



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club – AGM – Year end 31 st August 2023			
Date of Meeting	22.3.24	Time:	11am	
Minutes Prepared By:	Kelly Claypole	Location:	Zoom	
	Philip Bond, opened the meeting by welcoming everyone in attendance.			
Attendees:	PB: Phillip Bond, Owners Representative LN: Lloyd Neal, Owners Representative JF: John Frosdick, Owners Representative RG: Ross Grieve, Seasons Representative SM: Steve McGinnis, Seasons Accounts DC: David Clarke, Seasons Accounts BM: Brian Meldrum, Auditor of 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 meeting if any owners can kindly approve the previous AGM minutes. Proposer: Lloyd Neal Seconder: John Walter			
Auditor Brian Meldrum	Philip starts by Introducing Brian to the meeting. Brian apologises for the delay in getting the accounts/ audit back to Seasons. This is because of a problem with the Bank of Scotland. Once all information was acquired, no problems were found with the accounts. The bad debtor that was mentioned last year with HMRC, this has now been cleared but does not appear on this year's end of accounts. David Clarke thanks Brian Meldrum for his time on the accounts. The issues with Bank of Scotland was a £15,000 figure that appeared on bank statement. This figure was due to the interest gained upon the account. David Clarke thanks Steve McGinnis for chasing HMRC and achieving the bad debtor funds to be collected in full.			

	<p>John Walter asks a question regarding the profit and loss and the budget. John asks why the salary allocation and management/ admin is £20,000 over budget when the admin budget is over £50,000 saving. Have we had some structural change?</p> <p>Steve McGinnis: No structural change, it is just how we out the budget down 6months in advance, compared to how it has actually panned out. There hasn't been any substantial to change that. Just the way we place it down and we end up moving figures around to make it work.</p> <p>John thanks Steve for the explanation.</p> <p>Philip asked for the accounts to be accepted: Proposer: John Walter Seconder: David Payne</p> <p>Vote: Against: 0 For: 22</p>	
Report on the committee	<p>PB: Over the last 12months we have had several challenges, one of which being the energy prices. We have negotiated a new rate and this will be discussed further during this meeting. The hotel has previously been an issue, John has taken the lead on that and will discuss in more detail the discounts achieved. There has been lots going on onsite, from new balcony legs, new lighting and more much that I will allow Ross or Kelly to discuss.</p> <p>The dog policy was put out in a survey monkey and this will also be discussed shortly with the finds and the figures.</p> <p>We have continued to meet on Zoom, this has saved the Club over £6000 or more. This has been put back into the club for more useful things.</p> <p>Finally, Can I thank David, Steve and Ross for their work with the club and the role they play in being our founding members. I would also like to thank Kelly and her team; the team are extremely responsive to any queries or requests and is a continuous thing that is reported.</p> <p>Philip would also like to take this opportunity to state that the maintenance fees are to remain the same this year again.</p>	

Site update	<p>Ross starts by thanking Philip for his lovely words regarding the team and the committee.</p> <p>Energy:</p> <p>Our previous contract ended when prices were at there peak. We have since negotiated a new deal and the rates are:</p> <ul style="list-style-type: none"> • 0.285p per kW (was 0.95p) • £1.90 Daily Standing charges (was £2.00) • Plus, VAT <p>We are now on a fixed term contract.</p> <p>There was a question put to the AGM regarding the saunas and the energy usages. Fixed Owners are continued to use the sauna whilst occupying on their fixed week. The decision to turn them off is because they pull a substantial amount of energy whilst not in use. The resort have placed a note within the pre-arrival asking owners to let them know prior to arrival if you would like the sauna to be in use, they will then ensure this is ready to use at your leisure.</p> <p>Resort update:</p> <p>The following has been completed onsite this year; more has been completed but please see the highlights below: <u>Wild flowers meadows</u></p> <ul style="list-style-type: none"> • Further planting of 500 tulips and 500 alliums • Establish a new meadow at the exit gate <p><u>Lodges 28-33</u></p> <ul style="list-style-type: none"> • Balcony legs added to stop the movement • Road and woodland walk repairs are scheduled to commence in the next few weeks <p><u>Woodland Walk</u></p> <ul style="list-style-type: none"> • Festoon lighting is currently being added to the bottom section of the woodland walk near the over flow carpark. • A lot of tree and debris clearing with in the woodland, dead hedges have been made to create habitat for wildlife • Bug houses and bird boxes added around site • Large scale tree felling where required • Sensored lights on carp parking bays on larger lodges • Car parking bays have been updated; new barriers have been placed at the end of some of the bays where the steep hills are behind. • L33 – new carpet throughout • L28 – bathroom has been ripped out and replaced due to the spa bath leaking and the control system had broken. This has been replaced with a new large bath, new shower and flooring. • Entrance Gate – New sensor lighting • New furniture in L18 (table and chairs) • Painting within units 	
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	<p>Guest Feedback:</p> <p>We use a tool called Medallia, it is a survey report that is sent to every departing guest. Kelly and myself speak every Tuesday regarding any issues highlighted. If we need to spend money to resolve issues, I then can expect the PO's to be raised and I am aware of what has been raised and we look to resolve the issue quickly.</p> <p>With the exception of TV and Technology, which is mainly the user interface that people struggle with as peoples TV systems differ, all scores are above 9/10. Overall, we are looking at 9.2. When the resort dips, as kelly knows, I like 9s and 10s, anything that is below is looked into and we learn from it.</p> <p>The feedback is very positive and pro-active. This is always reported back to the committee on every meeting.</p> <p>Kelly and her team are almost always in the top 3 resorts of Seasons.</p>	
Dog Policy	<p>RG: The Dog Policy was reviewed following the discussions from last years meetings. It was found that 212 people voted on the change of policy. In favor of change received 73 votes, compared to the against of 139 votes.</p> <p>Upon asking more question, there were no lodges to of which were a clean sweep of 'yes'. Therefore, the dog policy will remain in place and unchanged.</p>	

