



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club – Committee Meeting 2022			
Date of Meeting	16.12.22	Time:	10:30am	
Minutes Prepared By:	Kelly Claypole	Location:	Zoom	
	Philip Bond, opened the meeting by welcoming everyone in attendance.			
Attendees:	PB: Phillip Bond, Owners Representative JF: John Frosdick, Owners Representative RG: Ross Grieve, Seasons Representative SM: Steve McGuinnis, Accounts DC: David Clarke, Seasons Accounts KC: Kelly Claypole, Belton Woods Lodges Manager			
	Philip Bond welcomed and opened the Zoom. David Hampson and Sharon Kinsella are unable to attend the Zoom Call and sends their apologies.			
Agenda, Notes, Discussions, Issues, Actions				Actions
Minutes	Phillip asks the committee if they approve the previous committee minutes. All Agreed.			
Arising Matters	PB: any items that need addressing that are not on the agenda? All agreed agenda is fine			
Finances / Forecasted Budget/ Quarterly accounts	SM: Overall slight under spend, although not as big as usual. Great payroll saving for housekeeping and grounds. Well done to Kelly for controlling payroll, PB: What is the reason for the big saving on payroll? Are we struggling with short staff? KC: We're not short staffed as such, I think it has more to do with the staff being so well trained and we have a lot of long serving staff, so other departments help each other where needed. Reception help housekeeping, Maintenance help grounds etc etc. RG: Getting good staff to stay is harder than it used to be, but we also get a couple of people leave early which then means we don't need the extra staff on busy days as the supervisors can get them turned around in time. SM: Controllables is over the quarterly budget, this is due to the gate being fixed, smart meter system has been upgraded for all the lodges and new beds and mattresses were purchased. This is			

	<p>£17,500 which we haven't used the sinking fund money for, However, by next quarter we will be back on track.</p> <p>No real issues in any other department, we are generally under our estimated spend for this quarter. Its going very well.</p> <p>LN: Congrats the team for the hardwork – fantastic position to be in!</p> <p>JF: seconds this</p> <p>Audit: The final audit will be being taken place in early January and should be ready for the AGM.</p>	
Site update	<p>TV's: all bedroom TVs are to replaced with smart TV's – they have all now been replaced.</p> <p>Sky: Each lodge will have full sky in the lounge area, with individual dishes and boxes in the living room only.</p> <p>Enviromental: We are working on a new environmental policy to help cut down the cost of utilities. We will be looking to install timers on heaters and other appliances. LED lighting is already in place. Draft excluders have been purchased and are bein placed in the balcony doors to reduce heat escaping.</p> <p>Carpets: we have a number of carpets that need replacing, these are booked in for December/ January.</p> <p>Balcony Decking: This will be completed by January within the maintenance close down weeks. So, 2023 all new decking will be installed.</p> <p>PB: happy with all aspects, shows equality throughout all the lodges/owners.</p> <p>Signage: Brand new signage has been delivered and will be erected within the next couple of weeks.</p> <p>Ground projects: 1000 tulip bulbs have been planted and several new drainage and French drains have been dug out to try and eliminate flooding/ice build up ready for this winter.</p> <p>Health and safety: everything is up to date, we have contractors booked in for our annual checks during maintenance weeks. Tree felling has also occurred and been completed.</p>	

