



BELTON WOODS  
LODGES

Meeting Name:	Belton Woods Lodges: Committee Meeting			
Date of Meeting	22/9/23	Time:	10:30am	
Minutes Prepared By:	Kelly Harlock	Location:	Zoom Call	
Attendees:	PB: Phillip Bond, Owners Representative LN: Lloyd Neal, Owners Representative RG: Ross Grieve, Management Company Representative SM: Steve McGinnis, Management Company Representative/ Accounts JF: John Frosdick, Owners Representative KH: Kelly Harlock, Belton Woods Lodges Resort Manager			
Opening of the Meeting:	Philip Bond welcomed and opened the Zoom. Sharon Kinsella is unable to attend the call today and send her apologies. David Clarke and David Hampson are also unable to attend the Zoom Call and both send their apologies.			
Agenda, Notes, Discussions, Issues, Actions				Actions
AGM Minutes	The draft minutes from the committee meeting held in June have been approved by the committee and are to be published on the Owners Club website.			
Matters Arising	Only outstanding matter is the balcony work the was scheduled on Lodge 32, this has now been completed. Owners of this unit have commented on the difference it has made to the balcony.			
Financials	The un-audited position of the accounts has been discussed, in which shows a greater savings than the Q3 position. The audit is scheduled for late October and will be reviewed by the committee prior to the AGM.			
Resort Update	Health & Safety <ul style="list-style-type: none"><li>- Further balcony work for the bottom 6 lodges is in the process of being scheduled and materials ordered. The materials are being custom sourced and cut. Units will need to be empty for this to be completed safely.</li><li>- Legionella testing is up to date as is all other compliance checks</li></ul>			

	<ul style="list-style-type: none"><li>- Further bathroom floor issues. An alternative solution has been come up with new shower trays and wall panels being purchased to stop showers/flooring issues going further.</li><li>- Felled around 10 trees due to rot/ ash die back.</li><li>- Safety rails on top lodges for car parking safety at the top of site – made out of the felled trees.</li></ul> <p>Recycling</p> <ul style="list-style-type: none"><li>- New waste management system is in place, started 13<sup>th</sup> September. Dry mixed recycling and general waste. Signage is to be placed in each bin to assist staff and guests distinguish between the two bins</li></ul> <p>Update</p> <ul style="list-style-type: none"><li>- Lots of positive feedback on the site grounds and cleanliness</li><li>- Very high level of Golf Buggies being used this year’s brilliant weather.</li></ul>									
Hotel Update	<p>JF: I held a meeting with Ryan (Hotel Ops Manager) upon my last visit to Belton. He confirmed that there is a new GM starting at the hotel in the coming weeks. The GM is now at Belton full time since this. When I spoke to Ryan previously, we discussed the discount usage and agreed that the usage is great but could always be higher. The hotel is going to enquire about increasing the discounts to 20% for food and beverage, they are also going to look into creating a QR Code that take you directly to the most recent menu within the restaurant. JF asks Kelly if there has been any progress?</p> <p>KH: Unfortunately, nothing further has come to light</p> <p>JF: I will follow up Ryan with an Email then.</p> <p>Update from Resort</p> <ul style="list-style-type: none"><li>- Positive feedback regarding the food at the hotel and the service.</li><li>- Cleanliness has been commented on withing the toilets and spa area as not so good.</li><li>- Complaints about swim times during holidays</li><li>- £100,000 investment on the driving range, have more modern tech, toilets and new parking (more gravel areas).</li></ul> <p>Any complaints are fed back to Ryan and Mike on a regular basis.</p>	JF to email Ryan/Mike								
Guest Feedback	<p>Kelly and her team are doing very well with the feedback and our scoring platform. The latest report showed the following:</p> <table><tr><td>Medallia</td><td>last 7 days</td><td>last 30 days</td><td>last 90 days</td></tr><tr><td>Belton Woods</td><td>9.1</td><td>9</td><td>9.1</td></tr></table> <p>During summer we always experience a drop in the scores this is due to the high volume of guests but very happy to see that Belton Woods has remained above 9/10 throughout this period.</p> <p>Overall feedback has been very positive, lots of comments on the ground, cleanliness and the staff friendliness. Any issues that are flagged are investigated and actioned where required.</p>	Medallia	last 7 days	last 30 days	last 90 days	Belton Woods	9.1	9	9.1	
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Dog Policy	A recent Survey Monkey was sent to all the owners with regards to their views on the current 'no dogs policy' in place at Belton Woods Lodges. These votes have been counted and discussed within the committee meeting. It has been agreed that the item will be placed on hold until the AGM and the results to be discussed and displayed as an agenda point.	
AOB	<p>SM: Belton has recently been having meetings with HMRC National Minimum Wage Department, this morning we have received confirmation that Belton Woods Lodges is completely compliant and have closed the case.</p> <p>Llyod Neal asks the question if Belton Woods Lodges feels the need to discuss the current adverts (based on TV and radio stations) that are trying to buy timeshare properties from their owners. Do we need to consider a change in contract that states you can only transfer/sell to another person or company agreed to by the committee?</p> <p>The committee came to the agreement that it wasn't needed as Seasons Holidays have the overall percentage and do an incredible job. It was also mentioned that Seasons have multiple options with regards to the exit policy or an exchange that it is always viable to talk to Guest Relations or Season if any owner was considering an exit.</p>	
	PB thanks everyone for their time and closed the meeting.	

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