

Views

No. 51

The Newsletter of the Langdale Owners' Club

Spring 2009

The AGMs Come Home

This year's AGMs are being held at Langdale on Sunday 15th November – the meeting for shareholders of Langdale Owners PLC is at 11.00am and the Langdale Owners' Club meeting is at 2.00pm.

A special package is on offer to owners for bookings made before 1st July 2009 at £200 for two nights for two people sharing a Classic twin or double room, or £220 for a Signature room, £240 for a Feature room or £230 for a Family room (maximum of two adults and two children). This may be for the Friday & Saturday or Saturday & Sunday nights. The package includes:

Full Cumbrian breakfast on two mornings.

Saturday

Activity/Walk during the day.

Drinks Reception in Purdey's Bar.

Evening entertainment.

Sunday

Tea/Coffee in Partners Room at

10.00am.

AGM of Langdale Owners PLC at 11.00am in Purdey's.

Tea/Coffee in Partners Room.

AGM of the Langdale Owners' Club at 2.00pm in Purdey's.

You may extend your stay from only £30 pppn B&B.

The Board and Committee are hosting a Lakeland-themed Buffet in Purdey's on Saturday evening, complimentary to owners attending the AGM and staying at the Hotel.

A two-course hot/cold Buffet Lunch will be served in The Terrace at 1.00pm on Sunday for £15.

Would all owners wishing to book the two-night package, Sunday lunch or just to attend the meetings please contact Jackie Lancaster on 015394 38066 or e-mail Jackie@langdale.co.uk. Remember, the special offer ends on 1st July 2009.

Biomass

The Hotel & Leisure Club's new Biomass boiler has now been up and running for a number of weeks. The boiler uses woodchip as a fuel, all sourced from within Cumbria to provide a sustainable, low carbon form of energy. The woodchip storage is located in Elterwater near the nature trail, with some on-site storage adjacent to the boiler.

Sourcing of wood fuel locally has the added benefit of helping both the local economy and wildlife, whilst also reducing the transportation involved in bringing fuel to Langdale.

The boiler has replaced four old LPG-fired boilers. This is also providing a cost saving within the business. We anticipate that the boiler will provide approximately 90% of the annual heat required for the Estate's central facilities, such as the pool, restaurants and reception areas.

Coming Soon - Owners' Privilege Card and NEW Owners' Website

The Langdale Owners' Privilege Card will be available soon and sent out. Cards will be sent to all registered owners for their use at any time throughout the year, and additional cards will be available for friends and family when staying with owners.

The card will enable owners to access exclusive discounts at all outlets on the Estate and also on Hotel accommodation. Full details will be available shortly on the Owners' Website, a new version of which will also be launched imminently with a fresh design and new features to be added over the coming months.

www.langdaleownersclub.org.uk





Welcome to Graham Harrower - Executive Head Chef

We are pleased to welcome Graham to the team at Langdale. He joins us from Slaley Hall where he was Head Chef. Prior to his time at Slaley, Graham worked as Head Chef at the Fairmont, St Andrews - a fine dining 2-Rosette restaurant, and the Old Course Hotel at St Andrews, a 3 Rosette, 5 Red Star restaurant where Graham was Head Chef for six years. Graham has been responsible for the day-to-day operation and management of four separate kitchens. He also has experience working in the kitchens of the Caledonian Hotel in Edinburgh and 1 Devonshire Gardens, Glasgow.

He is a valuable addition to the team and will be responsible for all kitchens on the Estate including 'Wainwrights', playing a pivotal role in driving forward the quality of our food and beverage products - his aim is to improve the quality and consistency of the Langdale brand.



The Weir

Those who have been lucky enough to spend any time in the Lake District this winter may have noticed that we had some seasonal weather including snow, ice, rain and strong winds. Following the torrential downpour over the Christmas period, which saw vehicles abandoned on Lakeland's roads, we awoke to find considerable damage to the weir located downriver from 'Wainwrights'. This was due to the high volume of water in the Beck.

