



BELTON WOODS  
LODGES

Meeting Name:	AGM Minutes			
Date of Meeting	5 <sup>th</sup> April 2023	Time:	11am	
Minutes Prepared By:	Kelly Claypole	Location:	Zoom Call	
Attendees:	PB: Philip Bond, Owners Representative JF: John Frosdick, Owners Representative DH: David Hampson, Owners Representative LN: Lloyd Neal, Owners Representative RG: Ross Grieve, Management Company Representative DC: David Clark, Founder Member Representative SM: Steve McGuinnis, Management Company Representative KC: Kelly Claypole, Belton Woods Lodges Manager			
Opening of the Meeting:	Philip Bond starts by opening the meeting and thanking everyone for their attendants on the Zoom Call. Philip introduced the committee and management company representatives.			
Agenda, Notes, Discussions, Issues, Actions				Actions
Review of previous AGM Minutes	Philip asks if everyone is happy to agree that the minutes are true and accurate representation of the AGM from last year. Proposer: David Hampson Seconder: John Frosdick Derek Rutherford asks if possible if the AGM minutes can be post electronically on the Owners website sooner. Philip Agreed – Kelly to action when approved by committee			
Approval of the Accounts	Philip Introduced Brian McAllorum (check spelling), Auditor of The Belton Woods Owners Accounts. Brian Is here to answer any questions relating to the accounts.  Steve McGuinnis starts by introducing himself as the Financial Control for Belton Woods Lodges. He thanks the Calvin Partnership for their work with the accounts and their cooperation for coming on the Zoom Call.  Brian McAllorum: I am representative of the Calvin Partnership that works on the clubs' accounts. The accounts have been detailed and approved by the committee. We have found no unusual findings that need highlighting from the account. We would like to draw attention to an over charge from the management factorial fees as well as the spends and disbursements. We have work together to re-instate the prior accounts to what they should have been. This is a result of an			

	<p>underspend. We have seen that the fees are being resolved by not paying for this years until they marry.</p> <p>Outstanding VAT repayments – these are due to be paid back from HMRC that are yet to be paid. This were found by letters that were sent to the old head office that re never sent forward. The management company are confident that these will be repaid by HMRC.</p> <p>Brian thanks the committee and Steve for all the help.</p> <p>DC: We thank Brian and his team for the work that they do for us.</p> <p>I would like to pick up that the management company haven't drawn any fees but have contributed their fees accordingly. The account has been reduced by £335,000 this year. This means the start of business today in the current account is at £190,000 and 32day notice account is £768,000, this is a total of £958,000. A very strong state of affairs and confident that we will have a good year.</p> <p>Philip asks for questions:</p> <p>John Walter asks: Can we explain the increases in leisure and disbursements and factorial fees in the current year?</p> <p>SM: Leisure club fees are discussed in advance with the hotel, there is a system in place where we discuss the fees. They can increase the fees by up to 5% each year in line with there own members.</p> <p>John Walker: Disbursements, Leisure and factorial fees have all increased by more than 5%</p> <p>SM: The fees go up part way through the year, so not a true reflection. Leisure fees come into effect in April. Disbursements came in are rates have come into play, the relief from covid has now stopped. So, all of this has had a play of the figures. Factorial fees are based on spend, what was spent last year and what has been spent on the current year. Therefore, less spend during the COVID19 year compared to this current year. Going forward we shouldn't see such a large jump as covid won't have an impact.</p> <p>John Walter: Thanks Steve for the explanation.</p> <p>Max Harris: Does that mean the management fees for the owners be reduced this year?</p> <p>RG: Financial year starts in the summer; we will be reviewing the fees closer to that point. This will be revised in the next committee meeting.</p> <p>Proposer: John Frosdick</p> <p>Seconder: Peter Cardy</p> <p>Voted approved: all</p> <p>Voted against – none</p> <p>Philip Thanks Brian for his time today.</p>	
--	---	--

