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| Meeting Name: | Belton Woods Owners Club Committee Meeting | | |
| Date of Meeting: | 1 April 2019 | Time: | 09:00 |
| Minutes prepared by: | Louise Taylor | Location: | Belton Woods Hotel |
| Attendees: | | | |
| Marjorie Johnston (MJ) Rod Hazlewood (RH) Philip Bond (PB) Bill Russell (BR) Iain Waite (IW) Sara Burton (SB) Julia Newton (JN) Louise Taylor (LT) Ellie Baker | Owners Representative & Committee Chairman Owners Representative Owners Representative Owners Representative Resort General Manager, Founder Member Representative BWLL Resort Financial Controller, Management Company Representative BWLL Resort Manager BWLL Lodge Services Manager BWLL- Taking Minutes Lodge Office Supervisor - Observer | | |
| Agenda and Notes, Decisions, Issues | | | |
| Apologies | No apologies were received. | | |
| Minutes from previous meetings | The minutes from the meeting held 7 January 2019 and the minutes from the 2018 AGM were approved and signed by MJ. LT to place on website. | | |
| Matters arising – not on Agenda | IW raised a couple of points within the constitution that he thinks need to be re-assessed including the arbitration clause and companies being able to purchase weeks as there have been issues with companies purchasing and then going into administration. PB agreed that this needs to be tightened up as it leaves the club open at the moment. IW to look into this. | | |
| Lodge Report | <p>JN detailed as below</p> <p>Health & Safety</p> <p>2 accidents have been reported since the last meeting. Both accidents were reported according to company policy.</p> <p>Statutory on line training had a 100% completion rate prior to RBH Management being replaced.</p> <p>The H&S audit which was carried out by RBH has not been received however, the representative who carried out the audit was happy that everyone was in place and had no recommendations.</p> <p>Owner/Guest Feedback</p> <p>Following on from the AGM, a letter is now placed in each welcome pack explaining that a feedback link will be sent to the email address we have on file once they leave the resort, however there is an alternative form available from the office that can be collected prior to departure. PB confirmed that this was in his pack on arrival.</p> <p>A feedback diary is kept in the lodge office for the team to complete should a guest offer feedback whilst at resort.</p> <p>Trip Advisor reviews remain excellent at 4.5/5 and Hoseasons scoring 9.2/10.</p> | | |

The resort has been awarded the RCI Gold Crown for 2019, Interval International's Premier Award 2019 and the DAE 5 year Resort of Excellence award.

Housekeeping

There is currently 1 position available in housekeeping and 3 lodge attendants still in training.

A maternity cover position for 18 months has been offered and accepted.

There is no change in the quality of the linen, this will continue to be monitored.

Refurbishment

Lodge 11 refurbishment has been completed. Lodge 20 is in the process of being refurbished and this will be completed by the 5th April 2019.

An owner who works within the lighting industry was invited to the resort following discussions at the AGM to discuss the lighting in the newly refurbished lodges. Lodge 11 and 12 have been altered following the owner's recommendations for additional lighting for the lounge and kitchen area and Lodge 20 will also be amended. Additional lighting in the bathrooms will be implemented into the refurbishment plan.

Bathrooms in lodges 14 & 15 have been completed.

New artwork needs to be sourced for the bedrooms – MJ to discuss with JN.

All furniture taken out of the lodges has been placed in lodges where furniture is damaged or worn. Some items have been saved for re-use and other items have been given to the Heart Foundation Charity. Other items were offered to staff to re-paint/re-satin and re-use.

Maintenance

The lodge exit gate motor has been replaced and is working efficiently. Additional sensors have also been fitted.

The slabbing works to lodges 12-20 has been completed and grass re-laid appropriately.

The fire hydrant survey has been carried out by the fire brigade. MJ asked if we had a certificate for this, JN stated that no certificate is needed.

New TV's have been well received however a sound bar has been fitted in two lodges to enhance the volume. These will be installed in other lodges on a rolling programme at a cost of c£70 each. PB stated that the Sky channels are fuzzy on the TV's. JN believes this can be easily rectified and will have someone look at it.

A contractor has been instructed to commence work on the balcony of Lodge 12 along with tree management of Lodge 18. This is scheduled to be carried out at the end of April 2019. The guests from lodges 11 & 12 have been offered alternative accommodation whilst the works are ongoing. RH asked if the cost of providing the alternative has been agreed with the insurance company. IW to check this.

