



**BELTON WOODS
LODGES**

Meeting Name:	Belton Woods Owners Club Committee Meeting			
Date of Meeting	1 st July 2019	Time:	9am	
Minutes Prepared By:	Steve McGinnis	Location:	Belton Woods Hotel	
Attendees:				
Marjorie Johnston (MJ)	Owners Representative & Committee Chairman			
Bill Russell (BR)	Owner Representative			
Rod Hazelwood (RH)	Owner Representative			
Phillip Bond (PB)	Owner Representative			
Sara Burton (SB)	Representative for Management Company			
David Clarke (DC)	Founder Member			
Ross Grieve (RG)	Observer			
Agenda, Notes, Discussions, Issues, Actions				Actions
Minutes from previous meeting held 1 st April 2019	<p>PB – Advised that he had two points to follow up – Point 1 Sky picture not as sharp due to new TV's but HD is not included in package (JN looking at cost) Point 2 a paper was to be prepared with Iain regarding the budget but due to change in management company it had not happened</p> <p>Approved and signed as correct by MJ</p>			
Positions and roles and visions				
David Clarke –	<p>Finance Manager for Seasons Holidays Plc. Here as Founder Member of Belton Woods.</p> <p>Explains Seasons history in timeshare, managing resorts and how aprirose acquired timeshare by default and were happy to move it on. As founder member Seasons will have much greater involvement. Seasons offer high quality holidays and will act in the best interests of each member and are here for the long haul with a great deal of involvement to continue the quality of the club and move it forward. Intention to freeze management fees for 3 years whilst maintaining the quality</p>			

MJ	We had not been told of take over of Ltd companies, there has been no confirmation that Seasons had taken over Belton Woods, no communication, why are we being side-lined?	
PB	Not we as a committee as I have received communication as have other owners I know	
RG	As a management company we are here to look after and run the resort in the best interests of the members. For the record an owner of the business would have been here but due to sad family circumstances could not. The point of committee meetings is communication, we will make sure the resorts are ran correctly but at present it is clear there has been a lack of management and money has been frittered away as an example it takes 10 hours to clean a lodge	
BR	It takes 6 Hours	
RG	Add in porters and laundry and it is 10 hours cost, so to reiterate the communication will be at committee meetings	
BR	So, you will not be talking outside of committee meetings	
RG	No	
RH	We have a vibrant but aging club and complaints are coming in	
RG	You employ a management company to run and manage the resort and committee meetings are for communication and feedback	
RH	We will be pushing you to fulfil and follow through	
RG	Yes, clear questions and clear answers	
BR	You are working at the behest of the committee	
RG	It is clear from the outset that there is a spikey atmosphere in here today, we completed due diligence and it took a lot of work but we are working with the best interests of the members and are 100% certain of savings through efficiencies not quality and that can then go into the sinking fund to refurbish, efficiencies are through better management, purchase power, control and efficiencies of scale	
RH	Committee here for owners to get value for money through management company, the committee are here to assist, we do not want to come in cold and it is better to know each other	
RG	Previously the company was not looking after your interests and if money was there to be spent it was spent. We have uncovered lots of occasions of spending for the sake of spending and as DC said we are proposing freezing management fees for 3 years	
MJ	We decide you propose	
PB	Not for committee to set the fee's, management company can freeze and the committee is consulted not decided by us	
RG	The fees are some of the highest in the land, and there was a want to get the sinking fund to £1/2 M, its not right to pass on that burden, SB will demonstrate a raise in the sinking fund whilst	

	managing the resort through efficiencies and not increasing the fee's	
MJ	This will be to the same level?	
RG	Absolutely, it is not the best value for money currently	
BR	We were assured it was best price	
DC	We also can improve on the insurances as the building levels are phenomenal, it is not the best price and it is during the tenure of this committee, we can improve	
RH	We are reliant on the management company and if you can improve then great	
BR	Getting back to communication	
RG	There will be a board pack ahead of committee meetings which it is the individual's responsibility to read and attend prepared to ask questions	
PB	The problem was that the previous management company did not fulfil their responsibilities so the void was filled by others – the committee – pleased to hear the committee can step back and let the company manage	
MJ	No disagreement from me, if communication is at these meetings we will work with it, if it is a reasonable question will it be answered	
RG	It would be unreasonable not to acknowledge	
MJ	Apologies if there was a spikey atmosphere earlier, it was not the intention, maybe due to the lack of communication but we are working to the same goal	
RG	We believe we have bought into great units and have a wealth of experience to run the resort	
DC	Explained his history with trust company prior to Seasons	
MJ	Happy to move on – exit policy	
RG	Has not changed	
BR	The committee asked previously if this could be reduced	
RG	We would challenge and say there would be more exits, greater liability if exit is too easy and the remaining members are stuck with the liability, we have no desire to change but if there are serious reasons we could look at it	
BR	It is your policy and we thank you for doing it	
RG	It goes hand in glove with debtor policy	
BR	Committee agrees that we should pursue whoever needs pursuing	
DC	We are conscious through due diligence, look at good practice of RDO and be sensitive of how this was administered previously	
PB	When the maintenance fees are reviewed annually maybe we could review this	
DC	It would be reasonable to do that as circumstances change	

