

Meeting Name:	Belton Woods Owners Club Committee Meeting		
Date of Meeting:	07 January 2019	Time:	11:00
Minutes prepared by:	Louise Taylor	Location:	Belton Woods Hotel
<b>Attendees:</b>			
Marjorie Johnston (MJ) Philip Bond (PB) Iain Waite (IW) Sara Burton (SB) Julia Newton (JN) Louise Taylor (LT) Ellie Baker	Owners Representative & Committee Chairman 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		
<b>Agenda and Notes, Decisions, Issues</b>			
<b>Apologies</b>	Apologies were received from Rod Hazlewood – Owners Representative		
<b>Minutes from previous meetings</b>	The minutes of the meetings held on the 11 <sup>th</sup> and 12 <sup>th</sup> October and minutes of the meetings held on the 9 <sup>th</sup> and 10 <sup>th</sup> December were agreed as correct with no questions. MJ signed a copy of each and LT will upload to website.		
<b>Matters arising – not on Agenda</b>	MJ raised the point about owners not receiving feedback emails. JN will monitor this going forward.  PB suggested that a log/record be maintained in the lodge office for feedback/issues which are raised whilst owners are on site. JN to action.		
<b>Lodge Report</b>	JN detailed as below  <b>Health &amp; Safety</b>  One accident has been reported since the last meeting.  RBH have carried out an H&S audit of the lodge business. Once this is received, any relevant points will be actioned.  Statutory on line training continues to have a 95% completion rate.  After an online staff survey was completed by all employees, a meeting was held to cover all areas ensuring everyone understood each question, minutes of this meeting was taken and logged.  Trip Advisor reviews remain at 4.5/5 and Hoseasons scoring 9.3/10.  <b>Housekeeping</b>  There are currently two positions available which is an improvement since October 2018.  PB asked if it was difficult to recruit housekeeping staff. JN agreed that it was as staff are mainly students.  A quarterly incentive has been put into place to reward team members in recognition of their		

hard work and going the extra mile.

There has been no change in the quality of the linen. This will continue to be monitored.

### **Refurbishment**

Lodge 11 is being refurbished and Lodge 14 and 15 are receiving bathroom refurbishments.

An owner has visited the resort on the back of their offer at the AGM to discuss the lighting in the refurbished lodges. Extra lighting will be installed in forthcoming refurbishments.

### **Maintenance**

Secure fencing has now been installed around the golf buggies and grounds vehicles.

Contractors are currently on site carrying out path and slabbing works to Lodges 12-20. MJ asked if any damage caused to the grass areas as a result of this work would be corrected and JN confirmed that it would be re-turfed as needed.

The fire hydrant survey has been carried out by the fire brigade.

The lodge gate has failed. A new motor for the gate would be approx. £500.00. An alternative gate design has been suggested which would eliminate the gate returning on a vehicle that has tried to exit without entering the code. The cost would be £1,825. The cost will include replacement of the underground automation with new foundation case, control panel, motor and two year warranty.

The committee agreed to go with the second option as this is not the first time that the gate has failed. IW asked that JN look into the cost of adding sensors to the gates.

### **Grounds**

The views from the balcony continue to be monitored. JN explained to PB how the trees/views were assessed.

PB asked if the hotel have a financial responsibility for the trees. JN advised not as the trees are on Lodges grounds. The club employs a tree surgeon to deal with any work needed and consults with the Hotel as and when needed.

A contractor has been appointed to carry out repairs to the cracks in the lodge road.

### **Hotel**

JN continues to attend the meetings at the hotel – information is being given for the lodge “What’s On” is not consistent but the hotel General Manager is very supportive and is working to get offers to the lodge guests.

PB stated that he feels the hotel are missing out in relation to advertising their services to lodge owners and guests. IW said that the hotel GM needs to push this more as there are massive opportunities to get lodge guests into the hotel.

PB has asked that we look into room pricing for the AGM this year as there seemed to be different pricing given last year. LT and JN will look into this.

