



Photo by John Shedwick

## Constitution

As you are aware from previous correspondence the Committee have been working to update the Constitution. It has served us well for more than 35 years, but much of the language used was outdated, and the evolution of the timeshare market means that enhanced flexibility within the Constitution would be helpful.

We were pleased that so many Owners took the time to comment on the proposed revised Constitution, and ask questions about it. There was general recognition that the 'nuts and bolts' of the original Constitution hadn't changed, and many people welcomed the changes that might come as a result of the proposed amendments.

Owners voted overwhelmingly, in person and by post, to accept the revised Constitution at the AGM on 1st December 2018. As a Committee we thank you for your support and we will now explore in more detail the potential options available around giving Owners a means to hand back (surrender) their Holiday Certificates should the need arise, and provided no other viable option is open to them. We hope to produce a plan to present to Owners at the 2019 AGM giving more information on how such a scheme would work prior to being introduced.

We hope the revised Constitution will serve us well for another 35 years, and potentially until the expiry of all Holiday Certificates in 2062.

**By Ian Hamilton**

## What do Langdale Owners contribute to on-site?

Periodically we receive comments from Owners concerned that their management fees are being spent on facilities perceived to be primarily for the benefit of hotel guests and not for lodge owners. Langdale Owners Committee are purely concerned with matters relating to the timeshare properties and their owners. They are not involved in the development, provision, maintenance or operation of any of the on-site facilities.

The Management Fee is spent on a large number of things, some seen and some unseen, but they all relate to the timeshare units and the land they are on. The Management Fee is not spent on the hotel, on Brimstone, on Stove, on the Spa or on the leisure facilities. The Management Fee is spent on Housekeeping, laundry, linen, general maintenance, running costs and refurbishment. For more detail on this please refer to issue 64 of Views, Spring/Summer 2018.

**By Jill Walker**

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## Travel Insurance

Do you take out Travel Insurance when you plan to go abroad? Do you do the same when you plan to holiday in the UK? I always take out Travel Insurance when I plan to go abroad, but I rarely think about it when I plan to holiday in the UK. I'm not sure why this is as my plans to travel in the UK can go awry just as easily as my plans to go abroad. I think it's because I don't always think about my UK travel plans in the same way as I do my foreign

travel plans. And I definitely don't think about my Langdale stays as holidays that require Travel Insurance – I think of them as home from home, only better in many ways! But your week at Langdale is most definitely a holiday, and in the event that you couldn't get there you might benefit from Travel Insurance. You might be taken ill, the weather might prevent you from travelling – all sorts of things could happen. I urge you to consider whether or not you are covered, or want to be, in the event that you're unable to enjoy your week at Langdale.

**By Langdale Owners Club**

## Helping you Manage your Timeshare

A small number of Owners were contacted recently by an organisation purporting to be Langdale offering to buy/sell additional timeshare weeks. In the past Owners have also been contacted by organisations purporting to offer legal advice. If someone contacts you about your week, or if you want some advice or guidance regarding buying or selling a week, please contact Langdale in the first instance – they will not charge any fees for advising you, they have access to respected and trusted legal advisors both inside and outside Langdale and they will confirm whether or not someone from Langdale has contacted you. Langdale always offers guidance with the interests of Owners at the forefront of their mind.

Langdale will never contact you with regards to buying or selling a week unless you have been in touch with them first. The exception is if a week is offered for sale adjacent to your existing week in the same property – they will contact you to make you aware of this as many Owners appreciate having consecutive weeks in the same property. If you have any concerns about contact received regarding buying or selling, or if you want some help to buy or sell a week, please contact Dan Visser in the first instance – [dan.visser@langdale.co.uk](mailto:dan.visser@langdale.co.uk) – **015394 38001**  
**By Dan Visser**

## What is Your Timeshare Worth?

The short answer is ‘whatever someone’s prepared to pay’, but that’s possibly not terribly helpful. The truth is that Timeshare is like any other product, the value depends on supply and demand. Over recent years the way in which people choose to spend their holidays has changed. Nowadays many people like to go somewhere different every time they go away, which doesn’t perfectly fit with the Timeshare model, even though exchanges are relatively easy. There is a perception amongst some people that Timeshare is not great. Even people who visit Langdale year after year as renters sometimes feel they don’t want to own a week.

