



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club Committee Meeting 2020			
Date of Meeting	24 April 2020	Time:	11am	
Minutes Prepared By:	Charlotte Hackett	Location:	Conference Call	
	Ross Grieve, opened the meeting by welcoming everyone in attendance and introduced the Committee members:			
Attendees:	PB: Phillip Bond, Owners Representative RH: Rod Hazelwood, Owners Representative JF: John Frosdick, Owners Representative DH: David Hampton, Owners Representative RG: Ross Grieve, Belton Woods Lodges Ltd Management Company Representative SM: Steve McGinnis, Financial Controller Management Company Representative. DC: David Clark, Founder Member Representative			
	RG - Sharon Kinsella sends her apologies, due to be on another call which had overrun but may be able to join once that call has finished.			
Agenda, Notes, Discussions, Issues, Actions				Actions
Appointment of Committee Chairman	RG – Since we have not had a meeting since the AGM in December, we need to appoint a Chairman. This cannot be Ross Grieve, David Clark or Steve McGinnis. So, this falls onto PB, RH, JF & DH. PB – Philip puts his name forward to be the committee chairman JF – John seconds Philips nomination. RG – Philip is our new chairman, Over to you Philip.			
Approval of minutes from previous				

committee meeting & AGM	<p>PB – There are two sets of minutes to be approved, one from the last committee meeting on the 7th July & one from the December AGM.</p> <p>As David Hampton & John Frosdick were not at that meeting it is down to myself and Rod Hazelwood to approve</p>	
	RH – I agree that they are a true reflection	
	PB – Is everyone else ok with that?	
	JF & DH - Both agree	
	<p>PB – Can I just make one comment about the minutes, John raised the issue regarding displaying the minutes on the website. One of the difficulties the old committee had was that the minutes were circulated after a meeting, but individuals use to bombard Marjorie with amendments. This is what used to stop the committee placing the minutes on the website.</p>	
	<p>RH – Happy to draw a line with the old committee, the minutes should be a true reflection of what was discussed at the meeting, if matters are still outstanding these will pass over into the next meeting and dealt with then appropriately.</p>	
	PB – That’s fine Rod thanks for that.	
	DH – Maybe we should put a time limit on responses	
	<p>RH – That is a good idea, but you have got to bear in mind everyone has other commitments that may delay a reasonable response in the time frame</p>	
	<p>PB – Can I suggest? In a lot of other committees, I serve on, the minutes only got to the Chairman. Then that gets them out quickly. If there is any amendments or matters arising this is what we would raise & deal with them.</p> <p>Does everyone want to have the draft minutes charlotte produces or they just come to me and published on the website as draft minutes. Then take up any issues on the next meeting. How does everyone feel?</p>	
	DH – That is most sensible solution Phil.	
	RH – I think that is a good idea, this means matters arising becomes more important when we next meet.	

	PB – Ross, David, Steve is this ok with you all?	
	RG – I have no problems with this happening.	
	DC – Very sensible approach	
	RG – I would just like to bring up regarding the website, in terms of the minutes. We will look to move away from the My Luxury Lodges website and host on the Season’s website under another portal, we have our web team looking into this now. This will also have a cost saving.	
	<p>PB – On item 2 we still have the AGM Minutes, is everyone satisfied the AGM minutes are true reflection to what happened at the meeting?</p> <p>JF, DH, DC - All agreed</p> <p>.</p>	
	<p>PB – Moving to item 3 – Finance – over to Ross, David & Steve on this.</p> <p>Steve McGinnis explaining that they have received the 6-month actuals for the Owners Club.</p>	
	<p>SM – Manning Cost £ 201,000 being spent, forecast for around 6 months to year end was £180,000</p> <p>£10,000 higher than last year but there has been an increase to the Housekeeping & Maintenance hourly rate in order to secure better staff, it has cost £10,000 in agency cleaners to look after the Lodges when we were so short staffed earlier in the year.</p> <p>There will be savings as we move forward, due to having teams in place.</p>	
	RH – Regular cleaning staff will be great, old management company used university students which could only work part of the year, so struggled with levels.	
	<p>RG – Without going over old grounds from the AGM, we had found the quality of staff not up to scratch, we look an early discussion in the Management process to effectively improve that team but this did come with casualties along the way.</p> <p>That then resulted in a difficult time, needing the support of agencies but now Charlotte and Phoebe Stevens the head housekeeper, we now have a far stronger and better team in</p>	