Report of the Committee	<p>RG: Kelly and the team have been working on your behalf to try and ensure the upkeep of the lodges and grounds.</p> <p>The last year we have completed:</p> <ul style="list-style-type: none"> <li>- TV replacement to Smart TVs in every bedroom in every lodge</li> <li>- Over 1000 tulip bulbs planted and wild flower seeds planted around the site</li> <li>- Smart Meters for Electricity have been upgraded</li> <li>- energy saving timers on bathroom radiators, new radiators in place of old storage heaters and draft excluders fitted where needed.</li> <li>- Entrance and Exit gate have had new motors and sensors</li> <li>- New site signage</li> <li>- All balcony decking has been replaced with composite decking</li> <li>- All new Sun loungers for every balcony</li> <li>- Large scale tree felling</li> <li>- Updated drainage systems for rainwater</li> <li>- Updated LED lighting throughout the site</li> <li>- Sky HD is correct, full entertainment, sports and movies packs have also been added</li> <li>- Internet cabling replaced between Lodge 16- 27 to improve signal strength</li> </ul> <p>Guest Feedback</p> <p>Every guest that occupies with us receives a survey, this allows us to monitor the feedback and address any ongoing concerns.</p> <p>As you can see, the resort is running at 9+ out of 10. Some of the scoring does get effected by the hotel, so the wording of the questions has been changed to sit within just the lodges. It is a great overview for the site.</p> <p>An Owner asks if the dog policy is going to be reviewed.</p> <p>PB: the site is owned by seasons, so it is up to Season as a company. If they wish to explore this, then it would be asked within the committee first.</p> <p>John Walter: highlights the issue with guests that have breathing difficulties and asthma, the lodge will never be completely clean once you allow dogs in.</p> <p>RG: The challenge is that there isn't just one lodge that has no fixed week owner for the whole year, therefore we would need overall consent to do so. We will take it away and see if we can get a survey sent out to the owners and see the feedback. We can then discuss at the next meeting.</p>	

	<p>An Owner asked if all the radiators in lodges are being upgraded?  RG: Yes, they will be, we are however working our way through systematically to get this completed. It is working process as you need 8-12 radiators per lodge and we are closing the lodge of at a time to get these done</p> <p>An Owner suggests the speedbumps are excessive.  RG: Unfortunately, not everyone drives at the desired speed limit, Kelly has a constant challenge with speed upon resort.</p> <p>KC: There is also a nursery onsite that walk the children up through our woodland trails and hold quizzes and games up there. As it is a pedestrian zone, the speed bumps are there for a reason and it is to protect you as well as others.</p> <p>An Owner asks if it is possible for the website link to be sent out as it isn't easy to find.  PB: Kelly, can you please arrange this.  KC: actioned accordingly</p> <p>Gillian Roffey explains that she unfortunately had a fall on her mobility scooter last year as the ground is so uneven and is becoming unsafe. Can a new woodland walk be built for disabled access?  RG: Kelly and Team the inspect and look to improve areas where needed. To then be tabled with the committee and see what options we can come up with.</p> <p>L30 Owner states the composite decking is brilliant, however the base of the glass and other parts are rotting and need attention.  RG: Kelly is pricing up the timber and work is to commence in the coming weeks.</p> <p>Spa Baths – Will they stay?  RG: the baths have massive health and safety issues if not cleaned correctly. The parts are also becoming more and more challenging to find. If a bath becomes unrepairable then it will be removed, however we do not have a plan to take them out if in working order.</p> <p>There was then a pro and con discussion with regards to if people use the spa baths or not and if they are worth replacing.</p> <p>Pam Bentley states that the kitchen needs replacing as is falling apart and looking tired. The spa bath would be best to be removed due to health and hygiene.</p>	
--	--	--

	<p><b><u>John Frosdick – Hotel Update</u></b></p> <p>I have been liaising with the hotel with regards to the discounts and treatment of Owners. The response has been very good and the discounts have now been updated with the following:</p> <p>25% off afternoon tea in the restaurant</p> <ul style="list-style-type: none"> <li>Monday - Sunday must be pre-booked 24 hours in advance with the hotel at <a href="mailto:reservations@beltonwoods.co.uk">reservations@beltonwoods.co.uk</a> or 01476 593200</li> </ul> <p>25% Off Claret Jug</p> <ul style="list-style-type: none"> <li>Only available when food and drink consumed</li> <li>Fridays and Mondays 11:00-15:00 Only</li> </ul> <p>Restaurant Evening Dinner</p> <ul style="list-style-type: none"> <li>Monday, Tuesday &amp; Wednesday</li> <li>Continuing 25% off with pre-booked reservations 24 hours in advance with the hotel at <a href="mailto:reservations@beltonwoods.co.uk">reservations@beltonwoods.co.uk</a> or 01476 593200</li> </ul> <p>One issue I have had with this is that there hasn't been a great deal of uptake, so please do give it a chance so we can keep the relationship going and carry on the better deals.</p> <p>Philip Bond thanks John for all his hard work with the hotel. Ross Greives personally thanks John for the work he has done.</p> <p>RG: continues to state that the hotel is a different company and therefore it is difficult to obtain some positives half the time. Very good progress has been made so would like to push this forward!</p>	
Electricity	<p>RG: The issue with electricity is no going anywhere anytime soon within the business world. Belton Lodges came out of contract at the worst possible time, therefore we had to go back out in the market to look at rates. Until the end of March there was the government relief scheme, this has now ended. As of 1<sup>st</sup> April, the current kW price is 95p per unit. The average lodge is using 307units per week, this is looking around £300 per lodge per week at the present time.</p> <p>We are working with the committee at this present moment in time in terms of a solar project, because of the position of the lodges we are in a very good location. We are looking into a capital outright purchase; this would be immediate benefits. Alternatively, we can take a power purchase agreement and this would be a low rate over a long period.</p> <p>Mr Bailey asks if there will be support for owners until the new rates kick in?</p>	

