



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club – Annual Committee Meeting 2021			
Date of Meeting	14 March 2022	Time:	11am	
Minutes Prepared By:	Kelly Claypole	Location:	Zoom	
	Philip Bond, opened the meeting by welcoming everyone in attendance and introduced the Committee members:			
Attendees:	PB: Phillip Bond, Owners Representative JF: John Frosdick, Owners Representative DH: David Hampsall, Owners Representative Rod Hazelwood, Owners Representative SK: Sharon Kinsella, Founder Member Representative RG: Ross Grieve, Slaely Hall Lodges Ltd Management Company Representative DC: David Clark, Founder Member Representative			
	Philip Bond welcomed and opened the Zoom call by introduced himself as a Committee Chairman and the rest of the committee members and seasons representatives. Rod Hazelwood is unable to attended the Zoom Call, But Phillip would like to thank him for his commitment over the last couple years. Rod Hazelwood has now stood down as a owner representative.			
Agenda, Notes, Discussions, Issues, Actions				Actions
RG: Statement	Ross explains that there will be no discussion or questions to be answered or asked regarding the legal proceedings of Slaely Hall Lodges.			
PH: Zoom Call Explained	Phillip Bond takes the time to explain the reasoning as to why the AGM is being held on zoom and why the delay. Account Audits were completed late due to Covid19, as staff were working from home or unable to work due to Covid-19. This			

	<p>created a roadblock in the sense of all the paperwork being compiled together in time for December.</p> <p>AGM to be held on Zoom this year due to the carry on of Covid-19 and the new variants, it ensures we are all safe and the risk of infection is low. 10% of membership was on the call.</p>	
Approval of the Accounts	<p><u>DC:</u> Welcomes everyone to the AGM. Continuances and use of the accountants, this company was approved by the committee last year.</p> <p>Accounts have been written from until 31st August 2021. Belton Woods re-opens 12th April 2021, which impacted the accounts accordingly. We have taken prudence in looking at this.</p> <p>With the year ending (31st August 2021) the total bad debt was £133,000. We worked with the accountants and worked that anything that was more than 2years owed at £29,000 was written off.</p> <p>Reasoning: management fee built up year upon year so we took the view we are building a bad debt provision due to this. 2019-2020 – just shy of £4000 which is made up of 3 owners. 2020-2021 - £25,000 which is made up of 27 owners</p> <p>Maintenance and repair fund has rose to £306,000.</p> <p>Current year (fees due September 2021) outstanding sits at £87,000 -90 owners with outstanding fees.</p> <p>The current funds that stands within the sinking account is at £616,000.</p> <p>Accounts to be tabled and approval to be voted on.</p> <p>Votes were the following: 9 approved 5 against 5 abstention</p> <p>Accounts approved for 31st August 2021.</p>	

Chairman Update	<p>Phillip Bond:</p> <p>Communication has been far better the last year with the new committee email address. This has allowed questions and issues to be raised directly and dealt with swiftly.</p> <p>Committee minutes have been sent out to all members, and this has been a great success.</p> <p>Phillip would like to thank the Belton Woods Team for all the hard work that has been done over the past 2 years, especially throughout lock down and Covid-19.</p> <p>The committee have met 8 times over the past 2years and every meeting has an agenda and all matters are discussed thoroughly before being actioned. Phillip thanks the committee and seasons representatives for their time over the last 2 years.</p>	
Management Company	<p>Ross Grieve gave a detailed background of the last 11months of Belton Woods Lodges now owned by Seasons and some of the feedback that has been given.</p> <p>A lot of hard work has gone into Belton Woods Lodges becoming more efficient and in line with the Season procedures.</p> <p>Contactless check in has been very well received, this allows guests to check in at anytime rather than just the office opening hours.</p> <p>We have had a new monitoring feedback system put in place, this gives us a breakdown of the key factors on the resort. Customer experience being at the front hold. This feedback tool started in May and for the most part everything was around the 8 mark and progressing to the 9/10 mark. This has improved over the last year and this is because we receive the feedback and implement changes where needed IE. Maintenance issues. The site has a very proactive maintenance plan and this is proven by the results.</p> <p>Golf buggies: Seasons (not the owners club) have recently leased 10 brand new golf buggies for Belton Woods Lodges. These have replaced the old run down buggies that were owned, of which only 4 were in working order. These can be obtained from Birch Lodge but are booked on a first come – first served basis. Feedback from site has been very positive as we addressed a big issue with the reliability of the old buggies. There has been several emails over the last few months regarding the policy change for these to be obtained. I would like to say the reasoning behind this is simply because not everyone looks after equipment as they should. When a golf buggy is given over to a guest it is received in clean good working order and therefore should be returned in that state. If you are to rent a buggy you are solely responsible for</p>	

