



Autumn / Winter 2014

# Views

langdaleownersclub.org.uk

The Newsletter of the Langdale Owners' Club - No. 61

# Committee

The Annual General Meeting of the Langdale Owners' Club Committee ("LOC") took place at Langdale on 23rd November and was attended by over one hundred owners. The minutes of the meeting will be available on the Owners' Website and circulated in the post and by email prior to the 2015 meeting.

After nine committed and dedicated years' service to the LOC, Andrew Collier stood down this year to enable him to devote more time to his rowing coaching and also to allow others the opportunity to represent you. Kit Bird has replaced Andrew on the Committee and joins fellow owners Ian Hamilton and Jill Walker, along with company representatives Joe Longmuir and Nick Lancaster.

Kit introduces himself . . .

*"I am delighted to be joining the Langdale Owners' Club Committee and to have the opportunity to contribute something to Langdale. I have been coming here since the late 1980s when my parents first bought a lodge, and became an owner myself in 2002. Langdale is now an annual delight for three generations of my family, which makes me aware of how we must think about the requirements of all who stay in our lodges and apartments.*

*Although I have been living in London since*

*2007 I grew up in North Yorkshire and, after a chemistry degree, I spent 14 years in the leather chemicals industry, including 8 years at director level, giving me an early introduction to board-level management. Subsequently I spent three years with the Prince's Trust in Yorkshire and then began working with start-up businesses, which I continue to do on a part-time basis.*

*This, together with serving as a director/trustee for a number of voluntary organisations, has taught me a great deal about how to work with full-time managers without trying to do their job for them, and also how to represent a broad membership base with varied views and interests. In recent years I have spent a lot of time volunteering for Oxfam from which I learnt the importance of being linked to your local community – something Langdale does well and which I believe we should all support.*

*My partner, Beverley, and I are both enthusiastic fell-walkers and we want to ensure Lakeland remains unspoilt for future generations. Langdale's green credentials are something we can all be proud of in this respect and I hope we can take steps to enhance them over the coming years.*

*I look forward to getting to know many of you during my time on the Committee – I'm always keen to hear owners' views so don't hesitate to "bend my ear" if you run into me, be it at an AGM or on the top of a fell!"*

## Timeshare Refurbishment

The refurbishment of the lodge kitchens and living rooms is scheduled to be finished in this winter's maintenance period, with works being carried out in 19 units which completes this phase of refurbishment, along with the lodge bathrooms.

Refurbishment of Elterwater Hall kitchens will take place this winter, subject to consultation with those owners - due to take place at the time of writing.

The consultation with owners on the future refurbishment of lodge bedrooms has begun, with two schemes and four distinct designs created for your consideration and comment. To provide feedback, please go to the Owners' Website where you can view photographs and 360 degree images of each bedroom option. There is a form and email address for you to give as much and as detailed feedback as you wish.

Once all feedback is collated, your Committee will conduct a review before making any decision, which will then be communicated to owners with a likely timescale for implementation. This will be published on the Owners' Website or you will hear from Adam when you visit Langdale. Please let us have your feedback by 31st January 2015.

# Company Developments

At the recent Langdale Owners PLC AGM, Joe Longmuir announced some very exciting plans which aim to bring the “WOW” factor back to the public areas within the Estate:

