



## Adam Sharrock - Owner Relations Manager

Hello Owners

Here we are again with Views. It doesn't seem five minutes since the last one. I hope this finds you all well. It's been a busy year so far, so I just wanted to give a little update with some of the things that have been happening recently.

Firstly, isn't it great to have the waterways full? It was heart breaking last year to walk around this beautiful Estate of ours and see the dried-up streams and tarns all looking sorry for themselves. Having said that, as I'm writing this article I'm looking out of my office window and seeing maybe a little too much water! I would like to thank those owners who have kindly donated to the weir fund. Your generosity benefits all of us but we have a very long way to go to meet the £55,000 cost of the works.

It has now been a few years since we introduced the Owners' Privilege Card. This is continuing to be a huge success to both the company and the owners. The Company is happy as more and more owners are using the restaurants now and the owners are happy as they are getting the discounts. A win-win situation I think you will agree.

Within this last year I have started to organise some trips for owners which are proving to be very popular. During the summer of last year I would drive some owners to Dodd Wood at Bassenthwaite to watch the Ospreys. This was always a great day. The Ospreys are back nesting there soon, so I'm hoping to start that trip again. We also started, and still continue, a trip over to Yew Tree Farm. Again, every

owner who has been on this visit has told me how much they enjoyed it and how interesting it was. The more recent one I have organised is the trip to the Armit Museum in Ambleside. I have arranged for a private viewing, just for Langdale owners, of some of the treasures of the Armit. This includes some of the original watercolours from Beatrix Potter and a first edition of the King James Bible. After a look around the museum we then come back to the Estate and have a lovely soup and sandwich lunch in Hobson's. If you haven't already been, or want to go again - on any of these trips - then check out the What's On guide to see which are running, or call me before you arrive and I will tell you.

Lodge Owners' Dinner is back to the popular and busy evening that it was in years gone by, which is great to see. There's a really good atmosphere in the restaurant

when all you owners are in there chatting away, all telling each other how wonderful we are here at Langdale! But seriously, it is lovely to see you all getting together and enjoying a great evening and in some cases forming new friendships.

Anyway, that's enough from me for now. As and when I have new things coming up I will be sure to let you all know. In the meantime if there is anything you wish to discuss with me then please get in touch. It's always good to hear from you.

So till the next time we see each other, take care and all the best.

Adam  
**Owner Relations Manager**

**adam@langdale.co.uk**  
**015394 38016**

An Osprey as seen at Bessenthwaite



# Owners' Rentals

If you are not able to enjoy your week at Langdale, why not consider renting it out? Self catering holidays are popular in the Lake District and the rental service offered at Langdale has proven very successful for many owners with over 90% off all weeks made available being successfully rented.

To maximise the rental potential of your week and achieve the best price, please make it available for rent as early as possible - Contact Ann Byrne in the Sales Office on 015394 38012. Go to [langdaleownersclub.org.uk](http://langdaleownersclub.org.uk) to download a rental form.

Exchange and swap options are also available.

## The Club

Following the refurbishment of the ladies changing rooms in the Club and the re-covering of the swimming pool floor, we have now refurbished the gents changing rooms. The design is in the same style as the ladies changing rooms and the separate family changing facility has also benefited from some attention.

## The Hotel

Since the last edition of Views, all the bars and restaurants have had their menus updated to offer better value and make the most of the best local seasonal produce. When enjoying any of the food and drink, remember to use your Owners' Privilege Card which must be shown at the point of purchase for you to receive your exclusive owners' discounts.

You can keep up-to-date with all the Estate news and events by following Langdale on Twitter, or becoming a fan on Facebook.



@LangdaleHotel



The Langdale Estate

## Annual General Meeting

Following the success of the last two years, the AGMs for Langdale Owners Plc and the Langdale Owners' Club will again take place at Langdale, on Sunday, 4th December, 2011.

As usual, there will be a weekend full of events and entertainment for those who want to make a weekend of it and this time it may even have a Christmas theme.

Further details will be sent to all shareholders and owners nearer to the time. There are, however, a few hotel rooms left.

For more information and to make a booking please call Jackie 015394 38066 or email [jackie@langdale.co.uk](mailto:jackie@langdale.co.uk)



The Great Langdale Beck Weir now restored to its original glory

## History of The Langdale Estate

We were recently contacted by Ellaline Jennings who was a regular visitor to Langdale between 1948 and 1955. She has sent us some movie footage taken during her visits which is available to view via the Owners' Website. The film shows how some parts of the Estate have changed whilst many are still instantly recognisable.

Ellaline, now 102 years old, is also going to provide some written commentary about her visits to Langdale which will also feature on the Owners' Website in the near future.

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



## The Great Langdale Beck Weir

The repair to the weir to assist in filling the waterways for the benefit of owners is complete thanks to the funding provided by the company. Some owners have already contributed to the weir fund but there is still a very long way to go to meet the £55 000 cost of the works. To make your donation please contact Aggie Dudlik-Hoch in the accounts department on 015394 38023 or email [aggie@langdale.co.uk](mailto:aggie@langdale.co.uk).

## Owners' Re-Sales

The Sales Office offers a re-sales service for owners wanting to sell or buy more weeks. This has again proven very successful with over 75 weeks sold in the last twelve months.

If you wish to sell or buy timeshare weeks at Langdale, please call the Sales Office on 015394 38065 to discuss your options.

# Webcam

Every day, you can now enjoy the stunning view of the Langdale skyline from Founders Seat in the comfort of your own home with the webcam, which is available on the Langdale Owners` Website.

The camera is positioned facing west to make the most of the fantastic views for which the Langdale Valley is famous. You can download high resolution images to save and show your friends, or use for your desktop.