Many of us think of our lodges as property and expect to see the value grow over time, or at least remain constant, but in reality we own a week in a property so we own a product rather than a property. And the value of the Timeshare product doesn’t behave the same as the value of property. For me, the value of my Timeshare is the pleasure I receive from it. If I’d chosen to rent an equivalent property every year it would have cost me more than I’ve spent on buying my week and paying my Management Fee every year. Unless I’d chosen to rent the same property I might have struggled to find somewhere I would feel was as beautifully located, as comfortable and well-furnished and with so many facilities on my doorstep.  
**By Jill Walker**

## 2062 and all that

The adoption of a revised Constitution for Langdale Owners’ Club has sparked a flurry of queries about what happens in 2062 (and thereafter).

Langdale Owners Plc (LOP) owns the freehold of the entire Langdale estate. The lodges, apartments and other timeshare properties are leased by LOP to an independent Trustee who holds the leases on trust for the Club and its members. Under the terms of the trust the Club has the right to occupy the properties and it is this right which enables owners (as members of the Club) to buy and hold the right to occupy a particular week in a particular unit.

In 2062 all the leases expire so all the rights of occupation will come to an end and the timeshare units (though not their contents) will revert to LOP who can do with them as they please. What happens then will be up to the LOP directors and shareholders – the latter of course have to be timeshare owners as it is only by owning a week with a share attached that you can become a shareholder.

They could of course simply renew the leases for another period of years (not necessarily 80) but that would depend on there still being a demand for timeshare and I don’t think any of us know how people will be taking their holidays 43 years from now, so it’s really too early to speculate about what they will do. However the far-sighted decision in 1996 to purchase the estate means that whatever is decided will be up to the shareholder-owners of 2062 – not some faceless corporation or developer – and I’m confident they’ll be guided by their love of Langdale, and a desire to keep it special, just as we are today.

**By Kit Bird**

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## Fire Safety

We ensure that fire safety checks are carried out regularly by appropriately qualified and experienced external organisations. Requirements evolve frequently and we implement all requirements. As a result of recent advice received we have replaced many of the doors in the Chapel Stile apartments with heavier doors on a stronger close mechanism. Some of us find these doors extremely heavy, but they are necessarily heavy to protect us. The mechanisms will soften with use but we hope you understand that the safety of all guests is paramount and we would ask that you do not put anything in place which will prevent the doors from closing – they might save your life. Please do not wedge these doors open.

**By Langdale Owners Club**

## Digital Communication

If you’d like to receive Views, AGM Papers and other documents from us electronically please send an email to [mags.jones@langdale.co.uk](mailto:mags.jones@langdale.co.uk) or complete the form on the Owners’ website. You’ll receive correspondence more quickly than via postal services, can store it without cluttering up your home and will be saving the Club some postage costs.

**By Langdale Owners Club**

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

# Supporting Social Enterprise in Cumbria

Since 2017 Owners have had the option, when paying their maintenance fees, of supporting two good local causes. "Our Man at the Top", which supports the repair of local footpaths, is well known to most but the other – the Aspiring Leaders' Programme (ALP) - will be less familiar.

ALP is a course run in conjunction with the University of Cumbria by the Brathay Trust, which is based down the road from us at Brathay Hall (just off the Skelwith Bridge to Ambleside road at Clappersgate and well worth a visit if you're passing). ALP was established to support the voluntary and community sectors in Cumbria and North Lancashire; it targets 20-30 year olds working in those sectors who may not have particularly academic backgrounds, or for whom university may not have been an option in the past. Students who complete the course receive a degree in Social Enterprise Leadership.