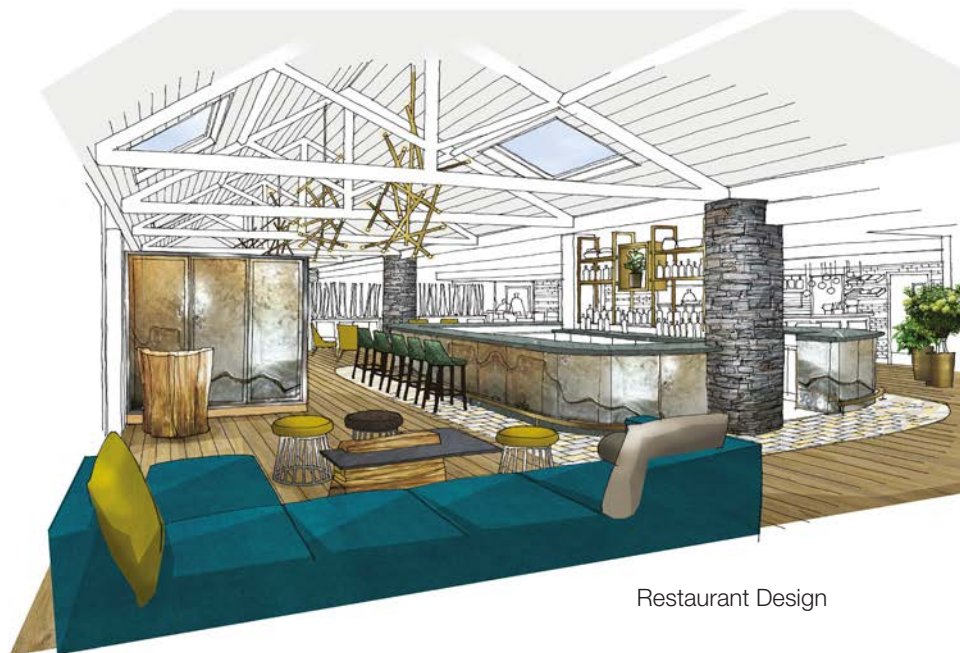
## Reception

The main Reception is to be relocated to the Gateway area. By combining the existing Gateway offices with the adjacent conference room, an exciting new “One Stop Shop” for reception and all guest services will be created - where it should be, at the entrance to the Estate.

The management company has been trialling a different style of lodge check-in during the summer and autumn, which has proved extremely popular with owners and will continue. In addition, advances in technology could see the need for a formal check-in for owners disappear altogether.



Gateway Reception Designs



Restaurant Design

Dale Watler, Chairman of LOP told shareholders at the AGM that the Board is fully in favour of these proposals, and that they present an exciting prospect for shareholders through increased profitability, and also for lodge owners, through enhanced facilities on the Estate.

News of the development was extremely well-received by those attending the AGM, as was the ambitious timetable.

Further details, drawings, plans and a Q&A are available on the Langdale Owners' Website.

[langdaleownersclub.org.uk](http://langdaleownersclub.org.uk)

