

Spring / Summer 2020

# Views

Photo by John Shedwick





# Gary Dixon - Owner Relations Manager



Hello. It's one year now since I took up the role as Owner Relations Manager. I have been lucky to meet many owners since I started and I look forward to meeting many more of you in the years to come.

One of my main objectives in this first year has been to try to add value to your timeshares by way of gaining discounts for our owners in the local area.

The most popular so far has been the Local Residents Discount on Windermere Lake Cruises. 50%

discount in Low Season and 20% discount in High Season is substantial, but also the environmental impact by travelling around the area by boat and not car is important too.

There has been strong uptake for the Lakeland Arts Heritage Passes, these gain entry to Blackwell House, Abbott Hall and The Museum of Lakeland Life and Industry for just £8.00 per person.

The buy 1 get 1 half price offer at the new Lakeland Farm Visitor Centre has been popular too. Their daily animal

shows are a good way to spend an afternoon if it's raining outside.

I will continue to look for offers for owners at attractions and other places in the local area, but if there is a place you visit often, let us know and we can approach them.

Visit [www.langdaleownersclub.org.uk](http://www.langdaleownersclub.org.uk) and follow the link on the home page to see all current offers.



## Paper Format of Views

If you would also like to receive a paper version of this edition of Views, please email [gary.dixon@langdale.co.uk](mailto:gary.dixon@langdale.co.uk) with the following –

Name, Address, Unit number & Week number

## Lightning Strike

At around 1am on the 24th July the Langdale Estate experienced a lightning strike which hit a tree then lodge 47. Despite the hole in the roof which can be seen in the picture the occupants were shaken, a little stirred and thankfully, uninjured. The lightning show was enjoyed by other owners unaware of the direct hit.





The electricity supply, along with equipment providing, internet access and the TV signal to lodge 47 and lodge 46 next door, were 'knocked out' in the process.

It was immediately apparent that the strike had resulted in issues beyond the site of impact, with fire alarm notifications galore being received in hotel reception. On duty staff were very busy attempting to determine whether these were fires or faults and endeavouring to establish the extent of any other issues. Thankfully there were no fires, and the alarm activations were the result of damage to the alarm system caused by the surge of electricity.

By 7am the IT and Maintenance teams had begun the task of assessing the extent of the damage, and prioritising the recovery. It quickly became clear that the surge of electricity from the lightning strike had radiated out via the cabled infrastructure causing a significant amount of damage across the estate.

Many fire alarm panels across the site were malfunctioning or completely dead, their circuit boards having been fried. Over 60 telephone extensions across the site were inoperative. Many lodges were without power, and others would subsequently report inoperative TVs, loss of internet access, non-functioning electric showers, dish washers and even wine coolers.

The air conditioning unit in the leisure club reception was no longer functioning due to electrical damage, which made conditions there almost intolerable.

The BT telephone exchange in Chapel Stile was impacted, with all six BT broadband circuits used for Internet and telephony at Wainwrights' and the timeshare apartments at Chapel Stile and Elterwater, being out of action.

Without knowing the exact nature of

any particular event, like all responsible companies, Langdale put the Disaster Recovery & Business Continuity plan in place to help mitigate the impact of any such eventuality.

The relevant elements of the plan were initiated, with 'back up' equipment, resources, and third party assistance being called upon to help restore services.

With multiple issues to address, it was 'all hands on deck', with staff from all departments and disciplines, rallying to minimize the effects on both the business and the guest experience.

Nonetheless, with so much equipment damaged, Langdale's stock of spares was insufficient to address every issue straight away. Much of the rectification work was thus at the mercy of replacement items being in stock, delivered to site, and manpower resource available to install and/or conduct repairs.

The majority of issues were rectified within a few days, but, the scale of the damage and faults inflicted upon both the fire alarm and telephony systems, ensured that it was several weeks before all faults had been identified, and repairs effected.



Lightning Strike Damage to Lodge 47 Roof

## People

Gary Dixon joined the management team from a position in reception when he became your Owner Relations Manager in March 2019. Gary quickly got to grips with the role and has been working with local organisations to bring a number of new offers to owners.

Sarah Barge, one of our operations managers, is currently on maternity leave having had her 2nd child, Evie Barge. Huge congratulations to both her and her husband Scott who is our Estate Head Chef.

Tracy Auld, manager of Wainwrights' Inn, took up the Macmillan 'Brave the Shave' challenge in November and raised over £3200 for both Macmillan Cancer Support and the charity Mind by shaving her head.