	<p>All new hotel staff are encouraged to visit a lodge and have an understanding of the lodge business and operations. All current Duty Managers have received the relevant training.</p>
<p><b>News from Owners / Management Company</b></p>	<p><b>Exit route progress:</b></p> <p>MJ stated that she was grateful that the management company continue to offer this facility to owners.</p> <p>The exit policy was changed at the beginning of 2018. Aprirose felt that they needed to change the policy if they were to continue to offer it to the Club Owners. Most weeks being exited are the out of season weeks and don't yield high rental prices.</p> <p>Currently 160 owners have requested the document, there have been 35 formal requests, 32 of these have been approved and 30 have fully exited.</p> <p>MJ advised PB that the club cannot afford to run the exit policy as it cannot afford the weeks that are taken back. This would increase the fees that the owners would have to pay.</p> <p>PB asked if the policy document could be published on the owner's club website with a marker to state that the club do not run the policy. IW stated that the reason that it hasn't been published is because it isn't a club policy but a management company policy. IW has said he will speak with Aprirose to ask if they would be happy for this to go on the owner's club website.</p>
<p><b>Update from the hotel</b></p>	<p>Christophe Gitton remains the interim General Manager of the hotel.</p> <p>PB stated that the prices in the Claret Jug has increased phenomenally. IW to review.</p> <p>IW advised that there is very little happening with Aprirose – they are not involved much with the lodges at the moment as they are currently concentrating on the hotel business.</p> <p>IW hopes to see some changes this year in relation to lodges.</p> <p>PB said that lodge owners meeting used to be held on a Monday and the hotel would offer the information to guests. JN has asked the hotel for more information and is willing to put this into the pre-arrivals/ welcome packs and also have it mentioned on the ring round calls on a Monday morning.</p> <p>The lodge owners meetings were stopped as they weren't well attended and were costly to the club.</p> <p>IW asked JN to speak to Christophe to see what he could do for lodge owner meetings.</p>
<p><b>Finance report</b></p>	<p>SB had circulated the finance report prior to the meeting and this covers the first quarter of the club's financial year.</p> <p>Expenditure is in line with budget.</p> <p>IW stated that refurbishment costs will be compared with other resorts to ensure they are similar.</p> <p>The debt levy is in line with the budget and the expected level of Bad debts is looking to be in line with expectations.</p>

<p><b>Debtors</b></p>	<p>PB asked what the solicitor's costs were. IW responded that the costs rise once court action is taken and this is defended. SB advised that the Letter Before Action communications that are sent out by the lawyers are very effective and a lot of maintenance fees are recovered at this stage. SB stated that some owners believe that by not paying the maintenance fees they are penalising the Management Company when it is actually the club that is being penalised.</p> <p>The club currently owns 15 weeks. PB asked if these weeks were marketed. SB confirmed that the weeks were available for rental, re-sale and bonus weeks. They are also included in the appropriate auctions.</p> <p>The detailed debtors information was sent out prior to the meeting and was reviewed. SB advised the committee and specifically for the sake of PB (who is new to the committee) that all information in relation to specific debts is confidential and should not be shared with anyone else outside the committee.</p> <p>MJ took this opportunity to remind everybody that everything discussed in detail at committee meetings was confidential and should not be disclosed to anybody else outside of the meeting.</p> <p>IW gave a quick update of current court case debtors. SB detailed debts that were advised for write off and these were approved by the committee. MJ thanked the team for their hard work.</p>
<p><b>Communication from Owners</b></p>	<p>No outstanding communications</p> <p>SB has been speaking with an owner who asked questions at the AGM in relation to raising finance for the club. As the club owns no assets, finance cannot be raised in the regular ways. The owner stated that funds could possibly be raised via crowd funding.</p> <p>The committee decided that they wouldn't like to go down this route. The owner is now looking into the cost of refurbishments as their skill set lies in this area.</p> <p>PB stated that small changes in lodges that aren't being refurbished should be looked into.</p>
<p><b>Feedback</b></p>	<p>A number of comments relating to cleaning have been received. JN stated it had been a challenging time due to low staff levels and needing to train new staff. This has now improved with the recruitment of additional team members.</p>
<p><b>Committee Members report</b></p>	<p>MJ stated that there was nothing new to go on the website at the present time. Rod Hazlewood is running the owners golf competition this year, expected to be in July.</p>
<p><b>Confirmation of future meeting dates</b></p>	<p>25<sup>th</sup> March 1<sup>st</sup> July 11<sup>th</sup> October 8<sup>th</sup> December – pre AGM Meeting 9<sup>th</sup> December – AGM</p>
<p><b>Ownership of the lodges</b></p>	<p>PB requested detail on the company who has ownership of the lodges. IW &amp; SB explained the structure.</p>
<p><b>Financial contributions of Owners</b></p>	<p>PB asked if the parent company Aprirose would be willing to invest in the lodges. As the Founder Member, PB believes that it would be advantageous to Aprirose to ensure that the lodges are kept to a decent state of refurbishment and would make them more attractive for re-sale.</p>

