



The Newsletter of the Langdale Owners' Club - No. 63

From the Committee

I'm sure many of you are like me – driving up for your week at Langdale and all you can think about as you reach Elterwater is getting into your lodge and relaxing with a nice cuppa (or something stronger!) as you soak up the beauty and tranquillity of this very special place.

However a year on the Owners' Committee has taught me just how much has to happen in a very short space of time to get our lodges ready. Our Housekeeping and Maintenance teams work on an extremely tight schedule and there's a lot we as Owners can do to help them achieve the high standards we all expect. Firstly, we need to be out by 10am on our departure day so they can crack on. And whilst no-one expects us to do their job for them, little things like loading and

starting the dishwasher before you go are much appreciated.

When arriving you can check in at any time, leave your car at your lodge and enjoy all the facilities of the estate such as the pool and the exciting new Stove café/restaurant. You can also contact Housekeeping about any last-minute requests/items you forgot to mention earlier (though obviously there'll be much less chance of items being unavailable if you've made all your requests when confirming your stay!). Housekeeping will aim to deliver additional items to your lodge by 7pm. But please respect the rule that you can't go into your lodge itself before the official time of 4pm, even to drop bags; although it may look ready, it may not have been checked/re-stocked or there

may be small maintenance jobs still to do. Housekeeping are just not able to allow earlier access or provide special treatment and we'd be very grateful for your cooperation in helping them and the Maintenance team get your lodge ready so you can enjoy your week.

Kit Bird

Helping You Manage Your Timeshare

Just a note to remind all owners that Langdale staff are here to provide support and guidance with any aspect of your timeshare ownership. There are organisations which operate on the edges of the timeshare industry and purport to offer legal advice. Some may charge a fee for such advice. Please make Langdale your first port of call for all such guidance and advice – we don't charge any fees for helping you out and have access to respected and trusted legal advisors both inside and outside of Langdale. We will always offer guidance with the best interests of Owners in mind. For all such queries please contact, in the first instance, Dan Visser via email dan.visser@langdale.co.uk or on 015394 38001

Langdale Owners Club Committee

Can't Make Your Week?

Some owners can't make it to Langdale for a variety of reasons sometimes for just one visit but sometimes for longer periods of time. Please remember that the sales team at Langdale offer a rental service with a conversion rate of 90% so there is a really good chance they can rent out your week for you if you can't occupy yourself. The earlier you make a week available the better chance there is of renting it out for you. If you cannot make a particular week on an on-going basis and it is surplus to your

holiday requirements the sales team can also try to re-sell a week for you. You can make a week available for rental and sale at the same time.

If you are unsure about your options or cannot use your week for any reason do not hesitate to contact the sales team to discuss the options.

sales@langdale.co.uk / 015394 38014

Owner Relations Manager

Well what a 6 months it has been at Langdale and Cumbria in general. I'm sure you all saw on the news how badly Cumbria was hit by Storm Desmond. Fortunately for us, the Estate wasn't affected too badly; no floods, just minor damage due to high winds. It did have an effect on the building work of Stove which is one of the reasons the project has taken longer to finish than expected. My home town of Kendal took a battering with lots of areas flooded very badly; up to 5ft in some ground floors. Glenridding and Pooley Bridge also got hit. But one of the worst things to happen was the collapsing of the A591 around Thirlmere. This has had a dramatic effect on travelling times for our lodge housekeeping staff that travel from Workington to Langdale. We have already written to you all about this so not much more I can add about that.

At the lodge owners meetings recently I have been promoting Grasmere. Grasmere is really having a bad time of it with no passing traffic coming into the village, again due to the closure of the A591. Some of the smaller businesses revenue figures are down by a massive 90% compared to this time last year. I am trying to encourage owners to head over to Grasmere and lend some support to these businesses because if we don't they may not be here for much longer.

On a more positive note, there are lots of exciting things happening on and off the estate. On site we are currently running bedroom refurbishments. The owners who have already had their bedrooms completed have been telling me how wonderful they look. This programme will continue to run over the next few years. We are doing all the master rooms first and then we will go back and do the twin rooms. We have also completed lots of work on the Estate roadways. This work is not finished yet but

where work has been completed it does look great. Not only does it look good, it also makes it safer to walk around when it gets dark. However, the big one is the opening of our fantastic new restaurant Stove! Yes, it has taken longer to complete than first thought but by the time you read this edition of Views we will have it fully open for you all to enjoy.

Offsite there is some great news from the National Trust with the re-opening of one of the country's first ever purpose built viewing points, Claife Heights. This is on the west shore of Windermere near Hawkshead. Originally built in the 1790s it was very popular with the elite and was used for holding parties and dances. However, by the end of the 19th Century it had fallen to rack and ruin. Claife Viewing Station is also the best place to set out on the 4-mile lake shore track, that leads you north towards Wray Castle. This gentle, linear route is great for exploring on bikes or foot. You could make the journey into a loop by returning to Bowness and Ambleside on the boat from Wray Castle or Bark Barn, or, refuel at the café at Wray Castle and re-trace your steps back to the ferry.

I don't want to go on too much as there is plenty of other information in this edition and I'm sure you are keen to get to it so I will leave you for now and wish you all good health and look forward to seeing you at Langdale on your next visit. Maybe even catch you for a drink in Stove!

