



Views

Our 'Man at the Top'

Through the Man at the Top scheme Langdale owners have been supporting the maintenance of upland footpaths for many years raising a total of £175,000 so far. Due to the recent cut backs in public sector grants, Nurture Lakeland, who manage Our Man at the Top, has seen a decrease in funding and need our help to continue the great work they do in preserving the wonderful Lake District landscape.

The money raised by Langdale owners, funds upland footpath workers, working on fell paths throughout the Langdale Valley. Over a number of years the teams have evolved into an experienced and highly skilled workforce. To build sustainable paths and recreate a natural landscape, team members must be part craftsman and part artist. Several new techniques have been developed, and path workers from around the world have visited them to learn new skills and benefit from their expertise.

From March to November, the teams



work full-time on the fells, interspersing project work with minor repairs and general maintenance on the whole path network. They often do a week's work in four days to reduce time lost when walking to remote sites. During the winter the teams move down into the valleys and work on fencing, walling, hedge laying and tree planting on National Trust properties.

These teams consist of local people, providing much needed jobs into our local community. The cost of maintaining each team member is £20,000 per annum. This includes equipment, waterproofs and other costs.

Visit nurturelakeland.co.uk for more details.

Anomaly Dates Available

Once again owners have had the chance to book anomaly dates either side of Christmas and New Year at discounted prices. In January 2012 we have a week available due to the way in which the timeshare calendar has been drawn up. Please contact the Sales team for more details and the chance of a post New Year break at a bargain price.

For full details contact the Sales Office on 015394 38012 or by e-mail - selfcatering@langdale.co.uk

Committee Communication Electronically

As we plunge into the second decade of the 21st Century now is an ideal time for our communication to catch up with the digital revolution that some of you may be aware of.

If you are au fait with the latest technology such as email would like to save the Club some money, and save a tree, you can receive future communications electronically.

To sign up for this option visit langdale.co.uk/survey or scan the QR Code





Adam Sharrock - Owner Relations Manager

Hello Owners

I hope you have all enjoyed the brief summer we had this year!? I cannot believe how quickly this year has gone. As you are reading this I'm sure it won't be long before we see the first Christmas advert on TV! Probably the 'Coca Cola' one with all the lorries informing us that "Holidays are coming". Other soft drinks are available!

I wanted to bring you all up-to-date with how things have been since the last edition of Views. Firstly, all the trips we have been running for the owners. The Ospreys performed for yet another season, arriving back at Bassenthwaite in April this year. The female is back in Africa with the male and the two chicks, although not really chicks anymore.

We also had the ever popular Yew Tree Farm trip where owners go over to the farm and have a look around with Caroline, the farmer. Finally, the visit to the Armit Museum. We have been lucky enough to arrange a special weekly visit to the museum for Langdale Owners. We are met at the Armit by some of the Trustees and taken to a private viewing room and shown some of the treasures of the Armit. These include original Beatrix Potter water colours, a first edition King James Bible and much more. After the visit everyone comes back to Langdale for a great lunch in Hobson's Bar. We will carry on the Yew Tree Farm and Armit visits but the Osprey visit will have to wait till next April when they will hopefully be back.

The Owners Privilege card is proving to be a real success. Owners have saved £81,000 in the past year and that's just the saving made on site in the restaurants, bars and spa. There are other offers that your card gives you; 10% off the Climbing Wall in Ambleside, 10% off High Point activities and equipment hire and the latest one to the list is South Lakes Animal Park which has a flat rate offer for everyone, adults and children alike, to enter the park for only £7 per person (normal prices are Children £8 and Adults £12.50).

Over the last 6 months or so the Lodge Owners Dinner has become one of the busiest nights in Purdey's. It has been excellent to experience the vibe the evening creates, having the restaurant full of owners. Thank you so much for giving this evening your support and I hope you find it fun and

interesting meeting other owners that you may not have already known.

This has been a great year so far for both Langdale and all its owners and I hope the rest of the year is as successful. I look forward to seeing you all at Langdale soon, but if I don't till next year then have a brilliant end to 2011 and all the best for 2012!

See you at Langdale soon.

Adam
Owner Relations Manager

015394 38016 / adam@langdale.co.uk



South Lakes Wild Animal Park



Yew Tree Farm



People at Langdale

Joanna Karp has moved from Reception to the Sales Department following the departure of Debbie Ellison and has been replaced by Jade Harrison. Lucas Zachmielewski from the Terrace and John Lynch from Wainwrights' have both been promoted to supervisor positions.

Natalie Leonard, Nina Edwards and Dawn DeBeer have all had babies.

Kelly Hodkinson has won the Furness College award for Outstanding Commitment to Training.

A team from Langdale recently took part in the Cross Bay Walk which took them from Arnside to Kents Bank, Grange-over-Sands in aid of Cumbria Wildlife Trust.



Management Fees by Direct Dedit



You can now pay your management fees by direct debit as well as by cheque, credit or debit card (subject to a handling fee) bank transfer or cash.

The direct debits can be paid monthly or annually, please contact the Accounts department for more information or go to the Langdale Owners' Website to download the direct debit forms.