BR	There is not a great clamour of members taking the exit strategy, 165 have asked 31 have completed and it is remote from club	
PB	That is a matter of Fact Bill, it's the management company policy not ours	
MJ	What about the products you offer?	
RG	There are a number of products on offer if Belton members would like them, guest relations will be onsite, You've met Carly haven't you?	
BR	In the constitution there can only be weeks here sold	
SB	These are Seasons products Bill, not Belton Woods products	
DC	In effect the member would surrender their week and take on a Seasons product	
BR	I just need to read the constitution as I'm not sure you can do that	
MJ	Ian Peck – hotel GM, hoped he would be here	
RG	He has been called away but there has been good communication, very positive. He is going to the money tree to see what he can get. There is an appetite to invest but we do not know how, when and where but the GM's have been asked for a wish list	
PB	Will the leisure facilities be affected?	
RG	Through Due diligence we made sure if the hotel changed hands the members were protected	
PB	Under previous owners the hotels gave discounts to members	
RG	It would be a GM decision and I will be lobbying on their behalf	
PB	Further erosion of the perks of owners	
RG	On the agenda and will continue to be	
	5 minute recess whilst projector set up	
MJ	Moving on to property, health and safety	
RG	1 accident a slip, all paperwork completed, moving on we have a fully certified and qualified person to audit health & safety and it is apparent it is not where it needs to be and will be moved on	
MJ	The training was not done	
RG	It is not where it needs to be, it is a previous company failing but there is a plan in place	
PB	How long?	
RG	Working on a traffic light system, as an example working at height course will save on contractors. Subsidence issue is being monitored, loss adjuster has agreed to 1 liability. It will be part of tender to test balconies but there is a noise issue with trial holes	
BR	Is there a risk to people on balconies	
RG	Loss adjuster says they are fit for purpose. 2 more lodges have had guttering replaced, we will continue and as long as we communicate with guests we will proceed	

MJ	Personally, I have requested charging points outside lodges for electric cars or at least double sockets outside lodges	
RG	I don't disagree, electricity is paid for apart from rental guests and utilities are a bone of contention but it can be looked at again	
BR	The trees around the lodges can block the views, can they be looked at?	
RG	Julia and her team have had a proactive approach to pruning	
BR	Individual trees can be looked at	
RG	Yes, if a problem	
MJ	Refurbishments, can you confirm what is achievable?	
RG	21/22/23 are earmarked	
MJ	There is a concern over quality	
RG	Quality will not be sacrificed, KG installations are not good value for money. We work to a high standard with well known brands and although interior design is subjective this is a holiday home and for enjoyment	
MJ	Standard double bed?	
RG	King or super king where space allows	
PB	What style and what about saunas?	
RG	Follow lodge 12 with the white ceilings but take out saunas	
MJ	They are a fire hazard, pull down bed to stay?	
RG	No better alternative at present	
RH	There is an option to move a wall and create a bedroom	
RG	We can look at it	
BR	Back to the products is it in the constitution you can do it?	
PB	The lodges do not have to be on this site	
MJ	There is a big sofa problem, the initial sofas were very comfortable but then not so much	
RG	We work with two key suppliers and are aware we can create some great spaces with great furnishings of good quality and durability	
MJ	Your big moment Sara	
SB	Set out the accounts for 9 months to end of May 2019 £52K savings Debt levy saving offset by rentals and recoveries	
PB, SB, RG, RH, BR	Discussion over the waste and recycling, upshot being the waste management company provide a certificate to show that all waste goes in together and they separate at their plant	
PB	£91K to refurbish lodge 20, how do Slaley figures compare to these	