During their three years of study participants focus on developing their personal and leadership skills through a mix of formal lectures and seminars, residential team-building weekends at Brathay Hall and visits to local businesses to learn how they operate and are managed. In the spring of 2018 the course spent a day at Langdale studying the structure of the business and the management challenges it faces. The aim is that by the end of the course the students will have gained enough skills to make a real difference to their local communities, but just as importantly they will act as role models for other young people, helping to tackle a low aspiration culture which has taken root in many of these communities. The students are mostly drawn from some of the most disadvantaged areas in the region; northern and western Cumbria and the Lancaster/ Morecombe area of Lancashire.

Last summer I was lucky to be able to represent the Owners' Club at the end of year celebration for ALP and meet some of the 17 students on the course. I was struck by their enthusiasm and how for many of them, ALP has been a life-changing opportunity, enabling them to overcome personal issues such as dyslexia which had held them back in the past. One quote sums up how the course has inspired them not just to develop themselves but also be able to contribute more to their communities: "Last year I had a little voice in my head telling me I couldn't progress my career any further because I'd find reading and

report writing too hard. Now I've applied for, and got, a promotion and am "acting up" as part of the management team for my charity." Another student is now leading an impressive project to develop a redundant church in Morecombe into a community-owned arts and leisure hub.

To learn more about ALP visit [www.brathay.org.uk/what-we-do/our-programmes/programme-options/leadership-programmes/aspiring-leaders-programme](http://www.brathay.org.uk/what-we-do/our-programmes/programme-options/leadership-programmes/aspiring-leaders-programme). Using Owners' donations and Club funds LOC has committed to funding one place on ALP until 2020.

**By Kit Bird**

## Board Succession

At the last AGM Dale Watler, Chairman of Langdale Owners PLC, raised the issue of changes happening to the board in the foreseeable future and explained that the board wanted to attract people with the right skills and experience to serve on the Langdale Owners PLC board into the future. Whilst a vacancy does not currently exist, the board would like to hear from Langdale timeshare owners who are interested in knowing more about such a position. If you would like to find out more about how the board works and what the role of a non-executive board member at Langdale actually is then, please contact Anne Durnall (Company Secretary) at [annedurnall@langdale.co.uk](mailto:annedurnall@langdale.co.uk) or on 07879 557606 for an Information Pack, with no obligation.

**By Anne Durnall**

## Pets

Please may we remind you that pets are not allowed in any of the lodges. Some people experience serious allergic reactions to pet hair and are totally unprepared for this when experienced at Langdale, due to no pets being allowed and therefore the expectation that none are in, or have been in, the lodges.

**By Langdale Owners Club**

# People

After 27 years loyal service to Langdale, Adam Sharrock, your Guest Relations Manager left us in December to take up a very exciting senior management position for an establishment in Kendal. A celebration and presentation event was held for Adam which included sincere thanks from both the Langdale Owners PLC board and the Owners' Club committee.

It is also noteworthy that Andy Dawson completed 35 years' service in 2018 and Sandra Pattinson our Lodge Housekeeping Assistant completed 25 years' service. They are both very valued and trusted members of the Langdale team.

**By Kelly Hodkinson**



**Adam enjoying a well-deserved drink on his last day at Langdale.**

## AGM 2019

Back in the South, by popular demand! The AGM will be held on Saturday 30th November 2019 The Light Auditorium Quaker Friends Meeting House in central London. More details will follow, but please put the date in your diary – we'd love to see you there.

**By Langdale Owners Club**

## What's in a name?

You may have noticed that we have recently introduced road names around the estate. The names are, in the main, taken from the buildings that were on the estate when the Gunpowder works closed in the 1930's. (based on English Heritage; Elterwater Gunpowder Works, Cumbria. Map 1926 – 1930)

The names have been adopted to help newer visitors to the Estate to negotiate the idiosyncrasies of our numbering system and also with a view of allowing the heritage of the site to remain relevant in an ever-changing world.