	<p>IW will ask the question although he doesn't believe that they would at the moment but may do so in the future. The Founder Member pays maintenance fees on all weeks that it owns. BWLL doesn't have the funds currently as it is a loss making business although the rental income last year improved significantly.</p> <p>The club makes use of the group buying power for items such as laundry / toiletries etc.</p>
<b>Review of Website Effectiveness</b>	<p>PB asked if there was a way for committee members to have a qlodges.co.uk email address. SB didn't think this would be possible as the email address is a company address and not a club address. LT stated that emails can be sent to the customer services email address and these are sent on to the committee.</p>
<b>Co-options to the Club Committee</b>	<p>Members have approached PB after the AGM stating that they were not happy that the committee has not got 5 members. PB gave the name of an owner who would be happy to be on the committee. SB asked why they didn't put their name forward to join the committee at the AGM?</p> <p>IW stated that he had received a request from another owner who would like to join the committee.</p> <p>MJ stated that having 5 members increases the cost of the committees and that in her personal opinion the club doesn't need 5 members.</p> <p>Rod Hazelwood (by e mail to the chairman) proposed co- opting Bill Russell onto the committee.</p> <p>PB proposed that no-one is co-opted at this stage, at the October meeting the committee can then decide how many members it would like to have on the committee and these can be opened up at the AGM.</p> <p>IW took legal advice relating to a member that resigned in 2017. Legal advice was given that the position was still available and an owner could be co-opted on at this stage but would need to re-stand for election at the next AGM.</p> <p>After some thought and discussion MJ proposed taking Rod's proposal to co- opt Bill now and ask the others to stand at the AGM.</p> <p>PB counter proposed that 2 of the 3 owners be co-opted now or leave it until the AGM where 2 places could be opened.</p> <p>A vote took place and the proposal put forward by MJ (on behalf of RH) that Bill Russell be co-opted now and others asked to stand at the AGM was carried by a majority.</p>
<b>AOB</b>	<p>An owner has requested to exchange her week from week 37 to week 32. BWLL have no weeks to exchange but the club does. The committee agreed to the exchange.</p> <p>Give us Time – 4 weeks have been offered to the charity, no weeks have been taken up as yet.</p> <p>IW has registered the woodland and is now awaiting further information.</p> <p>IW stated that there is currently a claim being processed with the insurance company in relation to 2 balconies where subsidence has been an issue. JN said the maintenance team are currently checking all balconies.</p>

DAE are continuing the Gold Membership for committee members.

### **Solar Panels**

IW stated that in principle it looks to be a good proposal but there would be minimal savings within the first few years. This will be looked into in more detail and IW asked that BR look into this.

PB has concerns relating to the length of the 25 year lease and asked that legal advice be taken on this.

### **AGM Review**

MJ liked that the meeting was on a Monday and felt that the meeting was well attended. JN stated that a few owners had mentioned that they would have liked food after the meeting rather than before. Committee agreed to provide food after the meeting at the next AGM.

PB stated that he thought personal items that were brought up should have been raised outside of the AGM. He thought the Chair of the meeting gave too much information and had spoken too long.

IW replied that the AGM is the only place some owners feel that they can bring up these issues but finds it frustrating that the same things are raised at each meeting.

### **Used furniture in lodges**

It was agreed that JN should ask the hotel if they would like to purchase the sofa's that will be coming out of the lodges and that she should use her discretion with the remaining items.

Meeting closed at 13:45