



The Newsletter of the Langdale Owners' Club - No. 62

Committee

Dear Owner

We would like to take this opportunity to thank you for your continued patience over the past six years during the process of what has been the largest refurbishment programme we have ever tackled on the Estate, on behalf of owners.

We are now planning the next phase of

refurbishment. Thank you for the feedback we have received so far on the proposed bedroom designs and the possible alternative sauna schemes. We value your views and hope that you will take an active part in future consultation, which will inform the refurbishment designs.

Ian Hamilton

Chairman and on behalf of LOC Committee

Owner Relations Manager

As I sit in my office, I'm thinking that this is the last Views article I will write in here. Next time I will no doubt be over in the new gateway building! Over the months ahead we are going to go through some pretty big changes. In the hotel and the timeshare. I realise that we all have happy memories in some of these places that will be going, but like me, I hope you're excited about making new ones in the new restaurant and Spa. Plus, it will give us one of those... "Well I remember when this was all fields..." moments to new comers to the Estate. Who doesn't like to reminisce now and then! In the lodges and apartments we are going to start the bedroom refurbishments. As a collective group you have decided on the two designs. Details are on the Owners' website. Personally, I think you chose wisely!

I'm working with a company called Cumbria Crystal at the moment. If you aren't familiar with them, they are based in Ulverston. They provided all the crystal glass ware

for the set of Downton Abbey. They have even had James Bond himself drink out of one of their glasses in Casino Royale. They are going to offer you the chance to join in their work shops where you will get the opportunity to either do some glass cutting or sand blasting. The first courses will be in October and November, so might be a nice Christmas present to give some whisky glasses you have designed and cut yourself. Or a glass bowl with a sand blasted picture you have chosen. Make it very special. More details of these events will soon be on the Owners' site.

Well, I won't keep you too long as there is plenty for you to read in the rest of Views. But can I be the first to wish you a very Happy Christmas (early I know, but I have already had a few owners wish me it) and all the best for the New Year and I look forward to seeing you in Stove for a drink! Take care, **Adam**

The Langdale Owners' Club Committee consists of -



Jill Walker
Owner



Kit Bird
Owner

Ian Hamilton
Chair

Joe Longmuir
Company Representative

Nick Lancaster
Company Representative

The minutes of the Committee meetings can be found on the owners' website along with AGM minutes and financial statements.

langdaleownersclub.org.uk

LOC Annual General Meeting

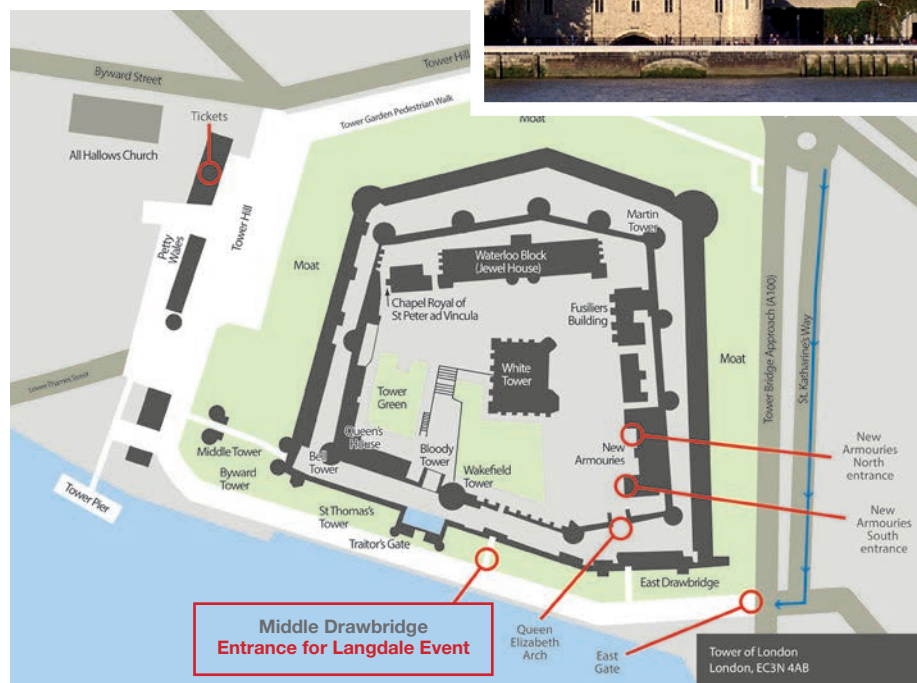
This year's LOC AGM will be held away from Langdale due to the work taking place on site. The venue is the Tower of London and the date is 31st October. The timings and details of the event are below, full details along with registration and voting papers accompany this edition of Views.

