



The Newsletter of the Langdale Owners' Club - No. 60

A few words from your new Chairman

I find myself addressing you for the first time as the new Langdale Owners Club Committee Chairman. It is a privilege to take up this appointment following our first Committee meeting of 2014. I have served you for many years as a Committee member and hope to continue for a few more years.

I see my role, as Chairman, in this period of transition, to ensure continuity and consistency in the operation of the Langdale Owners Club Committee. The challenge, as always, in a period of transition or change is to ensure that learning and knowledge is not lost and that new ideas and directions are explored and developed, with the benefit of experience. It will be for you to judge in the coming months and years how successfully we achieve this.

A key first step in enabling this planned transition has been the decision by Fred Crouch to stand down as a Committee member and Chairman of the Langdale Owners Club. Fred, Andrew Collier and myself have given much thought to the process and timing of this activity, as it is very important that the success and stability of the Club's activities continue, during this time of change.

Therefore, before I go much further, I must acknowledge the significant and wide ranging contribution that Fred Crouch has made to Langdale, over 30 years of service. His dedication to Langdale and to the wider timeshare ownership community, at a national and international level, through

his work with TATOC, has served Langdale owners very well.

Fred has the opportunity to continue to participate in TATOC and contribute to Langdale, following his appointment as Life President of the Langdale Owners Club. I feel sure you will all agree, his experience and counsel is an asset to the Owners Club. It also gives me great pleasure to welcome Jill Walker as our new Langdale Owners Club Committee member; Jill being elected at the last AGM of the Club. Jill brings, as a new member, a fresh perspective which is part of the benefit to be gained from change.

You are probably all wondering if the current programmes of refurbishment will be impacted by the change in Committee membership. My answer to that question is no, these activities will continue. We have a very professional Management Team who provide all the services you experience as a Lodge Owner. The Management Team have over the past few years developed a rigorous programme of forward planning which ensures consistent services delivery, maintenance and refurbishment, in collaboration with the Owners Committee. The Committee steer and monitor the Management Company and the Langdale team thereby deliver the services you experience day to day.

We will in the next few months be considering our plans for refurbishment programmes for the coming years and I look forward to sharing those with you

when we have developed them further.

Finally, on behalf of the Langdale Owners Committee I thank you for your continued support.

Ian Hamilton

Man at the Top & Weir Update

The commitment of Langdale owners and guests to support the protection of the local landscape continues with a total of £198,798 being raised through the Man at The Top campaign which maintains local footpaths in conjunction with Nurture Lakeland and the National Trust

Contributions to the cost of rebuilding the weir which diverts water from the Great Langdale Beck on to the Estate have now reached £35,730 towards a total cost for the rebuild of £60,000

Committee News

Fred Crouch

At the AGM held in December at Langdale there was a change to the make-up of your committee with Fred Crouch standing aside after 30 glorious years as member and 25 as Chairman. Fred will be penning a retrospective on his years as chairman so keep an eye on the owners' website.

langdaleownersclub.org.uk

Your New Committee Member



Jill Walker was voted on to the Committee at the AGM and the committee have voted Ian Hamilton as Chairman.

Your new Committee Member – Jill Walker in her own words - I should like to start by saying 'thank you for electing me to the committee – I was truly shocked, but

absolutely delighted, to hear the news'.

So who am I? Well, on a recent course we were all asked to write our life story, in six words – mine was 'Family, friends and experiences are everything'. On reflection I still think it's a good summary but like most of us I'm different things to the different people who know me so here are some of the different aspects to me:-

I work full time in Financial Services, in a Client Relationship role – my job is to be the inter-face between the client and the company I work for (very similar to the role of a committee member I think). I have to understand the views, needs, expectations and limitations of both parties and work with all concerned to find mutually acceptable and beneficial solutions within financial limitations. Sometimes the role is easier than others, but it's always rewarding, and I believe the skills and experience from the role can be usefully transferred to my new role on the Committee

I volunteer with the National Trust, in two roles. In one role I help manage common land in the Surrey Hills area - this involves clearing footpaths, cutting back or cutting down overgrown trees, occasionally planting new trees, frequent bonfires and sometimes making charcoal. It's all hard work but great fun and very rewarding. In the other role I lead Attic Tours in a Palladian mansion in Surrey, telling visitors a bit about the property and showing them an area

that is not generally open to the public – not such hard work but equally enjoyable.

I'm in my mid 40's and enjoy going to the theatre, walking, good food, swimming, travel and new experiences.

