



Chairman's letter

Dear Fellow Owner,

I'm delighted to welcome you to our annual Newsletter. The Lakelands has had another busy year in which the main focus has been on planning for the future and building on the successful refurbishment of our apartments. I'd like to thank all our staff, those employed by "The Lakelands" and all the RSL staff who work closely with us, for their continuing hard work and dedication. I'm sure you will all join with me in conveying thanks and appreciation.

Revenue Budget and Management Fees 2019

The Committee has agreed a revenue budget for 2019 which includes the management fees applicable to each apartment. In setting a revenue budget

for 2019, the Committee has again taken the view that as a consequence of the number of relinquished weeks, we should not budget for income from relinquished/repossessed weeks. However, we are continuing to receive a tremendous benefit following the acquisition of 52 unsold weeks by CLC World Resorts and Hotels

The Committee has agreed an increase in management fees of 3.5%, equal to the August increase in RPI. This will address the effect of the increase in the Living Wage on pay costs and the impact of Government pension requirements on pension costs. It also enables the Club to budget for a modest surplus which is required to re-build our financial reserves to provide funds for future investment.

The 2019 fees are as follows:-

	Management Charge (£)	VAT (£)	Rates (£)	Management Fee (£)
Rothay 1,3,5 & 7	362.50	72.50	42.89	477.89
Brathay 2,4,6 & 8	325.10	65.02	32.54	422.66
Wansfell A & B	354.20	70.84	42.89	467.93
Fairfield C	367.10	73.42	48.31	488.83
Loughrigg D & E	325.10	65.02	37.47	427.59
Brathay 9	328.25	65.65	37.47	431.37
Brathay 10	328.25	65.65	32.54	426.44
Rothay 11	362.50	72.50	45.36	480.36

For owners who are intending to take advantage of spreading the cost of their management fees over a six month period by using the direct debit facility offered by RSL, may I take this opportunity to remind you that there is an admin charge equivalent to 5% of the fees for this service.

Five-year Development Plan

Having completed the refurbishment of our apartments in 2017, the Committee is now working to design a five-year Development Plan for investment in the remainder of the Resort areas, including the Leisure Centre, the Resort Office, external walls and grounds and gardens. This Plan will be shared with members at the AGM when it is complete. We are all very excited about the future of our resort and our focus remains on re-investing in the Club to ensure that owners continue to enjoy wonderful holidays and value their ownership at the Lakelands.

Re-appointment of Resort Solutions Ltd (RSL)

You will be aware that our contract with RSL is due to end on 31st December 2019. In order to respond to this, we have reviewed the three options available to us, namely retain RSL as the Management Company, replace them with a new supplier, or bring the work back in-house for direct management by the Committee.

We have undertaken a performance review of RSL's service, based on the

performance criteria which were produced by the Committee when we appointed RSL in 2012. This exercise involved comparing the performance criteria with actual performance over the past six years and producing a report showing the results. The report demonstrated that RSL's performance had achieved the standard we had defined on their appointment and that their re-appointment is the best way forward, compared to the other two options.

The Committee is satisfied that the work we've done justifies the addition of five years to the contract on identical terms to the existing arrangement without any form of tendering. Consequently, I'm delighted to report that we have signed a new five year agreement with RSL, extending our partnership working from 1st January 2020 until 31st December 2024.

I should say that in my opinion, there are few, if any, suppliers available to provide a similar service to RSL and we could not sensibly contemplate a return to the Committee managing an in-house service.

Replacement of Windows

There are currently a significant number of windows across the Resort where the double glazing seals have blown and the Committee has agreed to a £6,830 project to replace them all. In total, we plan to purchase and install 67 new double glazing units in early 2019.

Five year Memberships

Sales of the new five-year membership have gone well since the 2017 AGM. It's good to see that this short-term ownership product has been successful in attracting new members as well as encouraging existing owners to take on additional weeks. There is a special offer included in this newsletter whereby owners can purchase the 5 year membership for just £1950. I would encourage you to contact the on-site team or Alison at RSL for more information.

Leisure Centre

We're planning to repeat the last two years' arrangements for week 51 (the Christmas week) when instead of closing the Leisure Centre on Christmas Day, to try and minimise the disturbance to guests, the opening hours will be reduced to 10am to 6pm. This will again allow us to reduce the demands on our staff who will therefore be able to test the pool first thing in the morning and spend the rest of the day with their family. As always, we appeal to owners to be respectful to one another during the festive period by being considerate with regards to noise volume when using the leisure centre.

