

Meeting Name:	Belton Woods Lodges Owners Club Committee Meeting 2021			
Date of Meeting	29 <sup>th</sup> July 2021	Time:	11am	
Minutes Prepared By:	Caroline May	Location:	Zoom	
Attendees:	PB: Philip Bond, Chairman SK: Sharon Kinsella, Founder Member Representative RG: Ross Grieve, Management Company Representative SM: Steve McGinnis, Accounts – Observer DC: David Clark, Founder Member Representative JF: John Frosdick, Committee Member			
Agenda, Notes, Discussions, Issues, Actions				Actions
Apologies	RG: apology email from RH, any items will be discussed from email as needed			
Previous Minutes	All agreed			
Finance	SM: Q3 accounts have been circulated with notes. Great savings overall JF: The transfer of Hsk in relation to Belton Woods – is this shown in budget 21/22 as it looks quite high next year SM: no provision has been made yet . Costs for 21/22 budget have been increased but are based on usage and high anticipated occupancy over next 12 months On YE accounts you will see a Covid19 contingency Budget21/22 – spend is inline with previous year, it is kept at a certain level to run the site – occupancy is higher and it will be busier Costs have increased across the board – maintenance/materials/Hsk consumables There has been some reduction in costs but the spend will be maintain over the year. Rates will be payable and an assumption has been made that leisure club fees will increase Using 20/21 savings there will be an overspend based on incoming fees PB: are companies that we use increasing their costs ? Are there difficulties in obtaining staff which is why their costs are increasing? SM: Raw materials are increasing – we should see savings but not as large as hoped PB: Do we all agree the budget – ALL Agreed			
Resort Report	RG: 10 golf buggies arrived and well received. Fees are increasing from £15 to £20 from non-seasons members/rentals and will remain free for fixed week members They will be kept in the compound under CCTV – in process of making compound look nicer SK: Ref to Mr Chapman – he still hasn’t contacted me nor called me back – are reception trying to charge him for a buggy ? RG: Buggies are on a 4 yr lease, traded in the old buggies and off-set this against the lease. Everyone is charged a £100 refundable deposit have their driving license checked and the buggy is checked in and out to ensure it is returned in the same condition it left			

	<p>(This works well at Slaley and any issues have been dealt with and any damages have been paid for by guests)</p> <p>PB: AT AGM mention buggies are available – but need to be kept in the condition they are now and any serious damage will be paid for by the rentee</p> <p>RG: grounds – has been land movement in between lodges, putting in retaining walls using sleepers etc to keep aesthetically nice. Drainage issues are being reviewed.</p> <p>Lodges with stones under are being re-laid to prevent weeds growing through</p> <p>Car-park is being worked on to preserve the grass and verges</p> <p>PB: Is this covered by CCTV</p> <p>RG: Yes – Birch lodge/car park and drive are all covered. Security gate is now fully functional, repaired and fixed</p> <p>Balconies – are being sanded and replacement boards where necessary.</p> <p>Wood cost has increased 200% and sourcing is difficult which is delaying work being done. Any cosmetic work is being done when lodges are vacant, anything that is H&amp;S or urgent is being carried out when lodges are occupied.</p> <p>Medalia – has been implemented to monitor guest feedback in real time – covers all social channels – survey goes out and Kelly &amp; Team deal with any arising issues whilst onsite or post departure</p> <p>SK: Feedback is fantastic. Currently competition between Slaley and Belton for first place for feedback. System allows even minor issues to be picked up during stay and allows instant solutions. Season's members love it</p> <p>PB: Good for staff feedback, well done to you guys – thank you</p> <p>H&amp;S/Covid</p> <p>Business decision made to continue with covid measures – face masks in public areas, ventilation etc</p> <p>Birch Lodge will remain contactless check in/codes will be periodically changed.</p> <p>Hotel will still require swimming to be booked in but have increased numbers</p> <p>All equipment has now been serviced to date including grounds machinery COSHH and manual handling are up to date</p> <p>PB: Age profile of renters will be happy to maintain covid measures – it's a sensible approach</p> <p>SK: Mr Chapman – maybe someone from the committee could contact him and find out why he thinks he is being robbed ? I will try him once more after this call, if unable to contact him will follow up with PB on Monday</p> <p>Hotel: not much more to report – refurbishments in place – although under great financial pressure. Any issues are dealt with Kelly via Neal</p> <p>JF: I will contact Kelly regarding previous issues raised for Neal. If conditions were better, they would see more members go in</p> <p>RG: Speak to Kelly and liaise and see what can be arranged</p> <p>PB: we are a captive audience on site</p>	
AGM	<p>PB: Do we do live (face to face) or not – will depend on hotel restrictions</p> <p>RG: no longer any restrictions in place</p> <p>Everyone agreed Zoom was preferable as enabled more to attend rather than having to travel</p> <p>Nominations need to be done 14 days prior to meeting, applications with a personal statement will be circulated with links</p> <p>Mechanics of voting can be done via voting buddy which uses a link which SK can email to everyone and number of links are determined by weeks owned.</p> <p>SK: Voting links sent out prior to meeting and voting opens at midnight</p>	SK to determine if RH will stand again

	<p>SK: I will write to all members, introduce voting buddy,</p> <p>AGM will cover</p> <p>1 committee member is stood down and new re-elected – use voting buddy</p> <p>Audited accounts</p> <p>Proposer of 2 year minutes – signed by committee</p> <p>Audited Accounts approved ?</p> <p>AGM date set for 25/11 @ 11am</p> <p>Committee meeting set for 18/11 @ 11am via zoom</p>	
AOB	<p>SM: external auditors have sent a 3yr engagement letter – will send down to PB if everyone agrees with remain with them. Used them for past 15+ years</p> <p>No fee increase – been no issues</p> <p>RG: re-read RH email – thought process is RH thinks all owners will be charged for buggies</p> <p>Ltd company are paying for the buggies and covering the lease costs. The £20 charge for non-members goes towards the lease cost</p>	<p>PB: Check constitution to ensure committee have power to sign 3yr engagement of auditors on behalf of</p>