015394 38013 / langdaleownersclub.org.uk



Cross Bay Walk





Timeshare Sales and Rentals

There are a number of options available to you should you not be able to visit Langdale during your week(s). The Rentals service will make any week available for self catering holiday rental by the general public through the Sales office and the award winning website which alone took over £410,000 worth of rentals for owners in the past year, with 93% of available weeks being rented.

If you wish to sell your timeshare week, again there are many options available to

you. The sales team at Langdale offer an excellent re-sale service to existing owners which, despite gloomy economic conditions is still selling owner weeks at a level similar to (and at times better than) previous years.

If you intend to sell your week we can make it available both for rent and sale at the same time. Please contact the Sales office for more details.

015394 38056 / sales@langdale.co.uk



Severe Weather Conditions



The road from Langdale to Ambleside

As recent winters have thrown up some interesting weather conditions with heavy rainfall and snow, the management company would like to let all owners know about the contingency plans that are always in place to ensure the health and safety of all guests at Langdale.

Throughout the winter the Grounds team and management pay close attention to detailed and long term weather forecasts. Where low temperatures are forecast the roadways are gritted in advance and also in response to any such icy or severe weather conditions. In the event of snow being forecast our teams are placed on stand-by so that they are prepared to clear lying snow as quickly as possible. In order to deal with the prospect of a severe winter we have increased the amount of equipment and grit that is available. However, access

to each lodge cannot always be cleared immediately.

Luckily the Estate has avoided any significant flood damage in recent winters whilst other parts of Cumbria were devastated. Precautions including, flood barriers and sluice gates are in place for times when the water levels are expected to reach dangerous levels.

Whenever access to Langdale is expected to be difficult information is available at reception for those on site. The Langdale website will be updated wherever possible and information can also be found at the following websites:

highways.gov.uk
bbc.co.uk
cumbria.gov.uk

Langdale News

The marketing team at Langdale has been awarded the prestigious RCI Award for Developer Achievement for the interactive map on the owners and public websites. The judges ***“decided unanimously that this interactive map adds value to owners, buyers and the industry giving full information about the Langdale operation and site both now and future development”***

All of the bars and restaurants have had their menu updated since the last edition of Views to reflect the current, fresh, seasonal produce available locally. When visiting any of the outlets please remember your Privilege Card to get your exclusive owner discount as these cannot be claimed retrospectively (at check out).

Following a visit from the AA inspector the hotel has retained its four stars and Purdey's has retained its two rosettes, a sign not only of the quality now achieved but also consistency. Wainwrights' is again featured in the CAMRA Good Beer Guide 2012.

AGM

The AGMs for the Owners Club and Langdale Owners PLC take place on 4th December 2011. There will once again be a weekend full of events and entertainment, this time with a Christmas feel. There are a few rooms left in the hotel and a very limited number of lodges available to rent which include the 4th December.

Please contact the sales team on 015394 38016 to check availability and book.



Maintenance & Refurbishment

As autumn approaches the Maintenance team are at full strength. We are busy finalising the details for this year's maintenance and refurbishment programme.

Within this year's programme of refurbishment we will install over 1000 linear metres of wall paper, 600m² of carpet, 600m² of wall tiles, and 8 electrical distribution boards. This will complete the refurbishment of:-

- 4 master en suite bathrooms
- 17 shower (sauna) rooms
- 4 en suite shower rooms
- 2 second bathrooms
- 11 kitchen/living rooms
- 5 Leather suites

This is significantly more installations than last year and by the end of this year's programme we will have now completed 73% of the bathrooms across the Estate.

We are also starting a programme of lock



New Kitchen & Lounge

replacements and will be installing 'Salto' electronic entry systems to the front doors of Lodges. The intention is to install these locks as part of the refurbishment programme.

Within the maintenance programme we will again be working closely with local contractors to ensure that all electrical, gas and fire detection installations are tested, serviced and certified.

To ensure we remain compliant with the Fire Safety regulations we are starting a two year upgrade programme of fire detection within the Lodges. This will mean that all bedrooms will have fire detection.

We will continue to upgrade boilers in the Lodges and aim to complete a minimum of five units this year.

With dedicated painters now part of the Maintenance team we have been able to accelerate the external lodge painting programme, adding three lodges per year. Our team in Stores are gearing up to manage the logistics of getting all the right things to the right place at the right time.

Committee & Board Workshops

The Langdale Board and Committee Workshop was held to generate awareness and interest in future positions which may become available on the Board or the Committee. The event was held in Harrogate on Saturday 2nd April at the Cedar Court Hotel and was attended by 23 delegates and 8 representatives of the company and the club who delivered presentations. Everyone enjoyed the day and found that it provided a valuable insight into the overall operation of the Estate and gave interested parties the chance to explore possible future

roles within either the Board or the Committee.

We have subsequently agreed to invite those interested parties to submit details of their experience and skills and this group of people will be invited to attend a Board and/or Committee meeting, dependent upon their interest at meetings to be held in 2012.

The Board and Committee regard this shadowing exercise as the next step in the process - an opportunity for those interested to meet the team on an informal basis and experience how business is conducted within the formal setting of the respective meetings.

Any similar events which may run in the future will be publicised in Views and on the owners' website.



Privilege Card

Don't forget your Privilege Card each time you visit Langdale for exclusive discounts in Purdey's, The Terrace, Hobson's, Wainwrights' Inn and The Spa.

Also, remember you can SAVE 10% off the best available rate in the Langdale Hotel.