	<p>any damage that is caused whilst in your procession – just like a rental car/ van.</p> <p>Owed Weeks: As a business we made the decision to allow owners the opportunity to have a replacement week put in place of one they may have missed out on due the Covid-19 and the lockdowns. The replacement weeks were either in another lodge at Belton Woods Lodges on a different week, or an owner could go and visit one of the season resorts around the UK instead. 85% of owners have taken up this offer so far. This now means that Belton Woods Lodges is running at 100% occupancy for the whole of 2022.</p> <p>Planned Maintenance: Due to the business of the resort there will be no full refurbishments to be completed in the year of 2022. However, we have acknowledged the balconies are tired and hard to be maintained, whilst they are all safe we have decided as a committee that all lodges will have refurbished balconies and two new sun loungers to be completed. The sun loungers have been ordered but we are awaiting a delivery date as it stands.</p> <p>Going forward, we are working on the woodland walks and grounds to be improved. This is to ensure they are safe and more enjoyable to be used. The drive way lighting that has been down due to electrical issues is to be repaired and replaced where needed to ensure guest safety. All lighting in the lodges and the radiators are being changed to be more eco friendly and to lower energy cost. We are also going to be planting several large wild flower areas to encourage wildlife, make the site more appealing and to cut labour (ie. Grass cutting).</p>	
Hotel	<p>The hotel has come under criticism for its service and quality of products. The hotel has spent £1,000,000 on a gym, public areas and restaurant refurbishment over the last few months.</p> <p>John Frosdick has been having discussions with the hotel over the last year regarding the general feelings from owners and how they are now treated. He believes the hotel are missing a trick by not capitalising on any of the lodge's guests. The new General Manager has agreed the training needs improving as well as other aspects and they are working on it. Ross has also been in touch and things are improving, but things take time to be implicated.</p> <p>Ross has pointed out that both himself and John have been speaking on behalf of the owners as well as the management company. We will continue to liaise on your behalf.</p>	

<p>Owners Written Questions</p>	<p>Question 1: How many owners are remaining? And The number of dishwasher tablets provided within the lodges isn't enough. Answer: There are 473 owners as of today (14th March). Committee has had a discussion with regards to the amount of dishwasher tablets provided within the lodges. We will now be providing 1 dishwasher tablet per day stay.</p> <p>Question 2: Will there be any chances to the no pet policy, with owners given the option to pay a premium for the lodge to be cleaned after? Answer: We are constantly reviewing the policy and we are trialling pet friendly lodges at alternative resorts. Once the trial has been completed we will be reviewing the situation closely and going from there. Any decision to changing this policy will be ran through the committee first.</p> <p>Question 3: The hotel restaurant was an improvement from previous years. However general consensus is that the hotel is primarily used by golfers and is not the fine dining experience it used to be. There was also a problem with inconsistent discounts being offered. Answer: We work closely with the hotel however as they are a different company we have no control over this. However, they have ensured us that they will be moving large golf parties in to the conference rooms upstairs and in the sports bar. They are also looking to host more spa weekends rather than golf breaks.</p> <p>With regards to the discounts, they are now set and can be applied by using your pre-arrival text message that is used as proof of stay within the lodges. This reads as the following: <i>Dear <guest></i></p> <p><i>We look forward to welcoming you to Belton Woods Lodges. Upon arrival, please proceed directly to your accommodation and use your designated PIN to gain access to your keys.</i></p> <p><i>Accommodation: <enter></i> <i>PIN: <enter></i> <i>Gate Code: <enter></i> <i>Alarm Code: <enter></i></p> <p><i>Here is a link to the resort map: https://znql.me/hzpBrkE We suggest you download and print it; this will help you find your accommodation easily.</i></p> <p><i>Please be aware that check in time is 4pm.</i></p>	
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Election of new committee member	<p>With Rod Hazelwood standing down we circulated an email with details how to apply for the position.</p> <p>Lloyd Neal was the only applicant and therefore is our newly appointed owner representative. Phillip Bond went on to talk about Mr Neal's personal statement, previous experience and what he will bring to the table.</p> <p>Phillip Bond welcomes Lloyd Neal to the committee.</p> <p>Mr Neal was unable to attend the meeting.</p>	
A.O.B	<p>Phillip Bond talks about the next AGM to be held in Belton Woods Hotel (face to face). The committee are always working in the best interest of the owners.</p> <p>John Walter asks in future for verbal questions to be asked during zoom calls and in person. John also felt as though Seasons were trying to force the owners out at one period of time, however it seems to of stopped now and he is very happy as a owner. Phillip</p>	

	<p>Bond confirms in future it is something we can look into, but as we were unsure how this style of meet was going to work we thought it best to just do written questions this year. Re-iterates the committee email address and any questions can be asked to this.</p> <p>Simon Ward would love for the AGM to be continued virtually as it frees time and fees. Phillip Bond and Ross talk about the possibility of a hybrid meetings in the future. Mr Ward offers his services as he works within the technology sector and how to make the next AGM more accessible.</p> <p>Judith Bennett would like to send thanks to the committee for the virtual zoom as it works better. Also agrees with the chance for verbal questions to be asked in future questions.</p> <p>David Clarke touches on the exit policy and the bad debtors. Going forward we would like to keep adapting this and hope evolve this for them to pay just the current and outstanding fees as well as 1 year. This used to be 5 years of fees and had to pass a number of criteria to be able to exit.</p> <p>Maggie Eccles would like to echo what Judith has touched on. Virtual/ hybrid meeting are preferred.</p> <p>Mark Calldercote (please check spelling) is an accountant and would like an auditor to be present for future AGMs. David Clarke agrees and can look into this for next year.</p> <p>Pam Bentley would like to agree to virtual meetings, very happy with being a lodge owner and thanks Seasons for the golf buggies. Pam asked if it is possible to have other owners email address so they can meet others. Phillip Bond informs Pam that due to data protection we simply can not do that, but it can be spoken about at a committee meeting.</p> <p>Janet would like to bring to the attention of the committee that we are no longer able to contact other owners regarding renting the lodge to other owners or an exchange. Ross informs Janet to speak to Membership Services as they will always try to help.</p> <p>Kathleen would like to extend her thanks to the committee and seasons representatives.</p>	
	<p>Philip Bond thanks everyone for attending and taking time out of their busy day to attend. He ended the meeting with wishing everyone all the best and a good day.</p>	