All the best
Adam

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Storm Desmond

The impact of the floods late last year on Cumbria has been well documented. Many people suffered greatly and livelihoods continue to be damaged by the lack of tourism, with a widely held belief outside the area that 'The Lakes are closed to visitors'. Those of us with more of a link to The Lakes than some are hopefully well aware that this couldn't be further from the truth – what The Lakes really need is visitors in order that businesses can thrive and lives can return to normal. But how was it for Langdale?

Fortunately there was no flooding on the Langdale estate as it was possible to control the flow of water through the estate, which might not always be possible depending on when the rain falls. However, Langdale was not unaffected. During both of the significant floods the main road in to the Langdale valley was literally impassable. When it was passable in only a limited number of appropriate vehicles emergency services were urging drivers not to travel unless absolutely necessary. Sadly some people ignored the advice from the emergency services and stranded vehicles caused major problems and stretched emergency services even more.

Due to the situation and emergency services advice many timeshare owners / renters and hotel guests were unable to leave the site and had to be accommodated for longer than expected. Those who were due to arrive on the estate were contacted by staff and informed of the most up to date advice from the police and highways authority. They were also advised that road conditions were very challenging and due to staff not being able to get to the Estate there was a lack of clean accommodation. Housekeepers, maintenance, grounds, chefs and reception staff were all in short supply, and those that were there were run off their feet due to the extra workload and the extra enquiries.

For those of you who find it difficult to imagine how much water there was this may help – when the main road to Langdale was passable in appropriate vehicles the water reached the bonnet of the Brimstone Landrover Defender in three separate places between Ambleside and Skelwith Bridge. That's deep!

Naturally there were many things learnt in terms of how to approach similar emergency situations in the future. But 'Team Langdale' coped admirably once again and our thanks go to them for ensuring that everyone was safe and for going way above and beyond in helping those unable to leave the site and those who arrived to find their accommodation was unavailable.

Jill Walker



Claife Heights viewing window. Photo ©National Trust/Steve Barber

Business Update

The Lake District has been experiencing challenging times with demand for holidays and short breaks severely depressed following the widely reported flooding in December. The effects of the heavy rainfall are continuing to have an adverse effect on many tourism businesses in the Lake District.

Storm Desmond in Cumbria

- Record rainfall for the UK in Cumbria
- 46 Severe flood warnings
- 2,000 Homes flooded
- 40 Schools closed
- £500,000,000 Cost in damage

A number of businesses remain closed in the South and Central Lake District and many families are still being housed in temporary accommodation while repairs are carried out to make flooded homes habitable again.

The A591 main road between Grasmere and Keswick remains closed to traffic with a public only bus service running hourly. The likely opening date is May. Pooley Bridge was destroyed in December and a temporary structure is being put in its place while a permanent solution is established.

The closure of the A591 has resulted in an additional three hours travelling per day for members of our housekeeping team who live in West Cumbria. We are told that this situation will continue until the end of May when the road is scheduled to re-open. The effect on these staff and their families is considerable along with a stiff challenge for the management company to overcome.



Pooley Bridge



A591 near Grasmere

Conservation & World Heritage Status

The generosity of Langdale owners and guests continues with many owners kindly donating to conservation projects and footpath repair on each visit. The conservation of the landscape is likely to be recognised further with the award of UNESCO World Heritage Site Status. The inclusion of the Lake District is not due to natural grandeur but because of the interaction of landscape and humans, the effects of farming, industry and the conservation movement that has created a landscape unlike many others in the western world.

Places already recognised in the Cultural Landscape category by UNESCO include the Canadian buffalo slaughter location Head –Smashed-In-Buffalo Jump, Tequila in Mexico and the Fray Bentos meat processing area of Uruguay.



Management Fees & Ways to Pay

The owners' website has all the information on management fees for 2016/2017 and ways to pay including direct debit options. If you would like this information by email or post contact the accounts team at Langdale_accounts@langdale.co.uk 015394 38023.

langdaleownersclub.org.uk

People at Langdale

John Riley and Alex Blamire have joined us as Restaurant Managers for Stove and will be joined by Ben Clarke who has moved onto the main site from Wainwrights' Inn. Michael Wrigglesworth is now the Director of Food & Beverage and John, Alex and Ben will report to him.

Garry Birkett is now Wainwrights' Inn Manager and Lisa Hutton is Wainwrights' Inn Assistant Manager.

Scott Barge has moved to become part of the Kitchen team for Stove and Matt Higgins has joined us as Wainwrights Inn Head Chef.

Katie Barham has joined the HR team.

Sarah Harrison from Brimstone has completed an Advance Level Apprenticeship in Hospitality Supervision and Leadership.

We wish Christine Herbert all the best in her retirement from the Sales team.

2016 Annual General Meeting

The Annual General Meeting of the Langdale Owners Club takes place on Sunday 27th November 2016 at J36 Rural Auction Centre, North West Auctions which is located at Crooklands, Milnthorpe close to junction 36 off the M6. There will also be a range of events and activities at Langdale for owners that weekend, details of which will be on the Owners' Website in due course.

Company Developments

Restaurant & Spa Development

Bringing back the Wow factor to Langdale continues, albeit a little behind schedule, with Stove open since 4th April. The Terrace is now closed and work has started on the new Spa. Spa therapies will be re-located to the front of the Fellside building during the development of the new spa.

Michael Wigglesworth and his Stove team are looking forward to welcoming all owners to Stove so don't forget your Privilege Card! Whatever the time of day or night there is sure to be something for everyone.

For more details and to see pictures of how the work is progressing have a look on the Owners' website.