The webcam can also be used to check the Langdale Valley weather. If you cannot see anything but white, then the clouds are low and if the colour is grey it is likely to be raining. Otherwise, enjoy the view!



Image taken from the Webcam



# Board and Committee Workshop

A Workshop to generate awareness and interest in future positions which may become available on the Board or the Committee took place in Harrogate on Saturday 2nd April, at the Cedar Court Hotel. It 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 an 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.

Any similar events which may run in the future will be publicised in Views and on the Owners` Website.

# Management Fees by Direct Debit

You can now pay your management fees by direct debit as well as by cheque, credit or debit card, bank transfer, or cash.

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



# ‘Our Man at the Top’

The amount raised by Langdale owners continues to rise, with £175,000 having now been donated to local footpath repair and maintenance through Nurture Lakeland. This equates to roughly £10,000 per year since the inception of the project.

The commitment of Langdale to conservation of the wonderful Lakeland scenery continues with our very own Nick Lancaster now taking on the position of Chairman for Nurture Lakeland. This demonstrates the continued and passionate commitment that Nick shows for the conservation of our precious landscape and is allied to his belief in sustainable tourism.

Langdale has been working with Nurture Lakeland on the Fresh Air Is Free project to encourage visitors to explore the Lake District without using their cars. Some really useful information has been produced which can be viewed and downloaded on [langdale.co.uk](http://langdale.co.uk) or you can collect a copy from Reception on your next visit.



# Green Hotel of the Year Award

The Langdale Hotel & Spa won the coveted “Green Hotel of the Year Award,” at the annual Hotel Cateys – the hospitality Oscars, held in London in November.

The prize was presented by Ronnie Corbett (a lifelong hero of Andy’s) and collected by Andy Dawson and Nick Lancaster. Also in attendance at the glitzy event were Graham Harrower, Dan Visser, Gavin Lee, Patti Kolarczyk and Jackie Lancaster from Langdale and Katie Read from Cumbria Tourism.

There are just 16 awards given out at the Hotel Cateys, which are recognised as the hotel industry’s only truly independent benchmark of operational excellence. This really is the Oscars of the hotel world and just reward for the team - Nick and Andy in particular.

Other winners on the big night included The Berkley Hotel, Grosvenor House, Chewton Glen, Le Manoir aux Quat Saisons and Jumeirah Hotels.

Nick said: **“It is the people at Langdale that make the difference. All decisions and actions which are “green” and “sustainable” are also considered for their commercial benefit and we do not do things just because they are green, but always make business decisions on commercial and sustainable business logic.”**

Ian Stephens, Chief Executive of Cumbria Tourism, commented: **“This is a significant result for the area and we send our congratulations to the Langdale Hotel & Spa. The Lake District must lead the way in green tourism and it is businesses like this that raise the bar for the industry here.”**

# Maintenance & Refurbishment

This year's Lodge Maintenance period has been a busy and productive one.

The Maintenance Team have worked hard to facilitate the lodge refurbishment and carry out all their usual maintenance responsibilities. We have also worked alongside good external contractors who have helped us to deliver a great refurbished product.

As the Maintenance period comes to a close, we are pleased to report that we have completed the fitting of:

- Nine new kitchens;
- Fifteen new en-suite bathrooms;
- Two en-suite shower rooms; and,
- One sauna shower room

This means that across the Estate we have now completed the refurbishment of approximately 75% of en suite bathrooms, 20% of kitchens, 20% of living rooms and 90% of suites. A little less obvious to users, but just as essential and important, we have also completed the installation of new electrical distribution boards in the



New Kitchen & Lounge in Lodge 79

majority of the lodges. The redecoration of the lodges has been a major challenge for all involved this year. The original wallpaper was stuck directly to the wall board with a product that resembled contact adhesive. When the paper was removed from the wall it left behind a tacky residue and if any trace of the old adhesive was left on the wall then the new paper would not stick properly. In the worst case it peeled completely back off the walls. After extensive research a solution has eventually been found.

## People at Langdale

Sarah Strachan - appointed as Assistant Restaurant Manager of Purdey's

Sally Falkingham - appointed as Reservationist / Wedding Co-ordinator

We said a fond farewell to Karen Walsh after a number of years with us, and now Ann Byrne looks after lodge rentals and exchanges.

Deepak Yadav, Purdey's Restaurant Manager, married Swati Singh in a ceremony in New Delhi in November.

Alistair Hartley from Grounds married Zaneta Cwalina whom he met when she worked in Hotel Housekeeping.

Graham Harrower, Executive Chef, and Stacey Clarke have celebrated the arrival of their first child, Emma, who was born on 27th January at Furness General Hospital, Barrow weighing in at 7lb 8oz.

The staff at Langdale recently undertook two extremely brave events to raise funds for Red Nose Day. The waxathon involved a number of courageous souls (all men) having various parts of their bodies waxed, ouch! Another brave group of staff and Club members danced Zumba for three hours, ouch again!!

## Lodge 67

Lodge 67 has been the challenge to round off this year's Maintenance period as the lodge was on the move! The boiler cupboard had to be taken down and the foundations unearthed for the structural engineer to inspect. The report came back with a recommendation to underpin the lodge and boiler cupboard.

We set about underpinning the lodge and it is now supported by twelve



4 inch and four 6 inch piles driven down to the bedrock and filled with concrete. Foundations were cast and a new boiler cupboard constructed.

We have also taken the opportunity to fit a new Vaillant EcoTec Plus boiler and a high efficiency hot water cylinder in the new boiler cupboard. We would like to thank the owners of Lodge 67 and the surrounding lodges for their understanding and patience during these works.

The maintenance team are now planning for the next maintenance period which starts towards the end of 2011.

The recently updated details of the refurbishment schedule can be seen on the Owners' Website and are also available from Adam Sharrock.