- Registration for the meeting is at the Tower of London and will open from 9.30am on the day.
- LOP AGM 11.00am-11.40am covering business items and resolutions
- At the close of the AGM there will be a five minute break at which time LOC members only will join the room.
- LOC AGM will commence at 11.45am and is expected to last for 45 minutes.
- At the close of the AGM there will be an adjournment of 15 minutes.
- 12.45pm there will be a joint meeting of LOP and LOC, which is not part of either AGM, but allows an open question time from all present.
- The meeting will close at 1400 hours

For this event the entrance to be used is the Middle Drawbridge Entrance – (see map)

Train times and ticket bookings - nationalrail.co.uk

Nearby car parking - en.parkopedia.co.uk



Committee Member Jill Walker - One Year On

Hello again! I can't believe that I have now been on the Committee for over a year – it's flown, but it's been hugely interesting and enjoyable. It's been great to see the kitchens and lounges finished and now we are embarking upon the bedroom refurbishment.

I've spent time before most of the meetings with various members of the team that look after Langdale so well, passing on thanks from owners and trying to understand the challenges the team face to better appreciate how things work.

In Housekeeping the thing that amazed me the most was that there is simply no way of knowing how many staff will arrive each changeover day. Discovering this makes me so much more understanding when things are not to the standard we would want. If things are not satisfactory please contact Housekeeping as soon as possible so that they can rectify the situation for you. Whilst feedback is great they really want to resolve things at the beginning of your stay rather than the end. If the team have been short

staffed it is quite possible that your lodge hasn't been checked as the staff will all have been focused on cleaning lodges. In Maintenance I was incredibly impressed by how much is achieved in a very short space of time during the two week maintenance period. I was also delighted to see how understanding owners are when things don't go according to plan and they are asked to stay in an alternative lodge to the one they were expecting.

Generally, all teams are keen to resolve any concerns you may have as quickly as possible. Please do make comments on the feedback forms but, if something is missing, or not as you feel it should be, please report it at the first opportunity – it may be that the situation can be resolved quickly and this may make your stay more enjoyable.

It was a pleasure to meet so many owners at the AGM, and to experience some of the many varied and interesting events that were organised for our pleasure. I'm confident I'll never be a good CSI! The

forthcoming AGM will be very different, but I look forward to seeing many familiar faces.

It's been reassuring to see the focus on budgets, the significant effort that goes in to ensuring the work completed in lodges is to a high quality but balanced with cost in consideration of the maintenance fees. This is equally true of day-to-day things as it is of refurbishments. There is a balance between upgrading / maintaining quality and controlling the annual fees we all pay.