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| | <p>IW stated it would be worthwhile having a tree survey completed on other parts of the estate where potential root problems could be identified at an earlier point. IW/JN to get a quote from the contractor.</p> <p>Grounds</p> <p>The views from the balcony continue to be monitored. The grounds team have worked hard to take down and trim trees prior to the nesting season.</p> <p>A contractor has visited the resort to inspect cracks in the road. As the weather conditions have changed these are minimal and it will be revisited in June/July 2019.</p> <p>Hotel</p> <p>Information for the “What’s On” has improved although it is not consistent.</p> <p>Duty Manager training is up to date.</p> <p>JN has spoken with sales in relation to rooms for owners for the AGM. They have agreed a rate at £75 but this could be amended closer to the date. JN to will speak to sales 1 month prior to the AGM and details will be placed in AGM packs.</p> <p>A bake sale was held in the lodge office which raised £143 for the Marie Curie charity.</p> <p>An Easter event is currently being organised.</p> <p>RH asked if an informal meeting could be held between the staff members and the committee. JN is happy for this to go ahead and will look to organise over lunch at the next meeting.</p> <p>MJ asked for thanks to be passed to the team for their hard work.</p> |
| <p>News from Owners / Management Company</p> | <p>Exit route progress:</p> <p>IW stated that overall 165 owners have requested the document, there have been 37 formal requests, 33 of these have been approved and 31 have fully exited.</p> <p>BR asked about whether the 5 years fees could be amended back to 4 years – IW stated that that this is not being considered at this time.</p> <p>MJ asked if the question has been put to Aprirose about having the policy placed on the website. LT replied that the document isn’t suitable for the website but that details of it had been placed on the website with contact details for the team in Leeds should anyone want to request a full document.</p> |
| <p>Update from the hotel</p> | <p>Christophe Gitton remains the interim General Manager of the hotel.</p> <p>RBH Management have no longer any involvement with the hotels business. Aprirose have created Almarose Hotels. They will run the hotels alongside Kew Green who are supporting the transition. PB asked about QHotels brand and whether that will continue. IW gave his opinion on this. There will be no change to lodge business. PB asked how long Aprirose intend to use Kew Green, IW stated he believed this would be as short term. PB asked if they were planning on investment in the hotel chain, IW opined that the above will have slowed this year’s investment plans. PB said he can see the lack of investment in the hotel for example, the chairs in the lounge, the arms are fraying away, he hasn’t seen this before.</p> |

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| | <p>YTD £21,000 has been spent on debt recovery fees and £28,700 has been recovered. Since August 2017 we have recovered £63,000. 15 owners have paid off their debt in full and have now had their memberships re-instated. 3 owners given weeks up via exit.</p> <p>There is now no debt older than 3 years</p> <p>The majority of year one debts have had a letter before action (LBA) from the solicitor. Current 1 year debt is the majority of the debt.</p> <p>PB stated that as the cases that are pursued are taken through the small claims court, do we need to have representation as this can be costly. BR has attended on behalf of the club at court and believes that having representation can make the difference between being successful with a case, as the case he sat on got into legal terms between the two barristers. PB asked if it would be worth asking the question to the solicitor if we have to be represented by council or can this be done by a solicitor? PB will look into and reply back to the committee at the next meeting.</p> <p>The debt position has improved significantly</p> <p>IW would like to start looking at the older debts that are now with a paralegal companies. BR stated that he believes we should be chasing everyone that is in debt. IW said he is mindful of the costs involved in pursuing all debt.</p> <p>MJ asked if there is debt outstanding on a week, can we rent this out. IW confirmed that this is the case.</p> <p>MJ asked that if once an LBA is sent out, can you add further debt to it. IW confirmed that court papers could be issued following non –payment of an LBA. Any new debt would need another LBA and new court papers.</p> <p>Committee agreed to issue against older debtors that have signed up with paralegal companies. and initially pursue those with a higher value of debt.</p> <p>This will be reviewed in July.</p> <p>MJ gave thanks to Sara and her team for their hard work.</p> |
| <p>Communication from Owners</p> | <p>An owner has asked for the minutes from a meeting held in May 2015 minutes to be published on the website. The committee stated that as these were never approved they don't feel they should be published. PB hasn't seen a copy of the minutes and can't comment.</p> <p>The Committee agreed not to publish the minutes.</p> |
| <p>Feedback</p> | <p>Feedback is better on the whole.</p> <p>Owners and guests are encouraged to speak to the team on site with any issues. PB stated that one of his guests had reported an issue and the speed of the response was great.</p> <p>Public are able to walk their dogs through the woods around the lodge site. No dogs have been seen within the lodges.</p> <p>Children were seen playing on the golf course – this was reported, the lodge owners notified and this was rectified. All children must be supervised.</p> |