Tracy from Wainwrights' before and after her sponsored head shave.





## Health & Welfare

At Langdale the team provide exceptional guest care so owners and all guests get the best holiday experience. It would really help us if you're able to let us know in advance if you, or any member of your party visiting Langdale, have any specific needs so that we can let you know what we can do and importantly if there's something that we can't do. The following story illustrates the situation.

Mrs Moneta breezed into reception with her rucksack slung casually over her shoulder. She had come to check into her lodge as she had done for the past 30 years. Langdale was her favourite holiday, she had spent many holidays and made numerous wonderful memories with her friends and family at Langdale. Clio, her daughter, had set off before her and so would be here to meet her. Mrs Moneta had chatted to the taxi driver on the way from the station, telling him all about Clio and Langdale.

At first the receptionist struggled to find Mrs Moneta's booking. It was late when she arrived - after 9pm - and everyone who was due to arrive had already checked in. Then, as she widened her search in the booking system it became apparent that the lady wasn't booked in on the Wednesday she had

arrived but her lodge week started 10 days later on a Saturday.

The duty manager, Gabrielle, picked up the radio call and headed to reception. She passed the taxi driver at the door, he was looking slightly concerned and mentioned that he thought Mrs Moneta had left her luggage at the railway station. Gabrielle took Mrs Moneta to a hotel bedroom and whilst showing her to the room chatted about her journey. Mrs Moneta hadn't packed any toiletries and only had a few items of clothing in her rucksack. She explained she might need them for her walk on the fells. She was adamant she hadn't brought a suitcase but asked Gabrielle not to mention her forgetfulness to her daughter as she didn't want to worry her. Gabrielle ensured that Mrs Moneta was settled in her room, left a post-it note by the phone to call 0 for reception if she needed anything and another one reminding her she was at Langdale. As Gabrielle left for the night she contacted the local police to inform them of Mrs Moneta's whereabouts, just in case her daughter had reported her missing.

First thing the following morning the police called. They would be arriving before 10am for a welfare visit to ensure Mrs Moneta was safe. Gabrielle headed over to Mrs Moneta's room, she reminded her where she was and when she had arrived, which caused a great

deal of confusion for Mrs Moneta, and she struggled to understand how or why she was at Langdale. After calming Mrs Moneta down Gabrielle showed her down to Stove for breakfast, at this point Gabrielle received the call from Clio. Her mother had been missing for 24 hours. She was concerned that her mum had left the house in Bristol and headed to Langdale.

Mrs Moneta did eventually return to Bristol but needed to be escorted on her train journey home, and only after she was persuaded to return home when presented (by a very polite police officer) with the alternative of being taken into custody under the Mental Health Act.

The names used in the above have been changed, but the incident is real and not an isolated one. As we all grow older the number of dementia related incidents, and general health related issues, that the team deal with is on the increase. We want to continue to provide the care and safe environment that Langdale has always shown to its owners and guests. However, if you or any member of your family do have specific needs and may require some help, please just let us know before you arrive. Wherever possible we will try to accommodate those needs but unless we know it in advance, we may put everyone involved at risk.

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## Recycling & Waste

We often get asked about recycling at Langdale by owners wanting to do the right thing and have the convenience of recycling their waste in their lodge or apartment. The recycling points at Gateway / Chapel Stile / opposite Lodge 72 will remain in place for those who wish to separate their recycling. But don't worry if you are not able to do this as you can put it all in your dustbin. All the waste at Langdale is removed

to a site in Barrow-in-Furness where it is separated for recycling and entered into the recycling process. Anything that cannot be recycled is incinerated in a process that is energy positive.

We appreciate that incineration comes at a CO2 cost, however this is currently the best solution available at this time to deal with the waste created across the site in a way which is sympathetic

to the environment and meets the needs and expectations of all the stakeholders at Langdale.

The management company are always looking at ways to reduce waste, plastic in particular, and innovative ways of recycling the waste that is produced on site.



# Our Man at The Top & Aspiring Leaders

## How to contribute if paying Maintenance Fees by Direct Debit

### How to help ...

Previous editions of Views and the Owners' website have reported the generous donations you make to landscape projects and Aspiring Leaders. With more owners choosing to pay management fees by direct debit it is not always obvious how to donate so the options are set out here.

