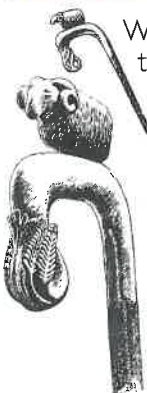
While the temperature of the water is at 40°C (5°C higher than the pool-side Jacuzzi), it has twice the number

The changes have been welcomed by all concerned and we hope you continue to enjoy them.



Ladies Changing Rooms

Limited Edition Club



Whereas over 60 have collected or are awaiting their Shepherd's Crooks, silk scarves and ties, only four people are proud owners of one of Gordon Fox's beautiful lamps.

One exceptionally industrious Langdale lover is currently toasting his achievements in one of Neil Yates' Crystal Balusters and no doubt musing how a case of the finest vintage would fit in his cellars and whether his passport is current!

Mountain Rescue Appeal Update

Following the request in Views last Winter for funds to help our local mountain rescue team, we now report a very generous response from many Langdale Owners.

Enough has been collected for two very expensive compressed air "pump" aerials which automatically lift to a height of 35 ft. This means greater radio contact range and superior reception in mountainous terrain. The implication of this is obvious — a more effective, speedier rescue. Perhaps one day a Langdale time-owner may benefit directly by being rescued!

There will be a presentation at Langdale in the early Summer to hand them over to the Rescue Team.

Meanwhile thank you all — and it's still not too late to send your donation.

Notice Board

Owners Committee Frankly Speaking

Committee Report on Annual General Meeting

Over 100 members braved the difficult travelling conditions to attend the A.G.M. in Manchester on 27th January, 1985. Peter Roberts chaired the meeting and after the formal acceptance of previous Minutes and the Accounts, the election of a new Committee member, Douglas Whipp, took place. Douglas also serves on the Finance Sub-Committee.

The informal part of the meeting was then opened by Mavis Aitchison who gave a review of the Committee's work during the year. She mentioned in particular the wish to ensure that the means of communication to and from the owners was satisfactory. Those present were asked for their reactions to "Views" and to requests for various additional items, i.e. video units, microwave ovens and washing machines. Several owners aired their views and whilst it was overwhelmingly agreed that standards should be maintained the provision of videos and microwave ovens was not thought necessary. A small central unit with a few washing machines would be welcome.

Douglas Whipp then reported on the work of the Finance Sub-Committee at which they had discussed the subject of the 1985/6 Management Charges. He reported that the charges would be insufficient to recover the Management Company's entitlement under their agreement with the owners and warned that owners could not expect the subsidy to continue.

The committee were very appreciative of the co-operation received from the Management Team in providing detailed figures. Investigations were proceeding into cost savings to contain future management charges consistent with the standards that owners required.

Ron Moore, the Managing Director at Langdale, was introduced by the Chairman and he suggested the billing and collection of management charges on one fixed date annually. This would create savings in administrative costs and a further saving from interest on the monies received in advance. This suggestion proved to be controversial and will be looked at during the cost investigations. No change would be made without the approval of a General Meeting.

The meeting closed with a vote of thanks to the Committee and in particular to Dr. Jack Morley who, after contributing so effectively during the past years, has retired from the Committee.

MANAGEMENT CHARGES

Payment of the charges is due "forthwith and in any event within one month of receipt of notice" under the terms of the Management Agreement. Delay in payment necessitates the issue of reminders and adds to costs.

COMMUNICATIONS

The issue of two Newsletters each year, in the early summer and winter, received general support at the A.G.M. and this pattern will be adopted for the future. Members of the Owners Committee are willing to make themselves available for owners to express their views on any matter concerning Langdale. Owners are invited to make contact by telephone or letter.

LODGE CLEANLINESS

The lodge cleaners do a full "spring clean" in every lodge on changeover days. Owners are not expected to do this work but if lodges are vacated promptly by 10.00 a.m. and in a reasonably clean and tidy state, this will enable the cleaners to get through the job quicker and save costs.

TIMESHARE SALES

A brisk year of business has left the first four building phases with only 3% still to sell and the current phase 5 is over 60% sold before the last stone has been laid. The early demand for phase 6, by the new town, reflects increasing interest in the domestic timeshare industry and Langdale retaining its enviable position.

WHO IS YOUR COMMITTEE?