New Privilege Partner

The Wordsworth Trust has offered Langdale Timeshare Privilege Card holders the following discount, which is available when buying tickets online - wordsworth.org.uk

For £1.50 off an adult admission, enter: 1angda1e0600

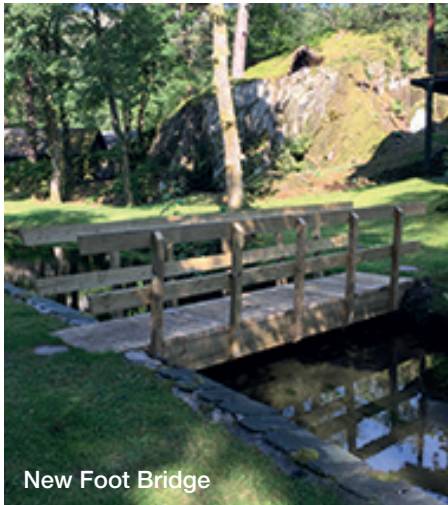
For £2 off a family admission, enter: 1angda1e1520



Refurbishment Update

The refurbishment of the kitchens, living areas and bathrooms in all the lodges is now complete. The kitchens at Eiterwater have been replaced and fifteen boilers have been replaced with new units.

Bridges by Lodges 30 and 33 have been replaced. The bridges were made on site by our own Master Carpenter Ken.



New Foot Bridge

Langdale Valley News

The Great Langdale Athletic Club run by Langdale staff, among others, and supported by Langdale Leisure Ltd organises the Marathon, Half Marathon and the 10k road races in the valley raising money for good causes. Recently the Club has provided all the children at Langdale School with sports kit for their PE lessons and also team kit when the children compete against other schools.

The National Park Authority and National Trust are upgrading some footpaths to bridle paths and widening them to provide some superb cycling along the valley and further afield in the Lake District. See langdaleactive.co.uk for some great bike rides starting and finishing at Langdale.

Chapel Stile Co-Op now has a website so you can keep in touch with what's going on there at langdalecooperative.co.uk



scheme came out favourite. It is likely that around 30 bedrooms per year will be completed in the maintenance weeks starting with Chapel Stile.

The chosen designs are on the Owners' Website and details of the bedrooms to be completed in each maintenance period will be published once the plan is finalised.

People at Langdale

Paul Ray, Executive Chef left Langdale to pursue his career elsewhere and we wish him good luck.

Charles Gachomo, Scott Barge and Michael Marran lead the kitchen teams across the site.

Sona Utlakova has accepted the challenge as Restaurant Manager in Purdey's.

Lisa Hutton, a long-serving member of Wainwrights' team, is now a full-time Supervisor.

Sarah Barge (formerly Strachan) who many of you will know from her time in Purdey's has returned to Langdale as a Duty Manager.

Tim Brereton has joined the Maintenance team as Assistant Manager to help deliver the challenging schedule of projects across the site and another member of the maintenance team, Ben Clarke, has completed his apprenticeship and is now a qualified plumber and gas fitter

Kerry Bowd who previously worked in the Spa has joined the Sales team.

Bedrooms

After extensive consultation on site and via the Owners Website the designs to take forward for the refurbishment of the bedrooms have been chosen by you. The Foxglove and Elderberry scheme was chosen for the master rooms and for the second bedroom the Satchels and Tarns

Man at the top and weir

The generosity of owners continues to protect and enhance the local environment and landscape with on-going donations towards the Our Man at the Top footpath repair managed by Nurture Lakeland and support for the restoration of the weir following flood damage.

Donations to pay back the outlay for the weir now amount to £60,708 and Our Man at the Top totals over £200,000 since its inception.



The weir





Company Developments



Gateway

The work on Gateway is well underway as this goes to press. Images and more details will be on the Langdale and Owners' Website as soon as they are available.

Once completed Gateway will be the reception area for the whole resort and will be your first port of call for assistance of any kind during your stay. Updated check in options and procedures will be sent to you prior to your arrival.

Restaurant Designs

Restaurant & Spa Development

Since the last edition of Views there has been much work behind the scenes to enable the most exciting development of restaurant and spa in the Lake District since Langdale was first established. The feedback from owners has been overwhelmingly positive and we all look forward to the next exciting phase in bringing the wow factor back to Langdale.

Follow developments on the Owners' Website and during your week at Langdale at the Monday meetings with Adam.