	place. We pay £10ph which is above living way, but the standards are higher.	
	RH – I agree, look after the regular staff and they will work well.	
	PB – Ross is anyone working in the current situation?	
	RG – Charlotte is there on a fulltime basis, along with Phoebe & Jason the groundsman's as grass still needs cutting. They are undertaking a massive opportunity to really get in a deep clean the units, Maintenance room also rooms painted. We are using the Government scheme to our advantage. The rest of the team have been furloughed.	
	SM – <u>Controllable</u> Over the last 6 months did not spend a great deal in controllable, there is more to come but it is as & when we reopen, but also undertake certain tasks. This will change when the next 3 months come out, it will just be the case how much we will be allowed to spend.	
	PB – Has anyone got any questions on controllable?	
	RH – I can see there will be some savings because we are not fully open. I can see the argument for greater spending for when we do open. I can see all the points made.	
	PB – Thanks for that Rod.	
	SM – <u>Sinking Fund</u> I have left blank for now, again this will now depend on when we move into higher occupancy, how much we can spend on how much could do. I have left it as a forecast blank.	
	PB – I think with expenses the thing I've learnt over the last few weeks is I've been having meetings over Zoom & Microsoft teams, I purpose the meeting on the 17 th July is done in a different way, so we don't have to travel & you can save £6,000 straight away. Just thought was drawn to everyone attention.	
	DC – I completely agree, I think you have made a good point here.	

	<p>RG – I agree, from what has happened over the last 4 weeks business has continued with the same level of communication. Demonstrated so many ways of doing business that you still can get out the same level of points.</p> <p>Charlotte can investigate into different costs for Zoom business licence.</p>	Action Point for Charlotte
	<p>RG – the only thing I would like to raise on that sinking fund section is that we have spent £32,168 on that over £20,000 was spent on Water pumps in the pump house that were broken. We have now got it back up & running. After a lot of investigation & quotes we ended having 3 pumps replaced, so there has been a sizeable chunk of money spent on back of house. I just wanted to raise that, also we had new carpets in the worse Lodges 2-16-17.</p>	
	<p>RH – That is on the 3rd page of the accounts.</p>	
	<p>RG – I just wanted to raise so you are all aware.</p>	
	<p>PB – Is the pump situation now resolved?</p>	
	<p>RG - 100% yes – and it appears that the water bills are slowly coming down, I'm not sure what type of saving we will have in the long run, but does appear from where we are at the moment it brought it down a bit.</p>	
	<p>SM - Yes</p>	
	<p>PB – Any other questions on that? The only other issue on that is one that came from the AGM, Should the budget be displayed on the website?</p>	
	<p>DC – it is unusual to publish them, in that manner. In a response to your question id say no.</p>	
	<p>RG – Can I suggest? At the AGM they would like it on, but how about we reduce the lines but shows high level numbers & show transparency so they can see where money goes.</p>	
	<p>DH – I think that is a good idea Ross because you will get into GDPR problems.</p>	
	<p>RH – I agree with just Headline figures, if not we will potentially come into other questions.</p>	
	<p>PB – Steve you had the Sinking Fund document, is there anything else you need to add? In respect to those?</p>	
	<p>SM – No Ross covered it all.</p>	