Committee

I'd like to give a word of thanks and appreciation to my fellow Committee members for their work and commitment to The Lakelands. All my colleagues are providing a valuable service to the Club and Committee and are demonstrating a lively interest and concern in working to maximise the benefits of timeshare ownership for our members. We are always on the lookout for potential new Committee members, so if you feel you have something to contribute to our bright future please contact me directly.

Other matters

(i) A few members have written to me about the Committee's intentions regarding the replacement of televisions in our

apartments. We have already replaced TVs in 6 apartments with larger screen smart TVs, and we shall continue to replace the remaining TVs on an "as required" basis.

(ii) I must again draw your attention to the need for us all to respect our fellow guests and owners by adhering to our Resort rules in every respect, especially with regard to the "no pets" and the "no smoking" policies. The Committee intends to ensure that any abuse of these rules will be treated with the severity it deserves and appropriate charges will be made in the interest of all owners and guests.

(iii) RSL are again offering an internal exchange service for owners who wish to travel to Lakelands at a different time in 2019. The cost of an internal exchange is £70 (per reservation). Please also remember that RSL offer a permanent part exchange facility where owners can change their ownership for an alternative apartment or different time of year. This has proved popular with some of our owners who have developed reduced mobility as they have been able to change to a more suitable, ground level apartment and continue to enjoy holidaying at The Lakelands.

(iv) Finally, a reminder that the 2019 AGM will be held on Saturday 11th May 2019 at the Salutation Hotel, Ambleside, commencing at 1.30pm. I hope that as many owners as possible will be able to attend. I look forward to meeting you on this occasion, but in the meantime, I wish you all the very best for 2019 and I trust you will enjoy your visit(s) to "The Lakelands".

With best wishes,
Yours sincerely,

Andrew Whitley

Chairman, Lakelands Owners Club

Site update



The team and I were very pleased to finish the last phase of the refurbishment at the start of the year. The feedback from members and guests has been fantastic, especially the changes made to B6 & B8. If you would like to see any of the refurbished apartments (other than the one you own!) during your stay, please pop into the office and we'll do our best to get you in to have a look.

The damp problem in Loughrigg D continues to be a challenge but removing the planters from the balconies in phase 2 and recovering the balcony floor of Fairfield C has made a difference. We have put a dehumidifier in the apartment to further help address the problem. This is on a timer from just 10am to 4pm, but we are having problems with people turning it off! Please, please can I ask owners of Loughrigg D not to turn off the dehumidifier as this really helps with the damp.

Emma and I have been working hard with local businesses to try and encourage more of them to offer a discount to our members. Don't forget to pick up your

loyalty card from reception as they have some good discounts for various attractions and restaurants in the area.

Please note that our office hours have changed, and the office is now closed between 11am and 1pm Tuesday-Thursday. The new hours can be found on the office door or in the welcome booklet which has been updated.

Please can I remind you to complete your holiday planner and send it on to RSL prior to arrival as this really helps us with getting the apartments ready. Although check-in is from 4pm, if we know you are arriving a little earlier, where possible we will try and have your apartment ready for you.

As always, we are keen to hear your ideas and feedback, so please pop into the office when you are next staying with us.

The team and I look forward to welcoming you back to the Lakelands in 2019. In the meantime, I wish you all a very merry Christmas & healthy and happy New Year

From
Janine

How to Pay your Invoice



Paying your invoice could not be simpler.

On the reverse side of your invoice you will find all options available to make your maintenance fee payment. **It is essential that you quote your Owner Number as a reference with every transaction made.** You will find your Owner Number in the box at the top right-hand corner of your invoice.

Resort Solutions can assist Owners in paying their Maintenance Fees by spreading their payments by using Direct Debit. There is a small administration fee of 5% of any fees owed taken in the first instalment for every year you elect to pay by this method. Simply return the completed Direct Debit Mandate enclosed with your Newsletter Pack by 9th January 2019.

Once the Direct Debit is in place, you will not need to worry about your Maintenance Fees again. Your completed Mandate will be carried over from one year to the next

so there is no need to cancel and renew at the end of the year. You will be notified of your annual Maintenance fee as usual in December.