Great Langdale Beck has been supplying water to the Langdale Estate since the 17th Century, when there was a mill which processed wool from local flocks, and the weir has been supplying the Estate with a reliable source of water since its construction in 1824. The dry conditions of the waterways on site are a consequence of the damage to the weir and, unfortunately, until the weir is repaired there is little that can be done about this situation.

Most of the water in Great Langdale Beck is being drawn into the gaping hole left in the weir after the flooding, leaving very little for the waterways on the Estate. We are currently trying to establish the ownership of the weir.

Waterways

On 19th December 2008, major works on the waterways on site were completed, on time and on budget. The work, which lasted four weeks, was carried out between Lodges 57 and 60, and involved taking all the stone off the front of the lodges and the facing stone around the water, removing 150 tonnes of spoil, laying 100 tonnes of sand, installing a new three-part liner, rebuilding the waterfall, and reinstating all the facing stone. This was the third project in 18 months to help stop the leakage from the waterways; the other two being at Lodges 26 and 30.

Owners' Club Committee Election

Elected Committee members retire every three years by rotation. Ian Hamilton has put himself forward for re-election at the AGM in November. Any owner interested in standing for election must be proposed and seconded in writing, sent for the attention of Anne Durnall at Langdale by 1st July 2009.

New Role for Nick in LLL

Langdale Leisure Ltd (LLL) is extremely pleased to announce that Nick Lancaster, our General Manager, is to take on the new position of Director of Resort Operations within the business, a role identified in order to take care of the interests of lodge owners.

The team at Langdale has a desire to improve levels of service to lodge owners, and Nick has exactly the right combination of skills, credibility and attributes to deliver those improvements.

Nick's primary role will be to head up the Management Company team and be responsible for driving forward improvements in service delivery to owners and for controlling the Owners' Club budget. He will also be responsible for the implementation of Hotel and Lodge development and refurbishment plans; in particular the five-year lodge refurbishment plan currently being finalised.

Nick will still have the Hotel Operational team reporting to him but, given the emphasis of his new role, the operational and department managers will take a greater level of accountability for their respective departments by working together to achieve our objectives.

Nick joined Langdale in 2004 as Food & Beverage Manager. Within less than six months he had been promoted to Hotel Manager and became General Manager in 2007. He has been instrumental in driving forward the company's green objectives, in particular the installation of the Biomass boiler, and has worked tirelessly with local networks to raise the company's profile, both within our own locality and throughout the entire County.

We congratulate Nick on his appointment and hope that you will join with us in wishing him every success for the future.





Retirement

After 19 years of loyal service with the company, Colin Lister, Lodge Project Manager, is leaving in order to spend some well-earned time with his wife Linda. Colin and Linda plan to travel extensively and will return to their home in the Lakes as and when they feel the need.

Colin joined Langdale as a Maintenance Engineer in 1990 at a time when David Fairs was Managing Director. Within a short time, Colin was made Senior Engineer, and he quickly gained promotion to become Maintenance Manager in 1996.

Colin became a Committee member of the Langdale Owners' Club and his

work in recent years has concentrated on Lodge Projects, mainly refurbishment and renovation, with great success. Despite leaving the company as Project Manager, Colin has offered his services to assist with future projects where we might benefit from his wealth of historical knowledge.

We congratulate Colin and thank him for his commitment to the company and the Committee, his regard for lodge owners' interests and his 19 years of hard work.

We sincerely hope that Colin enjoys his early retirement and we wish him and Linda all the very best for their future.

Management Fees

The Committee has agreed the fees for the year 2009/10. On average, the fee increase is 6.3%. Significant increases in rates and water charges have been budgeted for, as has an additional training resource and supervision in Lodge Housekeeping.

For the coming year, the Committee are happy to have negotiated a fixed fee with the Management Company for their services. The Committee has set a target saving against the budget for the Management Company to achieve. This year's arrangement will result in any savings against the budget being a benefit to owners.

Energy

The Committee would like to remind owners that they are responsible for gas and electricity charges for all seven days of the week of ownership, including the background utility costs if the lodge is unoccupied for the week. The exception to this is where the lodge has been rented or exchanged; then the occupiers of the week are responsible.