Mr. Fred O. Crouch,
5, Sycamore Avenue, Darras Hall,
Ponteland, Newcastle upon Tyne NE20 9DJ.
Tel: 0661-23548



Mrs. Mavis Aitchison,
13, Greenside, Kendal,
Cumbria LA9 5DU.
Tel: 0539-22195



Mr. G. Douglas Whipp,
16, Springfield Avenue, Accrington,
Lancashire BB5 0EZ.
Tel: 0254-33083

BACK TO THE SHARP END



Langdale welcomes Ian Edwards as their new General Manager. Ian succeeds Robbie MacLellan who is now General Manager with Leisure and Hotel Appointments, a recruitment and executive search consultancy firm, in which the Langdale Partnership have a major interest.

Ian has for the past six years been working as Operations Manager for Travco Hotels, a small group of resort based conference hotels. Prior to that he managed hotels for Kingmead Hotels and Rank Hotels. His career has involved considerable travel

and has included a spell in St. Lucia in the West Indies where he helped to open a major hotel development in the island.

Mr. Edwards said "Langdale is an exciting environment in which to work, and offers fresh challenges daily. I found the running of a group of hotels very satisfying and rewarding, but in many ways I missed the daily contact with the guests and the simple satisfaction of seeing people enjoying themselves".

Ian is married with two children — Samantha, 10 and Timothy, 6, and will soon be living in the area.

You may well see him running in the District as he trains for his next Marathon event. He has completed 8 in the last 3 years, the most recent being the London Marathon, where he achieved a personal best time of 3 hrs. 20 mins. 42 secs. His next events are the Piccadilly Marathon in June and the Windermere Marathon in October. He is also keen on walking, sailing and photography.

"I am looking forward to working closely with the Owners Committee and will not be sparing any effort to maintain and improve the standards at Langdale. I look forward to meeting more Owners as the year progresses and am delighted to be associated with such an exciting and imaginative development."

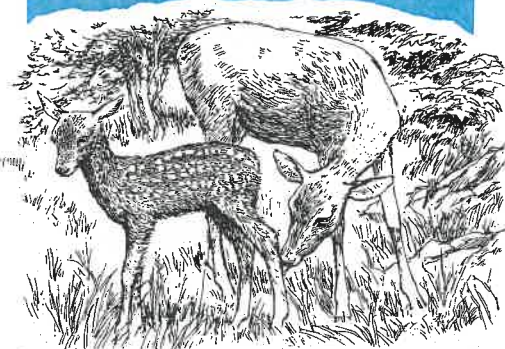
THE LODGE LETTING SERVICE

Owners wishing to place their Lodge on the Letting List should give as much notice as possible in writing to the Hotel reception. On receipt of this notice a rate will be forwarded to the Lodge Owner of the rental to be charged, and the lodge offered for rental.

As soon as a prospective lettee has confirmed in writing a confirmation letter will be sent to the Lodge Owner. The rental is due at least four weeks prior to arrival. When this has been received a cheque for the rental less 15% V.A.T. and less 15% commission will be forwarded to the Lodge Owners.

Lodge Owners will still be responsible for the maintenance fee.

NATURE TRAIL BIRCH HILL WOOD



With Spring in the air we have been working hard to upgrade the Trail after the ravages of the hard, cold winter.

A leisurely walk at this time of year should give a glimpse of the red squirrels active after their hibernation. Badgers are still visiting the wood and for the very patient there is a chance of seeing Roe Deer with fawns. Birds nesting in or very near the wood include Buzzard, Great Spotted Woodpecker, Jay, Tawny Owl, Redstart and Nuthatch. There are many others.

Around Langdale's grounds look out for a pair of Green Woodpeckers. The waterways attract Mink — an indiscriminate predator of voracious appetite. Lastly, some folk have asked about the rainbow trout, in Hobson's tarn — they are perfectly healthy and thriving.

THE NEW MANAGEMENT TEAM AT LANGDALE

WENDY BULLOUGH — Promoted to Manager responsible for front of House operations. This includes Lodge and Hotel reception and housekeeping throughout the whole operation.

JOHN QUINE — Our second internal promotion this Spring is that of John, jumping quickly from the position of Restaurant Manager to Food and Beverage Manager. A well earned promotion.

FRANCES WEIR — We are particularly pleased to be able to promote Frances as a direct result of the effort she has put in in assisting John in the Hotel. We anticipate her ready smile will continue to be a major ingredient in her new position.

ANN SPEDDING — Head Housekeeper. Ann has been promoted to run the Housekeeping department following Wendy's move. We are delighted that we can boast a Department Head from the local village of Chapelstile.