Hotel Update	<p>JF: I had a meeting with Ryan (operational manager) upon my last visit and he seemed to listen and want to engage. They have now given the lodge guest 25% off (Monday – Wednesday between 6pm-9pm) for the next few months as a trial basis.</p> <p>PB: thanks John for the minuets he had produce/ recorded JF: you're welcome – I think it means they can be held accountable and we can keep a record of this. Some ideas they were very receptive and others they were completely against (IE. Quiz Nights). Kelly, any feedback from guests or the hotel regarding the discount?</p> <p>KC: I've not really heard anything; we display the discounts in the lodges and on the pre-arrival information but I don't know how much it has been used. We haven't received as many reviews about the hotel lately but this is because we have changed the wording of the survey sent out. After Christmas I will ask them for an overview on how it is being used.</p> <p>RG: Everyone is cautious to spend at the moment with the climate and time of year. But well-done John, big win! We have seen some movement at least!</p> <p>PB: Promotional stuff within the lodges, is this something that we have done or they have provided? KC: Something we have drawn up, they sent over the terms and conditions but I have designed the leaflet for within the lodges.</p> <p>JF: We will look towards the AGM and see what we can do and give feedback to them.</p> <p>DC: Do guests make use of the other facilities? Swim/ Gym/ Classes etc? KC: Yes, the pool is very popular with the guests! The tennis courts in the summer are also popular.</p> <p>PB: do you think we would be able to get further discounts for Spa treatments? RG: if you don't ask, you don't get. JF: I can send them an email and ask.</p>	
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<p>Guest Feedback</p>	<p>RG: Overall feedback is very positive. We have tweaked the feedback questions as we were receiving some of the hotels review platforms which were lowering our scoring. Since Belton is above 9 consistently. Staff are often complimented and so are the grounds and overall tidiness of the lodges. Over the year the work done and the money spent has been picked up on and the feedback has been very positive.</p> <p>The only complaints we are seeing is that the lodges are looking tired, but this is being worked on with new carpets and paintwork. The other complaint we are receiving is the electricity at the end of the guests stay, but this is something that we can't help. Price cap has been applied and we are constantly looking at lowering the amount of energy the lodges use.</p> <p>We could consider looking at renewables, like solar power? But this would have to be a sinking fund cost.</p> <p>All: agree, need to start looking into it! Start exploring options.</p> <p>RG: I will send an email and see if we can get a quote done for the next meeting so it can be discussed</p>	<p>Keith to book a quotation for Solar panels.</p>
<p>Email from Marjorie Johnston (ex-chairman of Belton Woods Lodges/ Slaley Hall Lodges Owner)</p>	<p>PB: I have received an email from Marjorie Johnston with relation to Slaley Hall Lodges accounts and the concern with Belton Woods Lodges. There have been some accounting errors within the Slaley Hall Accounts and Marjorie has asked for us to confirm that the same hasn't happened at Belton Woods Lodges. This has been passed over to our auditing and accounts team and once the audit is completed and a formal statement provided, I will then write back to Marjorie to reassure her of the Belton Annual Accounts.</p> <p>The Auditors have released the following statement in the meantime: "post completion of the audit, we have been made aware of the errors within the information provided (at Slaley Hall Lodges). We are working with the Slaley Hall Lodges Committee and Management Company to restate the previous years financial statements to correct these errors. We will report back in due course".</p> <p>I would just like to ensure everyone that it is being taken seriously, however I would like to state that the Slaley accounts are nothing to do with Belton Woods Lodges and therefore once the investigation has finished, we will then respond accordingly.</p> <p>DC: The audit is being held at the start of January and therefore we will not know an exact date for when the report is given back to us. The auditors that we use are the same auditors that looked after the accounts long before Seasons. We have taken a couple of steps to try and reassure the Belton Woods Committee that we</p>	

	<p>are of good intentions. The first quarter of this year, we haven't drawn our management factorial fee, to give you an idea of the consequences of that (at this moment in time) the Management Company has paid £200,000 into the Belton Owners Clubs. This is for Sept- November. The draw down of this is the money normally taken is £247,000. Until furtherly investigated we wont draw that, but we shall continue to pay our fees and due to that the money in Belton Woods Owners accounts is just shy of £750,000, again this is because we haven't drawn our fee for the first quarter. I hope this helps bring comfort to the Belton Owners. Slaley is a very difficult situation and we do not want that to affect our relationship with Belton Owners.</p>	
A.O.B	<p>Nothing to be discussed. Next meeting booked for 3rd February and this is to be the Pre-AGM meeting.</p> <p>RG: Are we to host a Zoom AGM as we did last year? PB: Lots of positive comments from last year LN: Agrees on Zoom call JF: agrees with the Zoom call – was easier to control PB: questions can be asked but in detailed questions to be asked before the meeting (with notice).</p> <p>RG: Will get the wheels in motion and get this ready for set up.</p> <p>PB: Merry Christmas and thank you for your time today</p>	

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