



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club Committee Meeting 2020		
Date of Meeting	17 July 2020	Time:	11am
Minutes Prepared By:	Charlotte Hackett	Location:	Teams Call
	Philip Bond, opened the meeting by welcoming everyone in attendance and introduced the Committee members:		
Attendees:	<p>PB: Phillip Bond, 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</p>		
Agenda, Notes, Discussions, Issues, Actions			Actions
Apologies	Rod Hazelwood sends his apologies for his non-attendance		
Approval of minutes from previous committee meeting 24.4.2020	Philip asks for everyone's consent that the Meeting notes from the 24.04.2020 committee meeting are a true reflection.		
	DC – I agree that they are a true reflection		
	PB – Is everyone else ok with that?		
	Everyone agrees.		
Matters Arising			

	P.B - Is there any matters arising that they would like to cover today?	
	Not Matters arising from the committee but would like to discuss the site moving out of Covid-19 restrictions.	
Item 4 Impact of Covid-19 on BWC & Seasons	<p>R.G - All English resorts open from the 4 July – Resorts outside England/Europe prove other challenges</p> <p>They have all been opened from a Self-catering perspective, there are no central facilities open on any resort as swimming pools are still closed.</p> <p>We have introduced a contactless check in system at all resorts with Key safe boxes installed at every unit, but all invested in a text messaging system. With this service we communicate with the guests ahead of the arrival, we explain to them ahead of arrival but also, they are sent a Health Questionnaire. This is filled out before arrival but also confirms they have no symptoms of Covid-19 but ensure if they do have symptoms they won't be coming on site.</p> <p>This new service allows all guests to communicate with us from a contactless point of view & abide social distancing.</p> <p>If in an event of an emergency there is an out of hours service for any emergency Maintenance issues which is a 24/7 call line, these calls go to Charlotte at whatever time and Charlotte will act on accordingly.</p> <p>Everything at Belton is going well, we've been up and running for the last 2 weeks.</p> <p>The Entrance-Exit gates have changed, the containers have gone from the Lodge car park as well as the Shed.</p> <p>The units have been updated with paint where possible, but also, we have been able to sewing & rehanging curtains.</p> <p>In reception we have all the correct PPE, Screens on the desks if guests do need to enter the reception building. Sanitise stations readily available but also footprint markers all around.</p> <p>We have also added extra sanitise spray in every Lodge for the guest.</p> <p>As of next week, we will be making wearing face masks as company policy and mandatory to everyone on site.</p>	
Property Report	P.B – Charlotte has circulated the property reports which were some good reviews/comments on Birch Lodge reception, staff Responses on Maintenance & Housekeeping. The Hotel are missing a trick with the guests	
	J.F – The hotel just doesn't seem to be improving at all.	
	P.B - Anything else on the property report? All agree to move on	
Item 6 - Financial Reports	P.B - As the accounts won't be produced until the 30th August 2020, so we will need one more meeting before the AGM.	
	S.M- We are so close to year end, Brain the auditor we have used for years will come in & look over the book for Belton Woods	

	<p>Owners Club but also making sure the revenue is out there. but we can get this out in time for the next meeting & discuss. I will be then working with Brian to get the accounts audited but we will get these done in plenty of time for the AGM.</p>	
	<p>P.B - Does anyone have any questions on the Finances? <u>Everyone responds - No</u></p>	
Item 7 - AOB	<p>P.B - i just want to mention two points.</p> <p>I have been contacted a couple of weeks ago but the Chair at Slaley hall committee, Once he emailed me with what he wanted to discuss i found it highly inappropriate - he was really trying to gather negative comments about the new owners and i didn't want to be drawn into this, I politely explained why i didn't want to be involved in his committees business.</p> <p>My other point to raise is after discussing with Ross is to plan another meeting, I'd suggest doing it over teams but we can go over the budget and find out what the committee would like to put together with the Budget to take to the AGM - we could get this out mid October even earlier. I'm not sure Ross if that's your thinking as well?</p>	
	<p>R.G - That makes perfect sense, the actual only problem is the AGM itself. With Covid & the limitations on gatherings like weddings which is currently 30 and from 2 households. I think there will definitely be a challenge around hosting this year's AGM as things stand today, unless the rules change. We may need to accept the AGM may be the first quarter of 2021 or we could hold it vertically.</p>	
	<p>P.B - Is everyone happy with keeping it under review for October? but we can delay the final decision till later.</p> <p>All agree</p> <p>P.B - Does anyone else have AOB?</p> <p>No other business is raised.</p>	
	<p>P.B - Phillip thanked everyone for their time.</p>	