You may be most interested in why I stood as a committee member – I love Langdale. Whatever the time of year, whatever the weather, whatever the reason, whatever the frequency and whatever the company – I love being at Langdale. As I receive so much pleasure from Langdale (and have done for over 20 years) I would very much like to contribute to the enormous effort that goes to creating an environment and atmosphere which feels effortless. I believe I can bring a different perspective to the committee, a fresh and relatively young pair of eyes, a female view, and the views of different generations and different residents – old and young, families, couples and single owners. My parents own here, my sister and her family own here, my brother is on the acquisition trail and I have friends who own here, both couples and families, both my generation and my parents.

I look forward to meeting many of you over the coming months and to hearing your thoughts, both on the things that you like and the things you think could be done differently. For now I wish you all a wonderful time when you visit Langdale.

Refurbishment Update

The refurbishment programme continues with the usual winter maintenance weeks being a very busy time for Ian Murray and his team along with many local contractors, tradesmen and craftsmen. By the end of this year's works 45 bath/shower rooms will have been replaced completing the replacement of all 267 bath and shower rooms in lodges. 16 kitchens will be completed this year leaving just 19 to be done. Internet radios have

been installed in all lodges in response to the dwindling analogue signal.

New mattresses are being trialled and feedback gained in advance of widespread replacement. New electronic locks have been fitted to improve security and allow options for a better and speedier check in process.

Timeshare Owners Website

The refurbishment schedule for the timeshare properties at Langdale can be checked on the owners' website. Along with plenty of things to do and see in the Lake District the Owners website also offers some options if you can't use your week such as put it up for rent, sell it or make contact with exchange organisations. There is always a list of Langdale swaps available.

langdaleownersclub.org.uk

Succession

Langdale Owners Club Committee member Andrew Collier will not be seeking re-election at the AGM this year. This leaves a place on the Committee for the election of a new member. The Committee have decided that they will not be indicating any preferred candidates this year though the Committee hope that those unsuccessful candidates last year will put their name forward. The process of electing a new committee member will revert to "normal" elections in accordance with Clause 10 (xii) of the Constitution, therefore nominations for election of a Committee member must be made and seconded in writing before 1st July 2014, the consent of the nominee having first been obtained.

All nominations should be addressed and forwarded to Anne Durnall, The Langdale Estate, Great Langdale, Ambleside, Cumbria, LA22 9JD

AGM 2014

The next Annual General Meeting of the Langdale Owners Club takes place at Langdale on the 23rd November 2014. As in previous years there will be a weekend of events and activities specifically for owners to enjoy - see the owner's website or contact the sales team for more details.

Owner Relations Manager

Well, allow me to begin with a big Happy New Year to you all! I know people look at the New Year in two ways. Firstly, you have the glass half-full type of people: A New Year, a new start; time to make those

positive changes. Then you have the glass is half empty types who think of it as a reminder that yet another year has passed; the 2012 summer games are but a distant memory, etc. Well, either way, the New Year makes people become more reminiscent. For me, it is a little more poignant this year, as I enter my 25th year of working at Langdale. It feels like yesterday that I first arrived on the Estate; a small quiet, shy boy of 14, stepping into Lodge 38 to do my cleaning training! I can't help but think of all the changes I have seen at Langdale - staff who have come and gone; the change of ownership from Matthew Brown to Scottish & Newcastle; new Timeshares built; a new pool built, and now a new Hotel built! Red squirrels left us and now they're back! We got through the dreaded "Foot and Mouth". The biggest change, though, has to be the Owners' Buy-Out and the formation of Langdale Owners PLC. Now, shadowing all of that, we have the arrival of the electric cars - the Twizys!

Anyway, that's enough reminiscing. It's time to look at what is happening now and towards the future. There are two hot topics at the moment really: The lodge refurbishment and Brimstone. As we come to the end of this year's maintenance programme, we (well I say we, I mean Ian Murray and his team) will have completed all the bathrooms and shower rooms in all lodges, which is fantastic! They will have also completed the lion's share of the kitchens and lounges, leaving only a few left to do which will be finished during the next Maintenance period. It certainly has been a challenging time for all concerned; a logistical nightmare I think is the best way to describe it. The last several years' maintenance periods have been full of skips and contractor vans all over the place. It will be nice to get back to the normal sight of our little white vans and friendly maintenance men outside the lodges instead. But, don't worry, that's not to say that there aren't lots of works planned for the future. This is why we don't have a six-year plan anymore. There is always something that needs doing, so it's now just the Maintenance Plan with no time limit set to it. This is another reason for owners to get onto the Owners' Website, as we will be up-dating it with refurbishment information as and when it is decided. So, make sure you have your username and password ready.