	<p>RG – Just one other point I'd like to bring up, this might be for Phil & Rod rather than John & David. There was a subsidence claim that we inherited in the takeover process, just to confirm the work has now all been down & completed with a sign off, but we will have to pay the VAT bill – I just wanted to make that point.</p>	
	<p>PB – Thanks for mentioning that Ross.</p>	
	<p>PB – Shall we deal with the bullet points item 4? Entertainment Budget?</p>	
	<p>RG – So Charlotte does have Colouring & Crafts available in Birch Lodge for engagements with kids making use of the space, especially activities like pumpkin carving, sparklers in the car park, cookie decoration & making reindeer food around /Christmas but also a Christmas eve quiz this has minimal costs.</p>	
	<p>RH – Minimal cost is acceptable but it's great for people with younger children but may get moans from families with other kids.</p>	
	<p>DH – I think Charlotte is doing an excellent job</p>	
	<p>PB – I think the Incentive card has been dealt with & issued?</p>	
	<p>RG – Yes, the challenge we have was because of the Interim GM at the Hotel & trying to sign off from the Hotel, this delayed the whole process – now we are coming in to year 2 for running, we know what needs to be done on the timeline & when it needs to be distributed. One of the key things we are going to do I'd try get these sent out with the AGM material to cut down on postage costs.</p>	
	<p>PB – That is sensible. Ok, Refurbishment programme. Is this relating to the hotel</p>	
	<p>RG – Yes, was put there just to bring you up to speed, were not sure on the full costs but they were looking to spend around 3.5 million. Refurbish of Reception, Bar, Restaurant & some of the bedrooms. They have not touched the Leisure facilities yet.</p>	

	<p>PB - AGM Questions</p> <p>PB - Paul Ashby – Not going to win, no reply as comes to the lodge office weekly to complain. Times come to move on.</p> <p>Angela Taylor – Ross mentioned at the AGM & was just unfortunate timings but this year we will look to get things out earlier.</p> <p>RG – Absolutely, but especially during this downtime we are looking at the database checked, one thing which was very apparent was these things were not up to date but look to move to an electronic format. But by doing this we can send stuff out which with better cost effective.</p> <p>RH – Agreed</p> <p>PB – Steve Smiths question, was regarding the committee standing down but to me that’s water under the Bridge</p> <p>Everyone agrees to move on from the questions.</p> <p>PB – Jane & Colin Boshers?</p> <p>DC – This is a season matter in regard to a trustee, I will respond too, I will send to the committee then forward onto them.</p> <p>PB – Alan Partington, talking to White ceilings.</p> <p>RG - The problem with interior design is so subjective, We have completed the first Lodge at Slaley & the feedback has been very favourable, We have retained the Sauna’s.</p> <p>PB – Mike Cowley, I have discussed with him & no need to respond.</p>	<p>DC to Respond to Mr & Mrs Boshers</p>
	<p>PB – <u>Property Report</u></p>	
	<p>RG – I will start with on that has happened very recently, over the last three week we have incurred an incident on site with criminal damage from youths age 10,14 & 15, thankfully there was a dog walker on site who saw this happening & alerted the police, which resulted in the police helicopter was scrambled, the thermal images camera actually caught the youths which has incurred a damage cost of 25k.</p> <p>Two buggies have been damaged, to clarify this is the Housekeeping and the Grounds which both were hot-wired. They</p>	