- Call Mags Jones on 015394 38003 or email [mags@langdale.co.uk](mailto:mags@langdale.co.uk) to add your donation to your direct debit payment and let us know which organisation it is for. To enable this to be added to your final payment & comply with the direct debit scheme rules, we need at least 20 days' notice. If you want to continue with the same donation each year just let us know and we will set it to automatically adjust each year until you ask us to stop.
- Call the finance team on 015394 38017 and make a donation by card over the phone
- Donate directly to either organisation
- Pay into the Langdale bank account as per the details with your management fees
- Send a cheque



[www.fixthefells.co.uk](http://www.fixthefells.co.uk)



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



A red squirrel spotted outside Lodge 30 - Photo by John & Elizabeth Granger



## 2019 Club AGM

The 37th Annual General Meeting of the Langdale Owners' Club (LOC) took place at the Friends House, London on the 30th November 2019, attended by 79 owners and guests. After introducing the Committee, thanks were expressed to all who contribute to making Langdale a special place and the team that organised the AGM - the audience responded with appreciative applause. The minutes of the 2018 AGM were approved - the matter of the snooker room refurbishment was outstanding but will be completed in early 2020.

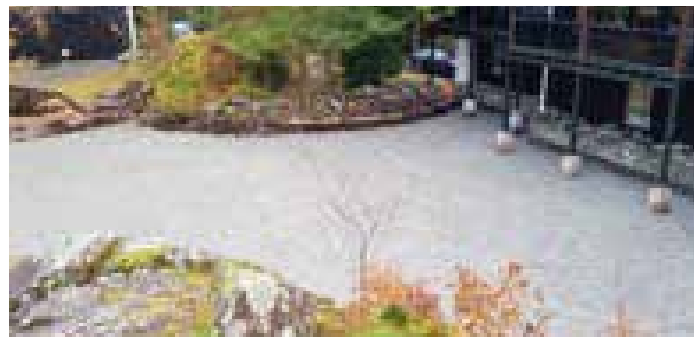
An update to the formal committee

report was given, highlighting the continuation of second bedroom refurbishment, balcony glass balustrade system replacement and waterways renovation. In addition it was confirmed that there had been no changes to the Club's Rules. The Club's Financial Statements for the year ending 30th April 2019 were approved, the auditors Scott & Wilkinson LLP were re-appointed and Jill Walker was re-elected as a member of the Owners' Club Committee.

Following the formal business Kit Bird spoke about progress on developing a Langdale Surrender Scheme, enabling owners to hand back their timeshare weeks in specific circumstances - a

summary can be found in this edition of Views and on the Owners' Club web site. The level of engagement and helpful comments from the audience demonstrated both support for the development of a surrender scheme and the importance of ensuring the benefits and risks associated with implementing a scheme are understood and managed.

The meeting continued with a general discussion on matters related to service delivery and estate management, the questions were answered by the Owners committee and other members of the Langdale management team.



Waterway Works

## Projects

A full and varied refurbishment schedule is well under way with three main areas of focus this year.

The continuing refurbishment of twin rooms – a minimum of 21 units will be completed during the 2019-20 maintenance period.

Balconies – as many of you will be aware, the balcony rails and glazing

on some lodges have had their day. Following a site survey, we have prioritised refurbishment needs and are replacing 29 Rails and 9 complete decks during the current maintenance period.

Waterways – the repair of waterways has been a big project for us this year and I must take this opportunity to thank the owners that have had to share in these works with us. The result will be waterways that look

fantastic and hold water year-round, there is also the reassurance that the infrastructure of the lodges surrounding these waterways is protected from water ingress for years to come. In the process of making tarns and leats watertight once more we uncovered, in the nick of time, a significant amount of erosion and degradation of retaining walls which was addressed as the work progressed.



# Exit Options Update

Whilst most owners continue to enjoy their Langdale weeks, some are now passing them to younger generations and some are renting them out. There are also a number of owners who wish to exit from their timeshare holding at Langdale but unfortunately there is not a corresponding demand for their weeks. This is not to do with Langdale as a resort, it is rather a change in the way people take their holidays. The fixed week/fixed resort holiday is not as fashionable as it once was. We are also seeing an increasing number of cases of "timeshare exit" companies taking advantage of owners who feel they have no other way of disposing of their weeks and extracting large fees from them. We feel Langdale should offer such owners a viable alternative.