If you chose to pay your fees by Standing Order then please use your Owner number as the reference so we can track your payment(s).

.....
Don't forget you can also pay your fees at any time, 7 days a week on-line by visiting www.resort-solutions.co.uk

.....
We recommend that when using the pay on line facility, Owners check their bank statement before they call RSL with any queries.

My Lake District - Emma Spedding

The Lake District is an inspiring place for many, including myself. Whether you're looking for a low level stroll or you are a regular rambler in its fells, the changing landscape and fresh air is a great tonic to help you relax and feel at one with the natural world.

There are plenty of books, magazines, and websites out there to inspire you to walk in the lakes, Alfred Wainwright is my inspiration, and as I continue my journey to climb his 214 fells I'd like to share some seasonal favourites.

In the spring there's nothing better than the sight of bluebells in some of the most beautiful settings, for this I would choose a walk up into the Rannerdale Valley, round the base then up the fairly short but quite steep Rannerdale Knotts, along the ridge with lovely views towards Buttermere and back down the valley.

In the summer whilst the hoards head to Catbells, Coniston Old Man, and Helvellyn, I like to visit the less visited but by no means inferior peaks of the lakes, a walk in the Coledale Valley is perfect, you might enjoy a low level round walk to the National Trust Force Crag Mine (which offers a handful of open days during the year) If you prefer a higher level walk the

Coledale horseshoe is a great challenge with Grisedale Pike, Hopegill Head, Eel Crag, Sail, and Causey Pike with the option of adding Outsides and Barrow, offering stunning views in all directions.

In the autumn the leaves turn from green to gold and the autumn colours make the views spectacular, the reflections on water are at their best and Blea Tarn in Little Langdale is a favourite of mine at this time of year, with a National Trust car park nearby, a good access path most of the way round and benches, it's a great place for a gentle walk whilst still experiencing all the panoramas and drama of the heart of the Langdales.

In winter when the snow arrives, whilst I like the challenge of the high mountains and the peace they bring I realise this is not for everyone and especially not those without experience, there are plenty of places to view the snow covered mountains or frosty trees and fields and

Skelwith Bridge to Elterwater is a great choice of walk on a frosty morning, with stunning views of the Langdale Pikes, a pub with a roaring fire at Elterwater, and lovely cake on offer at Skelwith Bridge.



Exclusive Owner Offer

Winter breaks at The Lakelands



1 bedroom and 2 bedroom apartments available at the Lakelands.

Travel dates between 13th January 2019 – 9th February 2019

Prices from £250

Short Breaks also available

To book call 01858 431160

admin@resort-solutions.co.uk

T&C apply. Subject to availability , new bookings only

Book by 31st December 2018

Ownership Options

Whilst it is unusual for any members not to want to return to their beloved timeshare apartment, there may be years when life throws a spanner in the works! If you can't travel back to your resort one year, what are the options?

GIFT IT

You can allow your (lucky!) friends and family to use your week(s). Just let Resort Solutions know prior to travel.

RENT IT

You can place your week(s) up for rent with Resort Solutions who will do their best to rent it out for you.

EXCHANGE IT

For just £70 per reservation you could exchange your week(s) for a different time of year through Resort Solutions' internal exchange programme. You can book your internal exchange 12 months prior to occupancy.

SWAP IT

You can swap your timeshare to a different resort, in a different location through one of the exchange companies associated with your resort.



If you find that your holiday requirements change for the longer term, you can look at permanently exchanging your week(s) to a different apartment/ different time of year through Resort Solutions' Part Exchange programme. For more information please contact Resort Solutions.

Why Timeshare?

Over the last 2 years Resort Solutions has started to see a renewed interest in timeshare ownership which has resulted in an increase in sales across a number of resorts.

Despite some of the more negative publicity which timeshare sometimes attracts, the truth is holiday ownership at resorts in desirable destinations, with reasonable annual maintenance fees, remains a very attractive proposition for holidaymakers.

Whilst it is true that many of today's consumers want to experience new destinations, there is also something very comforting about returning to your "home from home" and enjoying friendships which have been built up over many years. Members also tell us that they love the

knowledge that when taking friends and family to their resort, they know it will be of a consistently high quality, and the kids can play in a safe and family friendly environment.