	<p>tried to ram their way out of the compound where the buggies were stored.</p> <p>On top of that, they had already caused damage to the access gates, to which we had to get 8ton on soil to block any entrance or exit.</p> <p>Police have let the youth go due to age & current Covid 19 situation.</p>	
	DH – Typical, I deal with daily.	
	PB – Can I ask about security on site?	
	<p>RG – We do not have 24-hour security, Charlotte is living on site; with Phoebe & Jason working on site. all materials are being stored at the hotel which is manned 24 hours a day. All the lodges are alarmed, Charlotte & Phoebe were in a Lodge on the 9th April when they tried to break into a unit. You can go employee a security company and rack up an excessively big bill, we have taken all reasonable precautions from that side of things.</p> <p>They have not just targeted the Lodges but also the hotel golf buggies, National Trust & Belton Park Golf Club. This will mean the premium will go up on the insurance next year.</p>	
	<p>RG – Moving on, one Health & Safety incident involving a buggy which had skidded on wet ground, we believe the “Z” person was driving too fast but a full investigation was taken place, there may a potential claim coming but where this is now with the solicitor, where the Loss adjusters are very much not looking to pursue the claim because we have given them enough evidence that we don’t believe the claim is valid.</p>	
	PB – Thanks	
	<p>RG – In regard to Health & Safety and training partially we have spent a lot of money but also time with the team/ paperwork, as stated at the AGM these were in a state of despair. All the team are not trained and fully certificated so from a health & safety, compliance point of view. The training is in place but also the facilities manager for the resorts has got all the necessary systems in place for reporting health & safety policies and so forth</p>	
	PB- Has anyone any questions in the property report?	

	DC, DH, RH & JF has no questions.	
	PB- <u>Guest Monthly Feedback</u> I think the only feedback we have had was only the March report.	
	RG – I think you should now have also received the February one also, but the March one only had 3 responses *Charlotte advised 21*	
	PB- Looking at that I am sure not if anyone has any questions on that? People seemed to be more concerned on the poor quality of the Hotel facilities rather than the Lodge facilities. Moving to the end of the slide it is good news they will recommend staying at Belton Woods Lodges, I am a little surprised at the Golf course review between poor & fair. I thought the golf course was meant to be good quality, Rod maybe you can shed some more light?	
	RH- They are both good courses I think like golf courses that have suffered during the winter months with the heavy rain fall. I think people being critical they need to look at the courses by where they live as they will be in the same situation.	
	DH – I think the hotel is missing a trick as it is not just good enough the customer service is very poor, having that luxury hotel on site is a key part of the holiday.	
	RG – I think with Nick, the Hotel with hopefully come out strong when on top of it all as the Hotel was very run down. Hopefully during this he is looking into personnel, policy & procedures so when we are able to come out of lockdown he comes out in a strong position.	
	PB – <u>AOB</u>	
	RG – I circulated Johns email, maybe John you would like to take over this? I think we have covered some of the questions regarding minutes & budget.	

	<p>JF – Where not been previously involved was just my understanding to Cameron House & Carrick? Am I right in thinking you only purchased Belton & Slaley?</p>	
	<p>RG – Yes that is correct, you will still allow to swap weeks with II exchange.</p> <p>JF – going back to the committee should we all be responsible which makes us accountable – I am not sure how people feel about this? I was a project manager so I can look after contractors & health & Safety side of things and will be happy to get stuck into this.</p>	
	<p>PB – I think the only danger of this John is what the old committee was doing – we are paying the management company a lot of money to do those sorts of things.</p> <p>Our role as a committee is to hold the Management company into account in these types of meetings. I am not trying to cut this subject down, Ross thoughts?</p>	
	<p>RG – Ill start with an operational point of view and Philip summed it up as a company we have a team with a lot of expertise in this business.</p> <p>When we open our doors, we will be sharper, slicker and stronger than before we closed</p>	
	<p>JF – Thank you I think that answers my questions as I think the way the meeting has gone, it shown me the structure you have.</p>	
	<p>PB – I just quickly want to bring up quickly an email I have received from Duncan Watson and I’m not sure if I replied to Charlotte or Ross but it’s in regards to wanting to cancel their Lodge which had been passed down but had received a pre-arrival</p> <p>This was his aunts Nancy wright, was this passed onto seasons membership office?</p>	
	<p>RG – It defiantly was, but Charlotte will make on an action point to follow up as.</p>	<p>Ross - Follow up with Reservations</p>
	<p>PB - Just if it Seems we have dealt with it. We can answer everything but as long we can address it</p>	

	Philip thanks everyone for contributing in the meeting	