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| <p>Committee Members report</p> | <p>Golf competition RH gave an update on the golf competition. A total of 24 people are needed for the event to go ahead. RH to seek sponsorship.</p> <p>Solar panel update</p> <p>BR would like to know if the committee are happy to go ahead and speak with the company that have provided the quote to ask our questions and get answers. BR asked if this was worth pursuing.</p> <p>IW stated that if there are potential savings on electricity we should take this forward and get answers to the questions that we have.</p> <p>PB said that IW will need to be involved as Aprirose will need to be willing to have these installed.</p> <p>Committee agreed to go ahead – BR asked that questions be emailed to him. PB raised that the solar panels may reflect onto the golf course so this would need to be taken into account.</p> <p>Woodland</p> <p>IW has registered the woodland. Aprirose have asked for this to be held for now.</p> <p>Thanks were given to BR for his work on the solar panels and woodland plan.</p> <p>Review of the website</p> <p>DRAFT minutes will be placed on the website within 3 weeks after the committee meeting.</p> <p>EUROC membership</p> <p>TATOC were previously the voice of timeshare owners, unfortunately the company went in to receivership. RDO (Resort Development Organisation) is now looking at creating a new company named EUROC which would replace TATOC. This will be run by a number of owners on the board. EUROC are now looking for membership and will cost £3 per owner regardless of the number of weeks that they own.</p> <p>MJ proposed that the club joins EUROC. BR asked for the benefits of joining. MJ explained the benefits. PB asked if individual members could contact EUROC, this was confirmed.</p> <p>IW stated that this is a voice for the timeshare owner. The company behind RDO have already challenged a number of timeshare claims companies and taken action against them. TATOC was funded by the timeshare industry, EUROC will be funded by the ownership. IW to provide total cost to the club – thinking around £2766 per year. Committee happy to go forward at and will review after a year.</p> <p>Owners long leasehold</p> <p>BR attended the DAE forum in 2018 and saw a presentation from the Osborne Club. They have introduced a new 5 year contract for ownership with the option to extend.</p> <p>BR would like permission from the committee to speak to the Osborne Club regarding this.</p> |
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| | <p>PB & BR have spoken about one of the options being, a lease for 10 years for current owners with the option to extend after this period. This will be considered again in the future.</p> <p>RH feels that current owners should not be made to move into a 10 year product and shouldn't be charged for doing so.</p> <p>IW stated that both he and LT have discussed short term lease contracts. Aprirose do not wish to pursue this at the moment. PB opined that as Aprirose is not interested in offering this product at the moment, he doesn't believe that BR should visit at the moment as there would be a cost to the club for travel.</p> <p>Hold until the next meeting for decision.</p> <p>The possibility of holding the Committee meetings in an empty lodge was considered; the possibility of doing this may be limited, but it will be considered. This will be reviewed and discussed further at the next meeting.</p> |
| <p>Confirmation of future meeting dates</p> | <p>Confirmation of future meetings</p> <p>BR would like to revert the meetings back to the previous format – having the committee meeting over 2 days with half a day and then the following day continue with the meeting as he personally struggles with absorbing the information.</p> <p>PB thinks that the format should be kept as is, it works better. SB agreed with this. RH would like to have a meeting prior to this informally. PB was comfortable with this. IW was concerned about having informal meetings which fall outside the committee protocol. SB stated that all information is sent prior to the meeting so it should be reviewed before the meeting.</p> <p>IW would like to keep the meeting format as it is currently – he stated that costs would increase with additional room hire for the second day.</p> <p>Committee voted 3/3 and it was agreed to keep the format as it is for the remainder of the year and re-evaluate after the AGM.</p> <p>1st July 11th October 8th December – pre AGM Meeting 9th December – AGM</p> |
| <p>AOB</p> | <p>Staff pay</p> <p>IW stated that Aprirose has not yet published its group policy on pay rises but it is expected shortly.</p> <p>He asked if the committee would like to go ahead with the budgeted 3% increase for staff. The committee all agreed that they would like to see this increase in place from 1st April 2019. IW to speak with Aprirose.</p> <p>Give us Time</p> <p>1 week has been booked and there is 1 more week available for this year. LT will send to the committee further weeks that could be offered.</p> <p>What's on</p> |

RH would like to see this continue as the offers are good for owners.

Number of committee members

The members of the committee agreed that they would ideally like 3 owners representatives, potentially 4 but wouldn't want to open this to 5. Review at the next meeting.

Chairman's blog

MJ to communicate with LT on this.

Meeting concluded at 11:40