Of course, excellent standards of maintenance and housekeeping is something which is expected, but Members are always quick to praise the wonderful staff on-site, some of whom are like family! It is very reassuring to have dedicated staff on-site, many of whom have worked at the resort for as long as members can remember, who are there to help when needed.

Although the quality of the resort and the value for money in relation to the maintenance fees are key factors when purchasing timeshare ownership, there is

also the all important “feeling” of being part of something rather special, safe in the knowledge that your apartment and week is always there for you no matter what else changes in the world around you.

For further information on ownership options and availability please contact Resort Solutions.



Timeshare facts:

- The timeshare industry is more than 50 years old.
 - Timeshare owners benefit from stronger consumer protection legislation than any other retail customer. Since 2011, the EU Timeshare Directive has placed stringent regulations on the way timeshare is sold, including a ban on the taking of any form of deposit, and a 14-day cooling off period after the signing of the contract for purchase.
 - There are more than 1,300 resorts in Europe.
 - If you can't use your timeshare one year, you can gift it to your family and friends, or rent it out through Resort Solutions.

If you decide one year to seek a new adventure you can swap your week with one of the exchange companies associated with your resort
www.dialanexchange.com;
www.intervalworld.com
 - Several prestigious hotel brands have been offering timeshare for many years, including Hilton Hotels, Disney and Marriott. Many more are joining them.
 - In response to customer demand, short-term and trial ownerships have been developed so you can enjoy the timeshare lifestyle without making a lifelong commitment.
 - Industry-consumer organisations, such as the Resort Development Organisation (RDO) exist to offer advice, support and guidance to timeshare owners.
 - If after many years of fabulous holidays, the time has come to give up your timeshare, you should talk to your Committee or Resort Solutions about the various options. **DO NOT BE TAKEN IN BY THE PROMISES OF A THIRD-PARTY CLAIMS COMPANY AS YOU COULD END UP PAYING THOUSANDS OF POUNDS FOR NOTHING!**
-

Is Your **Committee** Calling?

Many members are perfectly happy to put their trust in their experienced, and well-respected Committee, but what happens if the long-standing Committee members retire and there are no volunteers to steer the ship?

A good Committee is essential to securing the long-term future viability of a Club and being a Committee member gives you the opportunity to influence the future of your Club, bring new ideas to the table

and have your aspirations for the Club considered.

The role of a Committee member is not too onerous; you will be expected to attend meetings at least 3 times a year, and to contribute positively to discussions on the future of your Club. Your travel and out of pocket expenses will be reimbursed by the Club, and you are sure to have some fun along the way!

If you think you have some spare time to offer and would like to become more involved with the future of your Club, please contact your Committee Chairman or RSL for more information.



AGM News



The 2019 Annual General Meeting for The Lakelands will take place on Saturday 11th May starting at 1:30pm.

It will once again be held at The Salutation Hotel in Ambleside.

Further information will be forwarded to all members closer to the date.

BEWARE!!

We continue to hear many stories of members being misled and paying over large amounts of money to legal claims and timeshare release companies. Some of these stories are truly distressing and in the vast majority of cases could have been avoided if the members concerned had followed these simple rules and contacted their Committee or Resort Solutions before parting with their cash.

Timeshare Scam- the Golden Rules for Avoidance.

Rule 1: If you are cold called about timeshare, put the phone down!

Rule 2: There shouldn't be one if you have followed rule 1!

However, if you simply couldn't resist the smooth tones and promises made to you, Rule 2 is absolutely do not part with any money!

Rule 3: Contact your Committee and Resort Solutions to report the call.

Common untruths you might hear:

"I am calling on behalf of your Club"
- they are not!

.....
"As a thank-you for paying your maintenance fees I can offer you bonus weeks for just £xx"

- they will ask for your credit card details (see Rule 2!) and then you will never hear from them again.

.....
"we will get you all the money back which you initially paid for your timeshare"

- they will ask for your credit card details (see Rule 2!) and then you will never hear from them again.



*Remember -
if it sounds to
good to be true,
it probably is!*

Own a little bit more of The Lakelands

**All the benefits of ownership without the long
term commitment**



**Enjoy 5 years of holiday's at The Lakelands for only
£1950***

Includes all maintenance fees.

Call us to find out more!

01858 431160

Quote: Lakelands2019

***Subject to availability. Sales to complete by 31st March 2019**