



SLALEY HALL
LODGES

Meeting Name:	Slaley Hall Owners Club Informal Committee Meeting		
Date of Meeting	19 th December 2019	Time:	11am
Minutes Prepared By:	Jen Atkinson	Location:	South Lodge, Slaley Hall
Attendees:	CH: Chris Harder, Committee Chairman, Owners Representative BC: Barry Cobley, Owners Representative MY: Maureen Young, Owners Representative FG: Fiona Garth, Owners Representative RG: Ross Grieve, Slaley Hall Lodges Ltd Management Company Representative SM: Steve McGinnis, Slaley Hall Lodges Ltd Management Company Representative JA: Jen Atkinson, Taking Minutes		
	Chairman opened the meeting, welcoming Fiona. There is a discussion regarding guest feedback it is agreed that at the next meeting will have 6 monthly KPI's to show owners representatives.		
Agenda, Notes, Discussions, Issues, Actions			Actions
Approval of the Minutes from conference call on 21 st October 2019	All agreed BC proposes, MY seconded. The Minutes were passed.		
Approval of the Minutes of the 22 nd Annual General Meeting	All agree to minutes, to be added to the owner's website & printed in next year AGM booklet		
Matters arising form AGM	<u>Dog's</u> - A survey was emailed to all owners, 463 responded, 165 said yes to allowing dogs in lodges, 298 said no. This is the first step have a matrix of lodges and looking at option. RG acknowledges that at a later stage in the process will need to look at constitutional changes.		
	<u>Refurbishment Plan</u> – Agreed to refurbish Lodge 30 (has already had bathrooms replaced), Lodge 26 & Lodge 24. Plans for lodge 24 have been shared. They are over boarding the roof to improve insulation. The jacuzzi bath will be removed but keeping the sauna.		

	<p>Concerns raised regarding the removal of the Velux window, it is explained that changing the layout of the master bedroom will open up the windows providing more light.</p> <p>Will completed lodge 24 then this can all be reviewed for future refurbishments.</p> <p>FG suggests putting the plans on owner's website so owners are aware of the upcoming refurbishment (it is agreed later in the meeting to include details of refurbishment in winter newsletter)</p>	
	<p><u>Trees</u> – Looking to get members from the grounds team onto a chainsaw course to manage this inhouse however if they are unable to complete before February a contractor will come in to complete the work.</p>	
	<p><u>Cost of electricity</u> – Going to trial new radiators in one lodge, installing them during maintenance week. This will then be compared against a lodge with the older heaters in to assess the savings.</p> <p>The rate of electricity is competitive, it is the consumption that makes it so expensive.</p> <p>In an ideal world the shared areas will be included in the fee.</p>	
	<p><u>Exchanges & letting</u> – No change to previous set up. Owners are able to exchange between Slaley Hall & Belton Woods.</p>	
	<p><u>Voting Process at AGM</u> - The electronic system can be double checked and verified. Owners with more than one week, are able to vote for each certificate they hold.</p>	
	<p><u>Collection of Fees</u>- The instalments have had a positive reaction. This was put in place as Almarose pulled the direct debit collection function without any notice.</p>	
Expenses – Clarifications of arrangements and entitlements	<p>Fuel is 45p per mile, no alcohol. Over night stays depend on location of meeting will look at locations to try and reduce travel for all members. Also have the facility to have conference calls, which will also help reduce travel costs.</p> <p>Expense form will be emailed out after the meeting. This should be completed and returned to SM, email is the quickest way but can be posted to follow up if the individual wishes.</p>	
Owners Correspondence	<p>Sharon has set up a new committee email address, this goes to all 4 owners' representatives as well as Sharon, Ross, David & Steve.</p>	

Finance	<p>SM runs through Finance report, Manning is under budget but up in Q2 compared to Q1 but the team is fully staffed now. No redundancy costs are included in this figure.</p> <p>Controllable' s and contracts down but have work planned for maintenance week so this figure will increase.</p> <p>Training figure is down but have some things pending.</p> <p>Uniforms are being replaced by department, so this cost is ongoing.</p> <p>Renewals is down due to the amount of stock held on site however once this has been used will need to start buying items. Most items can be replaced in 24-48 hours so will only hold a small amount of stock. Have also replaced twin duvets with Zip & Link so beds can easily be changed from Twin to double without having to change duvets over.</p> <p>Stationary costs are higher due to AGM cost being put to this line in error. This will be amended for next report.</p> <p>CH comments this is a healthy picture. RG confirms any savings will go into the sinking fund.</p> <p>Going forward there are no plans to change the amount of the factorial fee (can go up to 15%).</p> <p>Don't have an update on debtors but Sharon is dealing with the personally.</p>	
Property report	<p>3 Refurbishments will go ahead, Carpets in 12 lodges being replaced during maintenance week costing £51k + Vat original quote was £65k. Is the same quality as carpets currently in lodges.</p> <p>Also looking at wear & tear in lodges and repairing as they go.</p>	
Newsletter/Chairman's letter & incentive card	<p>Card needs re-branding and reprinting, should be ready early January if unable to post out to guests arriving in week 3 & 4 can be given this on arrival. A winter newsletter will be produced to go with the incentive card CH to write first few paragraphs and get to RG before 5th January. Include the information on refurbishment in the newsletter.</p>	
AOB	<p>Purchase orders and invoicing now runs through the account's office at Seaham Hall.</p>	

	There is a bigger management presence at Slaley Hall now. Keith Robinson the facilities manager on average visits at least once a week, Tracey Hubar oversees housekeeping and is on site every weekend.	
Date of next meeting	It is agreed the next meeting will be held on Monday 23 rd March, starting at 11am.	