## Food & Beverage

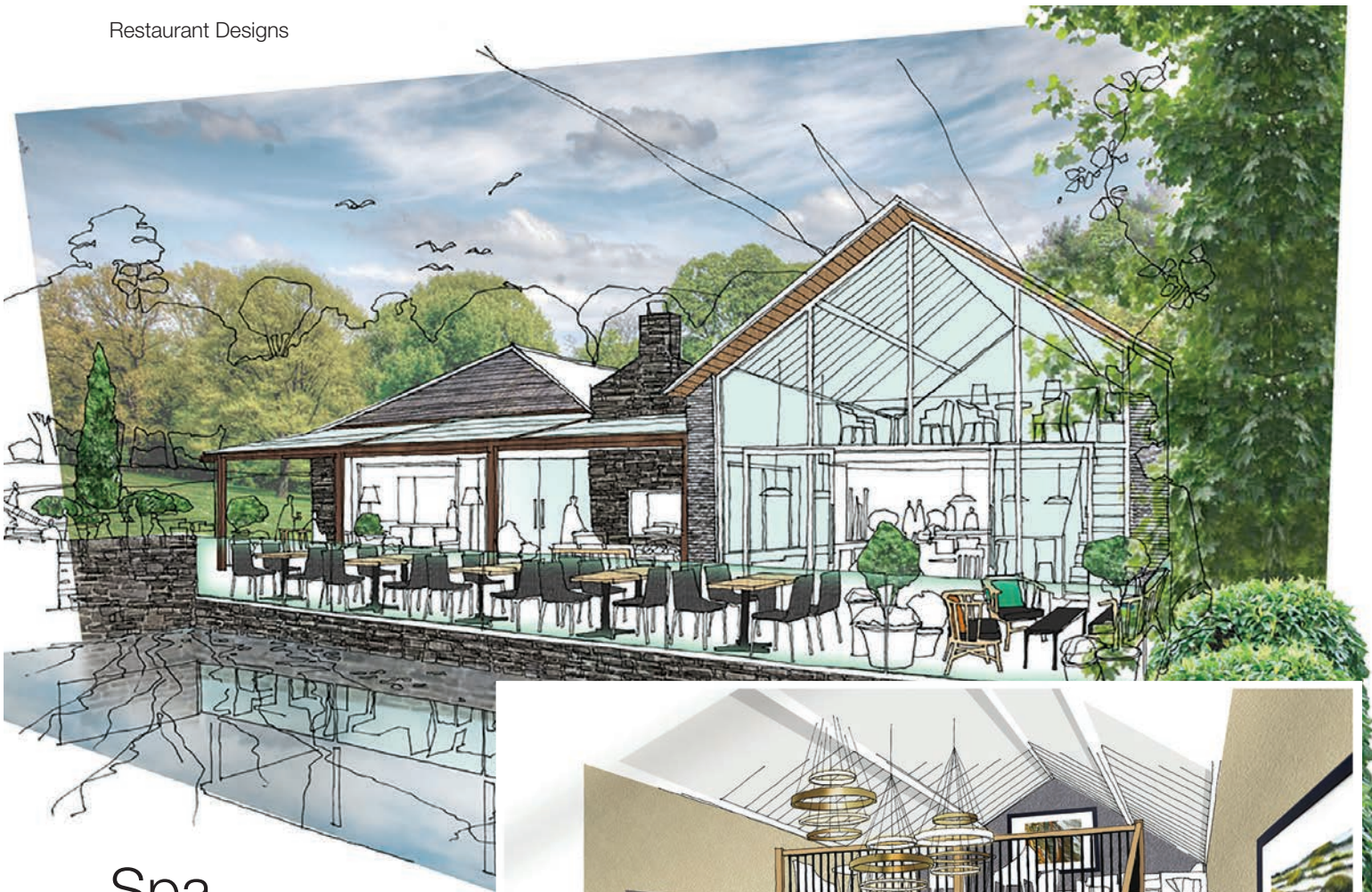
The Terrace Restaurant operation will be moved into the area occupied by the current Reception and combined with Purdey's and Hobson's to create an entirely new food and beverage area.

One of the UK's leading restaurant designers, Clare Devlin, was appointed to design the new area and she has interpreted the brief amazingly well. The essence of the brief was that it had to cater primarily for timeshare owners and current hotel guests, and be suitable for the diverse range of customers on the Estate – to be capable of delivering a great experience, from three generations of the same family sitting down together to an intimate dinner for two (and everything in between).

The new area will have more seating than is available currently in the three existing dining outlets combined, and there will also be covered outdoor seating making the most of the view of the Waterwheel tarn.

Menus have yet to be finalised; however, the broad range of food currently on offer in the Terrace, Hobson's and Purdey's will be available in the new area (which has yet to be named).





## Spa

By moving the Terrace Restaurant, space is created for new Spa facilities and experiences. The spa will offer additional treatments in luxurious new rooms and a range of experiences in a new Thermal Suite, and it is envisaged that these will be available to all guests staying on site. All of the existing leisure facilities will remain unchanged and will continue to be available on a free-to-use basis for all timeshare owners and their guests.

The development has been approved by the Board of Langdale Owners PLC, subject to the tender returns meeting the £4m budget and the finance package being finalised with Barclays.

Work is scheduled to take place in three phases. Gateway work is not particularly intrusive and will take place next summer; Purdey's will close at the beginning of October 2015 and Reception will move to Gateway at this time. The new food and beverage area will open mid-January 2016, with the Terrace closing at this time, and the new Spa will open in May 2016. Disruption will be kept to an absolute minimum, although there will inevitably be an impact with a limited range of facilities during construction.