SB	RG is saying he can make savings and the other company is expensive	
BR	Is Louise an expense to the club whilst here for meetings?	
SB	No	
PB	I have an issue with the expenses and also committee members staying over for these meetings and we may save money by moving the time of the meeting	
BR	Would the management company want to buy the club owned weeks	
DC	Not really a resale market so no	
RG, RH, MJ, BR	Discussion over rentals, using Hoseasons, no relationship with Carrick so use RCI or II instead Short break whilst copies of Budget made 11.10 – 11.30	
SB	0% increase in maintenance fee as discussed, points of budget discussed, committee insurance, sinking fund £50K b/f and £212K, disbursements, VAT, rates (working with a company to decrease), testing utility prices, Julia has completed an audit of lodges to show those in need BR asked about lodge rentals during refurb, they are company's week so recharged – provision rather than confirmed	
RG	Explained Birch lodge plans	
BR	Asked if factorial fee could be changed and put difference into sinking fund	
PB	Explained what factorial fee is	
RH, DC, BR, RG, PB	Discussion over explaining and communicating with members that maintenance fee will not increase and also GDPR and database	
	Break to digest budget	
MJ	Meeting reconvened – understand why 0% increase but due to history is it better to look at 2% for next 3 years	
SB	Correct about history but refurbs are happening so no need to increase	
PB	Wondered why increasing	
RG	If there were red numbers and overspend in budget then excuse for increase but £50K saving this year and more to come. We will be proactive in the refurbishment of lodges	
PB	I struggle with 2% increases, the club has been badly managed, we have failed, failed the members but can not increase for the sake of it	
DC	At Clowance we froze fees for 3 years, increased by RPI and then froze for 3 more, we have delivered and more, to risk this for 2%, I just don't see it	
BR	Prove it	

DC	RG point is that the more you refurb the more complaints from noise etc and it can not all be managed on 32 lodges, can only refurbish so many units in a year	
RH	You have the experience and promises have failed before, proof of the pudding will be in the eating	
RG	Confident we can deliver with the <u>aim</u> to reduce fees	
MJ	I am outvoted then	
PB	They have consulted committee, not a case of being out voted	
MJ	Debtors?	
RG	There has been one judgement but they are appealing	
BR	Is it a legal challenge, against the club? Is it a class case?	
RG	Solicitor has been instructed and we are chasing all debt	
BR	Looking at certain debtors and miselling	
PB	Point to Chair with regard to conflict of interest	
SB	Explains procedure and meeting moves on	
MJ	EUROC	
SB	Waiting for permission	
MJ	Given at last meeting	
SB	Will pay and set up	
BR	Solar panels? Are you happy to progress?	
RG	In a word no, solar panels have had their day, no feed in tarrifs, damage to roofs. we are looking at other alternatives and always look to reduce the costs on utilities. Not spending time on solar panels	
BR	You could have picked up the phone and told me or discussed	
RG	With respect, committee meetings are here for discussion, we are here to look after your interests and the interests of the gated community at Belton Woods. This is not in the best interests of the members and so I have moved on but also I communicate here not by calling you each time I make a decision	
MJ	WIFI – was it badly done?	
RG	Already arguing on this one, it should have been in a conduit. This week L2 & 3 have damaged cable and we need it repaired, it will be an ongoing cost	
RH	Was it a management company fault	
RG	I believe it was in this forum where it was discussed	
MJ	Woodland plan	
BR	It was registered by Iain	

BR, DC, RG, MJ	Discussion over the woodland, plan, any perceived benefit and who's land it actually is on, outcome it will not be progressed	
MJ	Dates of next meeting	
PB	Can the meetings be at 11am rather than 9am so they are not as long and people can travel rather than stay at the expense of the club	
BR	Travels 4 hours so has to come previous day and likes 9am so meeting can finish and can get away	
RH	Not travelling on the day as it is 8/9 hours of driving	
RG	2 ½ hours for us or 3 ½ for DC so 10 am would be better	
BR	Asked if the drinks with meals had been taken away	
	No one had given an instruction	
PB	Asked if alcohol was best use of club funds	
BR	It was a pint and a bottle of wine so not excessive	
MJ	We are volunteers so it's the only slight perk AOB	
RH	Golf competition – what is your point of view	
RG	Will review with Julia and Ellie	
PB	No	
BR	Product being offered in office within constitution	
DC	Seasons product so no impact	
BR	There may be a conflict Communication – if we ask a simple question will it be answered?	
RG	Here to look after the very best interests of the members, prior to the next meeting there will be a pack to the committee for discussion at the meeting	
BR	Thanks to the staff that are leaving – wanted the acknowledgement of the committee minuted	
SM	No	
DC	No	
RG	No	
SB	No	
MJ	Closes meeting 1.45pm	