Hotel Updates	<p>John Frosdick has been working with the hotel for the past year, fighting to get some better deals at the hotel for the lodge guests. Please see the discussed discounts below:</p> <p><u>Food & Beverage</u></p> <ul style="list-style-type: none"> • Breakfast in the morning is set price of £13.50 • 25% off afternoon tea in the restaurant - must be pre-booked 24 hours in advance with the hotel. • 25% Off Claret Jug - Only available with food and drink consumed <p>Fridays and Mondays 11:00-15:00 Only</p> <ul style="list-style-type: none"> • Restaurant Evening Dinner - Monday, Tuesday & Wednesday 25% off with pre-booked reservations 24 hours in advance with the hotel. <p><u>Leisure</u></p> <ul style="list-style-type: none"> • Lodge guests continue to get access to use the facilities. • Pool towels are £1 each for use. • Quiz nights - Once a month with some prizes for our members <p>and put on a small food offering. This is open to the lodge's guests for £5 per person or £15 for a family of 4.</p> <p><u>Spa</u></p> <p>Offering 20% off Treatments only Monday – Thursday (subject to availability).</p> <p><u>Golf at The Pro Shop</u></p> <p>Golf Buggy Hire - Monday – Friday £25/ Saturday – Sunday - £30 Green Fees - Monday -Friday - £25 / Saturday- Sunday - £30 10% off individual 1-hour golf lessons</p> <p>John will continue to work with the hotel and give regular update to the committee.</p>	
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<p>Questions and Answers</p>	<p>John Walter mentions the spa bath being removed from units as they break. Suggests families won't have such an enjoyable experience within the units without them as there is limited stuff available for families.</p> <p>Ross: We have taken your feedback onboard, the issues with spa baths is the hygiene and maintenance as well as the issue with trying to find parts as the baths are now 20 years old. We will look to discuss options with Kelly and discuss further at the next meeting.</p> <p>John Walter brings up a question regarding the car parking at the lodges with some guests using other guest's car parking bays. Kelly states the information is in the pre-arrival that clearly states that each lodge has space for 2 cars, anymore must be in the overflow car park. If you experience any issues, please contact reception and we will contact the guest accordingly.</p> <p>Nigel Rendell asks the question of if it illegal for Seasons to use a fixed owner's week if they are not coming, or can they do so if written consent is provided. If consent is provided, will the owner get a share of the profit seasons has made?</p> <p>RG: Seasons do not use fixed owners' weeks even if confirmed as not occupying, that week is your week unless you have managed to bank this with seasons and an alternative week has been agreed. As Seasons do not rent out owners' weeks, there is no profit made and therefore not shares to be spilt.</p> <p>PB: Slaley and Belton are both separate and have very different committees, when Seasons took over Belton the committee were relieved that Seasons wanted the best for the site as the owners do and they continue to improve the site and the management behind the scenes. It is a shame, from what I gather that Slaley's committee didn't have the same values. The committee work extremely well with Seasons and we are committee to ensure the relationship continues.</p> <p>John Harrington states that he no longer hears from the department with regards to selling his ownership.</p> <p>PB: We had multiple complaints from Owners stating that they were getting to many calls. If you wish to discuss this, please get in touch with Kelly and she can pass you on to the correct department.</p> <p>Helen asks what percentage of weeks do seasons own compared to the owners now?</p> <p>RG: I'm not 100% sure as I do not have the information to hand but it is over 50%. Although we owner the weeks, please remember that we have to pay the maintenance fees on each of these weeks. So</p>	
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	<p>financially, we are taking that lease on if anyone chooses to sell.</p> <p>Bob Compton asks how many of the weeks that Seasons own are occupied?</p> <p>RG: all of them, when Seasons purchased Belton and Slaley it was because we didn't have enough space for all of our Seasons members, therefore we can fill all our weeks.</p> <p>John Walter and Bob Compton both talk about the previous ownership company and agree it is a very positive change since Seasons have taken over.</p>	
Any Other Business	No other business to be discussed	
Election of two committee members	<p>Both John Frosdick and David Hampson are retired by rotation, and a notice for applications was sent out to all Owners. We received 2 applications, both from John Frosdick and David Hampson who would like to be re-elected on the committee.</p> <p>PB ask if there is a proposer and a second?</p> <p>Lloyd Neal proposes for both applicants John Walter seconds the votes for both applicants to rejoin the committee.</p> <p>Both John Frosdick and David Hampson have been re-elected</p>	
Philip Bond thanks all the attendees for their time today and closes the meeting.		