Concept design



# Making the most of your week if you can't use it ...

## A Guide to Renting

While a trip to Langdale is (we hope) always welcome and a treat which you look forward to, there are times when owners cannot use their week. In such circumstances the management company is here to help.

When you cannot use your week, you can send someone in your place. All you need to do is enter the full details of the person(s) coming on your Confirmation of Arrival Form.

Or, you can rent your week out via the Sales Office. You can either use the online Rental Agreement Form which you can find on the Owners' Website, or contact the Sales Office on 015394 38012 for a form to be sent to you. If you wish to use the rental service, here are a few tips to help us to achieve a rental on your behalf:-

- Make your week available for rent as soon as you know you will not be using it. Some renters plan their holiday a long way in advance and it gives the marketing and sales teams a chance to promote it.
- Offer part weeks - short breaks are getting ever more popular.
- Be prepared to be flexible on price close to the time of arrival; some holiday makers still leave it until the last minute to book and will shop around for the best price.

The management company will always strive to rent all properties available at the best price.

There is the facility to swap weeks within Langdale which has been successful for many years. Please see the Owners' Website for the latest availability or email [fred.crouch@btinternet.com](mailto:fred.crouch@btinternet.com).

There are exchange organisations with whom timeshare weeks can be swapped in different resorts in Britain or around the world. More information is available from the Sales Office and on the Owners' Website.

# Sustainable Langdale, Waterwheel and Biomass

The efforts of all those involved with the management of the Langdale Estate to create a truly sustainable operation in every sense are well known to most of you. With the addition of Brimstone and its environmental sustainability, attention has been given more recently to the long-term commercial sustainability of the entire Estate.

A new 190Kw biomass boiler has been installed close to Housekeeping and Stores, behind Brimstone. This will add to the existing biomass installation in the main car park and provide additional renewable energy to the site.

As some of you may have seen, a new waterwheel has been installed adjacent to the cosmetic one close to Reception opposite Hobson's. It certainly has created a huge amount of interest from guests coming on to site. The work to install the waterwheel has been undertaken in conjunction with the University of Cumbria and Smith Engineering in Maryport. It is not only a contributor of green, renewable energy but also forms part of an educational project to make waterwheels accessible to communities around the world.

At 4m high the waterwheel is about the same size as the one it replaced; however, the new one will generate a constant 6kw and may well be the catalyst for more waterwheels around the Estate, where suitable and unobtrusive. More information on the project is available on the Owners' Website.

## AGM 2015

The next AGM for LOP and LOC will take place on 31st October 2015 at a venue in London. The exact location is to be confirmed. Further details will be on the Owners' Website when available, and in the next edition of Views.

# People at Langdale

We said goodbye to Sarah Barge, Purdey's Restaurant Manager, who left us in October to take on a new challenge at the Rybeck Hotel in Bowness. Tim Kay has taken over the management of Purdey's and we wish him every success. Many of you will have met Jason Maddrell, who is the new Hobson's Manager. If you haven't already met him, he would very much like to welcome you to Hobson's.

In the Sales Office, Joanna Drellock is currently on maternity leave, having given birth to her first baby, named Kamila. Her absence is being ably covered by Holly Smith who previously worked in the Spa.

Hazel Bunyan has joined us as Spa Assistant Manager, replacing Sarah Bickerstaffe who has left Langdale to explore Australia.

Aggie Dudlik-Hoch, who many of you will have spoken to in the Accounts department, has left us to take on a new role working in the accounts office of a group of schools.

In the Kitchens we welcome Charles Gachomo who joins us from the Waterhead in Ambleside and Mike Marran who returns to us after a spell working in Scotland. We also welcome Simon Armour-Smith.

# Langdale Branded Clothing

You may have seen some Langdale owners around the Estate wearing fleeces and sweatshirts carrying the Langdale shield. To reflect a resurgence in popularity, we have re-introduced a range of Langdale branded clothing, including snuggly hooded fleeces, sweatshirts and polo shirts in a timeless, classic style.

Items are available to purchase on the Owners' Website and orders can also be placed at the Spa for delivery to your home.

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