Glazing Mill Hill – Glazing House no3 was built before 1878 to replace glazing house no 2 which had been located on the side of the beck where Lodge 6 and 12 now stand. Power to the glazing house being supplied by the adjacent waterwheel, the remains of the waterwheel pit provide the ornamental waterfall to the side of Lodge 10. The partially complete gunpowder had to be smoothed and polished which was usually done by coating it with a fine layer of black lead (graphite). This process was carried out in the glazing house, although there is no evidence to suggest that these building were ever referred to as glazing houses during the life of the gunpowder works.

Cart House Hill – The Cart House that occupied the site of Lodges 77 and 76, again appears to have been a replacement for an original cart house which was ultimately incorporated into the Fellside building. It was constructed between 1861 and 1878, as part of an expansion of the gunpowder works and remained standing until at least 1977. You can still see it marked on OS maps of that period.

Cooperage Lane – unlike the previous building it would appear that the cooperage re-used a building, possibly part of the old corn mill, what is now the hub for our maintenance and grounds teams. The Cooperage was one of the first buildings to be used as holiday accommodation, being refurbished as such in the 1930's. The building was further renovated as part of the timeshare development and is now Lodge 81.

Huntsman's Corner – this references the site of the home for the Gunpowder Company's fell hound pack. The derelict

kennel buildings can be found just beyond the children's play area by Lodge 70.

Founder's Seat – the road leads to Founder's Seat, the highest point on the estate with spectacular vistas of the Pikes at the head of the Langdale valley. You can sit awhile and admire the view from the memorial bench to Richard Hall 1885 – 1964 which bears the inscription 'I will

lift up mine eyes unto the hills ...be still and know that I am god'.

Leafy Lane – is the newest roadway on the estate and the only road that cannot be referenced to the Gunpowder works. The name has been used by the Estate teams for many years and is a recognition of their perseverance and hard work over the years.  
**By Nick Lancaster**



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## Where do your Management Fees go?

It's easy to think that Management Fees just go up and up (as do many other bills!) and there's nothing to show for it. Of course we're a little different as you can see where much of the money is spent, e.g. ongoing refurbishment, day-to-day maintenance, the wonderful grounds, housekeeping and improved roadways. Some of the spend is harder to see but just as important, waterways and water tanks being good examples of this. Your Committee is very conscious of costs and we work hard to strike a balance between maintaining the high standards in our accommodation and on the estate and controlling the Management Fee. Sometimes it's helpful to understand the 'hidden' costs, the things we have little or no control over which we have to incorporate within the fee.

Wages are a great example of a cost which we can only control to a limited extent. For example, the minimum wage rise from 1st April 2019 is 4.9%. This is a legislative increase we have to abide by and it affects many of our Housekeeping staff. Another legislative increase is employer pension contributions. We are legally obliged to offer our staff access to a pension plan and to contribute to the plan if they choose to join.

The amount we contribute is increasing from 1% to 3%.

Suppliers increase their charges to reflect their increasing costs, which are often due to the same pressures we experience (such as the minimum wage and pension increases). We ensure we receive a range of quotes when we undertake new work and we review existing contracts, considering quality of workmanship and cost amongst other things. Last year our water and sewage costs increased by 4.8% and rates increased by 2.4% - we expect the same level of increase again this year.

Another significant cost for us is the transport for our Housekeepers. With unemployment at an incredibly low rate in Cumbria we transport people quite some distance (about an hour each way for some) to clean lodges and apartments. Not many companies want to provide this service, which is predominantly weekends, and the cost reflects this.

Few of us are happy when costs increase, yet we're keen to ensure service and standards are maintained. We do our best to balance them all.

**By Jill Walker**