Langdale Owners' Club (LOC) have therefore been working with Langdale Owners PLC (LOP) on plans for a Surrender Scheme, that is a scheme to enable owners to end their liability to pay annual management fees by handing back their timeshare weeks to Langdale. Properly managed, such a scheme would be in the interests of all owners. It would provide a safety net for those with concerns about the future of their ownership and ensure we maintain an active, enthusiastic owner community.

Plans are at an early stage and anything we decide to do now will very much be on a trial basis and kept under review. We will of course give owners full details of any scheme prior to it going into operation. What follows are our initial thoughts.

## Who might be eligible for the scheme?

In the event of an owner's death their executors may be unable to wind up their estate due to the ongoing liability for management fees if none of the beneficiaries of the deceased owner's estate are willing to take on

the ownership. A similar problem can occur in cases of bankruptcy, though these are extremely rare. We are proposing that both these cases would automatically qualify for the scheme.

Other applications would be treated on a case by case basis during the trial phase of the scheme, with preference to those who can demonstrate they have a medical condition which prevents them from using their timeshare weeks.

## How might the hand back process work?

Owners would transfer all their weeks - not just some - to LOC (our revised Constitution allows LOC to hold weeks in its own right). Management fees would have to be paid up prior to transfer.

LOC intends to charge a transfer fee for each week handed back, however the level of fee will be kept under review as it needs to be appropriate given the responsibility LOC is taking on.

In general LOC would wait for owners to apply to hand back their weeks, though if we become aware of circumstances where a surrender might be appropriate we would make sure the owner concerned was aware of the hand back option.

## What might happen with the surrendered weeks?

The weeks would initially be managed for rental by LOP. Rather than their usual commission (20% + VAT) LOP would charge a lower flat administration charge for each week under management.

After costs, any profits (or losses) from the scheme would be divided equally between LOC and LOP.

To be efficient the scheme will need to allow us flexibility to manage the

portfolio of weeks that we hold, for example as to distribution throughout the year, so surrendered weeks might also be sold, swapped or part-exchanged.

## Factors to consider

### What weeks will we get?

We anticipate that it will be the less popular weeks which are offered to us. We need to avoid concentrations in these less popular periods so would ensure we retain discretion and flexibility to avoid this happening (as mentioned above).

### How many weeks will we get?

Information from other timeshare resorts indicates that it won't be dozens per year, and may well be considerably fewer. We need to put a toe in the water and test the temperature.

### Will the scheme make money?

The profitability of the scheme depends on the success in renting out surrendered weeks. Currently we have a very good conversion rate, even for off-peak times, so there are reasons to be optimistic. But we cannot guarantee that sufficient weeks will rent out to cover the costs of the scheme and we need to be candid with you about the risk involved. We can control this risk by controlling how many weeks we take on.

Ultimately there would be a liability for LOC to bear the cost of the management fees on surrendered units - potentially until the end of the leases in 2062 (unless the week is resold to a new owner).

# Exclusive Privilege Card Offers

The offers below are available exclusively to Langdale Timeshare Owners. Please visit the owners' website for full details of these, and other offers available.

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

10% Discount at The Langdale  
Hotel & Brimstone Hotel

[langdale.co.uk](http://langdale.co.uk)  
[brimstonehotel.co.uk](http://brimstonehotel.co.uk)

Buy 1 Get 1 Half Price  
Lakeland Farm Visitor Centre  
Arena Tickets

[lakelandfarmvisitorcentre.co.uk](http://lakelandfarmvisitorcentre.co.uk)

Lakeland Arts & Heritage  
Ticket Offer - £8

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

Windermere Lake Cruises  
& Lakeland Motor Museum  
SAVE up to 50%

[windermere-lakecruises.co.uk](http://windermere-lakecruises.co.uk)  
[lakelandmotormuseum.co.uk](http://lakelandmotormuseum.co.uk)

Mountain Goat Lakes Tours -  
SAVE 10%

[mountain-goat.com](http://mountain-goat.com)

GoApe Grizedale Forest -  
SAVE 15%

[goape.co.uk/locations/grizedale](http://goape.co.uk/locations/grizedale)

Lakeland - Windermere First  
Floor Cafe - SAVE 10%

[lakeland.co.uk/stores/windermere](http://lakeland.co.uk/stores/windermere)

Mathilde's Cafe at Heaton  
Cooper Studio Grasmere -  
SAVE 10%

[heatoncooper.co.uk/mathildes-cafe/](http://heatoncooper.co.uk/mathildes-cafe/)



## LANGDALE

The Newsletter of the Langdale Owners' Club - No. 68