As for Brimstone, I have had the pleasure of showing a lot of you around the new Hotel over the past seven months or so - a tough job I know but someone has to do it! I remember the reaction I got from a lot of

owners when we first mentioned Brimstone, but now all those worries and fears, in general, have disappeared. The reaction has been wonderful and very supportive, and we have an amazing new product that we all should be extremely proud of. I know I am and hope you are too. There is more about Brimstone elsewhere in this Views, so I will not go on anymore.

Let me turn your attention to some of our furry friends on the Estate. The Owners' Club Committee recently bought a special camera so that we could see just what wildlife we have on site. I have to say that I have learnt a few things in the time I have had this camera; for example, that we have some very curious owners who like to have a real good look at things, giving me lots of very close up shots. You all look lovely of course! I have also learnt that Founders' Seat hill is a good place for that sneaky cigarette. (Don't worry, my lips are sealed). More importantly, we have seen some of the wonderful creatures that have made their home on our Estate. I have got some great pictures of red squirrels and also some videos of stoats and badgers. We have posted a link on the Owners' Website to these videos so you can go and have a look yourself. They are only a few seconds each but prove we have them on site. My mission this year, should I wish to accept it, is to get some video footage of the otters on the Langdale Beck. But the real success story over the past year has been the return of the red squirrels. They first came back just around the Elterwater Hall properties but are now becoming a regular sight on the main Estate as well. This is great news and no matter how many times I see one, I still get excited. I have seen more red squirrels these last few months or so than I have grey, which is excellent. Please keep on feeding them and looking out for them. The reds are very partial to sunflower seeds!

Adam Sharrock
Owner Relations Manager



Badger caught on trail cam at night

Business Update

Brimstone

By the time you read this Brimstone will have been open for six months and what a busy time it has been. The sales and marketing team have been busy promoting the new rooms and booking in over 2000 guests so far. The Hosts have done a fantastic job of making everyone feel welcome, well looked after and truly pampered in what is widely regarded as some of the best hotel accommodation available outside London.

Since opening many owners have stayed in Brimstone and the feedback from them, other guests and the press has been excellent. For those owners who have not stayed there has been an opportunity to see Brimstone with a tour on a Tuesday and Thursday each week (subject to availability) please contact Adam Sharrock for more details.

To see some of the press reviews of Brimstone go to www.brimstonehotel.co.uk/inthepress.html

Langdale Hotel

The Langdale Hotel rooms continue to benefit from works to keep their standard at the top of the local 4-star market with 11 bathrooms being replaced this winter along with the refurbishment and replacement of some furniture. New beds have now been installed and the lighting replaced with a brighter more energy-efficient solution in 16 Fellside rooms.

The Terrace

There is a new menu in The Terrace Restaurant which some owners have already enjoyed and the feedback is very positive so far. The air conditioning system throughout The Terrace has been replaced.

Club & Spa

The locks for the lockers in the Club changing rooms have been replaced with a keyless solution which will be much easier to use than the previous locks (as long as you remember your code). The spa treatments are proving more popular than ever before so remember to book in advance for your massage, facial, manicure or pedicure.

Wainwrights'

Wainwrights has been very popular this year with business and visitors well up on previous years. The menu has seen some changes with some new snacks on the specials board. The range of real ale is as good as ever and alongside the popular local ales are guest beers from as far away as Sweden.

People at Langdale

It is with great sadness that we lost one of our long standing and valuable members of staff Liz Cooper to a sudden and unexpected illness. Liz had been at Langdale for six years and made a big contribution across the Estate with her cheerful personality and welcoming style. Purdeys and The Terrace restaurants both benefitted from her presence and skills.

Paul Ray joined Langdale in November 2013 as Executive Head Chef. His role is to oversee the food operation across the Estate concentrating on delivering quality and value. Paul brings with him many years experience both as chef and in management gained with regional and national operations. Paul will also be focussing on working with local suppliers to get the best local produce at the right price.

Linda Turner who many of you will know from her role as manager at The Terrace Restaurant has taken up a position as Duty Manager. Her extensive experience is ideal for this wide ranging role not only dealing with day to day management but also in supporting other departments in stock control and purchasing.

Fern Leack has been appointed as Assistant Manager in Purdeys Restaurant and has already proved to be a great support for Sarah Strachan as well as being very popular with guests.

Vasile Pavalascu (but we all know him as Pav and we suggest you do too) is the new Manager in the Terrace Restaurant. Pav brings many years' experience gained locally at the Queens Head in Troutbeck and Lindeth Howe Hotel


Privilege Card


Don't forget your Privilege Card each time you visit Langdale for exclusive discounts in Purdey's, The Terrace, Hobson's, Wainwrights' Inn and The Spa.

Also, remember you can SAVE 10% off the best available rate in the Langdale Hotel and at Brimstone.



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