	<p>RG: we have been passing on every benefit that we have received, we are not making any profit from this as a business. The VAT is capped at 5% and the contract is a fixed rate until January 2024. We are trying to get the lodges as efficient as we can, as quickly as we can.</p> <p>Philip Bond refers back to Mr Bailys question, he states it wouldn't be a fair deal for others.</p> <p>Ross Grieves states that when all the quotes and information has been returned from various suppliers, it will be discussed at the next committee meeting.</p> <p>PB: The energy bills are determined by how cautious the lodge guest is and when they use it.</p> <p>RG: Kelly and the team are working through the project as quickly as possible. Timers are going on to radiators and instructions are displayed in the lodges. We discuss energy every single day at least. We have a league table between the resorts that displays who is saving the most energy. Belton is currently number 1 within the league.</p> <p>Mr Bailey asks if the solar energy would benefit guests in winter? Peter Cardy says yes, they do, not as much but with the batteries everyone will see a difference.</p> <p>LN: Energy bills are all down to expectations, I have Christmas week and I fully expected a bill of £200+. So, when the bill came at £130, I was pleasantly surprised. Considering we cooked 2 roast dinners and had various guests.</p> <p>David Treacher asks if the insulation within the lodge can be improved?</p> <p>RG: We have already had surveys carried out and it is already fully insulated. For the age of the buildings, they are doing well. We are doing everything we can to ensure they are as efficient as possible.</p> <p>Belton sits at 98% occupancy, if they are left vacant everything is turned down to bare minimum in winter and in summer everything will be off completely.</p>	
--	---	--

	<p>An Owner asks if the electric hobs can be exchanged for induction hobs?</p> <p>RG: we can certainly go away and have a look into this, but this does mean new pans and equipment will need purchasing as well. There are added costs on top of just the hob. We also have the precaution of guests with a pacemaker installed.</p> <p>John Walter asks if we can buy out of this deal early?</p> <p>RG: We have a full-time energy booker that works tirelessly looking at the recommended deals and advice. At this moment in time, we have been advised to sit tight and relook in July.</p> <p>As mentioned, Belton is currently in first place position for reducing the largest amount of energy consumption throughout all our seasons resort. So well done to Kelly and her team for driving the reduction rates and working tirelessly to achieve this.</p> <p>Several Owners thank the committee and team for the brand-new golf buggies.</p>	
Written Questions	No written questions were submitted	
Any Other Business	<p>John Walter has asked to plant a shrub/tree in memory for his son who died recently.</p> <p>PB: No issue with this, please contact Kelly and we can arrange this.</p> <p>John Walter praises the lodges and the work that is carried out by all.</p> <p>Peter Cardy: Very concerned that you are no longer able to deposit your week and relet it out via Seasons Holidays.</p> <p>PB: As committee we are dedicated to help run the site to the best it can do. Seasons are a separate company and they have their own way of running. Seasons do not have an exchange system in place, it is not their responsibility.</p> <p>RG: If you are unable to occupy on your given week, speak to Kelly and she will liaise with membership services and try her best to help. But we do not interchange them or place them up for rent, we will always try to help.</p>	

	<p>Peter Cardy mentions that since DeVere pulled out nothing has been the same, Seasons have stopped a lot of our old benefits.</p> <p>Another owner points out that you have free membership with 7Across (exchange company) and you can do this through them.</p> <p>John Walter shares the positives surrounding Seasons Holidays, the maintenance fees have been reduced drastically, the team are achieving projects to a high standard and work very hard. Philip Bond backs these statements and agrees Seasons Holidays have had a couple of bad years since take over, but have worked tirelessly.</p> <p>David Hampson also backs Seasons and thanks them for there work.</p>	
Election of Committee Member	<p>RG: Philip moves down by rotation; this has been communicated for the opening of this position.</p> <p>We have had one applicant and the applicant being Philip Bond to return. Who has stood unopposed and re-elected back on to the committee.</p> <p>From a founding members point of view, I am very pleased Philip is returning as he is highly valued member of the committee.</p> <p>Several Owners congratulate and applauded Philip's return.</p>	
Closing of the meeting	<p>Philip sends his thanks everyone for their attendance and input in todays meeting.</p> <p>The meeting has now come to an end.</p>	

BELTON WOODS  
LODGES