Project ReViews

Chapel Stile Bathrooms

All bathrooms and shower rooms in the apartments at Chapel Stile have been refurbished during March. Apartment 5 bathroom was refurbished last year as a trial

to see if there were any major issues which might hinder the refurbishment programme and, following this trial, refurbishment of the other bathrooms has gone ahead.

This refurbishment used baths, pottery and tiles from Porcelanosa, and digital bath fills and showers from Aqualisa, with two chosen contractors having to work to a very tight schedule in order to complete all the work within the two-week maintenance period.



All bathrooms have a dual-fuelled towel radiator and, where space allowed, some have a swivel shelf unit and mirror fixed from floor to ceiling. There is a vanity unit fitted in each bathroom to give plenty of storage space. Apartments 2 and 7 also had their existing boilers changed to combination boilers.





Lodge 43

Lodge 43 was originally designed with improved access for disabled owners. The shower room has been refurbished to incorporate a wet room feature in the shower area. The walls and floor have been tiled and under-floor heating installed. The intention is to make this shower room more easily accessible and introduce some items which should help improve access for disabled owners, without detracting from the existing lodge character. The sauna remains unchanged.

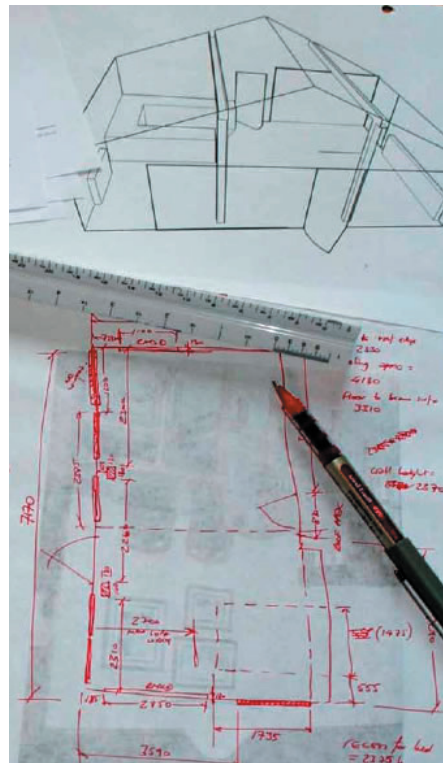


Lodge Refurbishment Plans

The Committee are working with the Management Company to develop a five-year refurbishment plan for each lodge on the main Estate. The plan will cover refurbishment of bathrooms, kitchens, hall, lounge and dining areas. The target date for works to commence is November 2009. The plan will be made available to owners in advance of this.

Katie Plumb of LA-UK design has been appointed to work with the Committee to develop a re-design of the lodge interiors. The brief is to update the lodge whilst still holding true to the original design principles.

Replacement of many of the leather sofas and chairs is required as a matter of urgency. This has been prioritised and the Committee expect to have a design to put to owners for comment within the next two months. A replacement programme will then commence this summer.



Televisions

The upgrading of all the televisions to Panasonic HD Ready LCD TVs has commenced.

According to Panasonic "these stylish and desirable LCD TVs boast a host of features to deliver outstanding moving picture resolution and beautiful colour reproduction, together with brilliant sound and easy operation, giving viewers the optimum HD viewing experience. A Panasonic HD LCD TV with Freesat built-in is a quick and convenient way to view a wide range of channels including brilliant HD programmes from the BBC and ITV".

"These sets give optimised picture performance, perfect for HD sports, movies and games, as they come equipped with Panasonic's flagship Intelligent Frame Creation".

Works are also taking place to improve the signal quality and range of television and radio channels available through the Freesat system.

For up to date information please see www.langdaleownersclub.org.uk

Recycling with Impact

As part of the continued commitment at Langdale to environmental sustainability, we have been working with Impact Housing Association to recycle redundant lodge and hotel items to local social housing projects. So far 50 TVs, 800 pillows, 400 duvets, 17 chests of drawers and 34 chairs have been donated and re-used.

This not only reduces waste but also

ensures that Langdale is helping to furnish properties for local people where they would struggle to provide similar items for themselves. We will continue to not only recycle on a large scale with Impact Housing Association but also seek ways to re-use other redundant items from around the Estate.