All the team were already at Langdale and prove the Partnership's deep commitment to the management development of its staff.

We extend our congratulations to the new team.



NEW FACES IN THE SALES TEAM

Tim Hopper and Cathy Southworth both recently joined the sales staff after living abroad for several years, Cathy in Malaysia and Tim in Holland.

THE LANGDALE SECRET TRAVELS OVERSEAS

We have always had a small "international" flavour amongst our timesharers here at Langdale. We have Americans who visit England each year and come to Langdale to look at the rhododendrons and watch Wimbledon on TV. We also have an American baseball coach who has a fortnight here to break up his 3½ month summer holiday from his job in Saudi. And a wide assortment of English people living abroad who dream of Lakeland's scenery.

There are visitors from the Solomon Islands who come here in December to look at the snow, and visitors from Iceland who visit in January — and hope to establish an Icelandic Pony Stable nearby in the future. There are those who buy here in order to entertain friends on return to this country (a couple in Holland have four weeks in the Autumn, and owners from Japan who have two lodges for each week of their time here). With English families from Hong Kong and Chinese from Bristol, with Indians from London and Scots from Kenya, Langdale is really making its mark on the World scene.

LANGDALE'S THE PLACE TO BE

A poem by Ruth Benham, aged 12, who visited Langdale last August.

Langdale is a place for relaxing,
Being lazy, energetic or all.
Langdale is a place for peace and quiet,
There's hardly a sound at all.
Langdale's the place to be.
Langdale is a place for keeping fit,
Walking, swimming, whatever you
choose,

Langdale is a place for a holiday,
A game that you just can't lose,
Langdale's the place to be.
Langdale is a place for a person,
A couple or family or friends,
Langdale is an everlasting vacation,
The holiday just won't end.
Langdale's the place to be.
Langdale is a place on its own,
The Pillar Club with lots to do,
The hotel, pub and restaurant,
Langdale's the place for me and you.
LANGDALE'S THE PLACE TO BE.

LEFT PROPERTY

As the number of Lodges at Langdale increases, so does the amount of lodge owners' property left behind after your stay.

May we remind you of the way in which we handle your property in these circumstances.

Perishable items — usually food — are disposed of immediately, which generally means on the day of your departure.

All non-perishable items will now be held for a period of three months, after which time they will be disposed of by the Housekeeper.

Any valuable items will be locked away for safe keeping for a maximum period of six months, although the Management cannot accept liability for any losses of items in their possession.

Please claim any left property by telephone, as soon as possible, to Reception, by giving full details of the items left.



Insurance Cover for Damages

We have recently had several cases of damage in Lodges that have resulted in claims being made against the lodge owners' insurance.

In some cases, had the owner not taken out the cover we would have had to send an account for several hundred pounds to the owner for the repairs.

You will appreciate that any damage, no matter how small, reported immediately, helps the Management Company to maintain your lodge and that of your fellow owners at the standard that you expect. Damages or breakages not reported have to be found, invariably resulting in a delay in repair that inconveniences the subsequent owner's holiday and places an additional burden upon the costings associated with the running of the Management Company.

Please help us to maintain the lodges to the standard you expect. Please report any damage, no matter how small, so that we may make the necessary repair or replacement but most importantly take out insurance cover to protect you against that unfortunate accident.

Cost of the insurance is £3.00, giving £500.00 of cover, and £5.00, giving £1000.00 of cover. Worth every penny.

The Pillar Diamond



At the beginning of 1984 the Pillar Club staged a Wedding Event which displayed all the things needed for a wedding. For instance, flowers,

wedding dresses and accessories, and of course jewellery. A draw was held and Mrs. D.E. Thomas was one of the winners. Her prize was a diamond. When asked, she said: "we think so much of our lodge at Langdale that my husband and daughter suggested that I have the diamond set in a ring made in the style of the Pillar Emblem. The next time I was at Langdale I called at that well known jeweller, Sydney Beddell in Ambleside, and he made the ring for me. I am absolutely delighted with it". If you are in Langdale during week 5, you may be able to persuade Mrs. Thomas to show you her beautiful ring.

PETS



May we remind owners that pets of all descriptions are not permitted on the Estate at any time. Recent cases of dogs and cats and even budgerigars being in lodges have been reported to the Management and the Owners Committee have endorsed the Management acting in such matters, wishing to uphold the constitution.