



## Chairman's letter

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Dear fellow Owners,

Autumn has arrived and with it the weather to fill the Lakes up. As owners and therefore regular visitors to the Lake District for many years we all know that the scenery is stunning regardless of the weather. We just need to dress appropriately for the conditions so that we can enjoy the beautiful environment.

Perhaps recognising the Lake District weather, at this year's AGM in September, members approved the resolution to raise a levy to pay for the essential repairs required to address the building fabric and solve the damp and water ingress problems with the Phase 2 building. I am pleased to say that the funds have now been collected and we

are liaising with the chosen contractor to agree a start date for the works.

Can I thank all owners who responded to the survey on the future options for the Leisure Centre. This feedback is needed so that the Committee are not second guessing the views of the owners. However, whilst there was a preferred option there was not a clear majority for any of the three options presented. The results were:

- Option 1** Refurbish the pool - **249**
- Option 2** Refurbish the pool area as a Club House - **135**
- Option 3** Managed closure of the complete Resort - **120**

Whilst option 1 has the most votes it also has significant detractors and would not

carry sufficient support to progress as things stand. The Committee will therefore do two things. Firstly, try and establish which camp those owners who have yet to respond fall into. Secondly to continue to explore alternative funding arrangements which could make option 1 acceptable to a greater majority of owners.

### **Staffing**

Lisa Holden our Resort Manager continues to head up the onsite team, with support from Alan from a maintenance perspective and Willow from a housekeeping and administrative perspective. Recruitment in the hospitality sector continues to be difficult so we were very pleased to recruit Alan, who lives in Ambleside. Sadly, Sarah left us at the end of October and Lisa is in the process of recruiting a replacement; again, no easy task considering the staggering number of vacancies in the hospitality sector.

Lisa is keen to improve our website and awareness of the Lakelands to maximise rental opportunities. As owners you are our best advocates so please do follow us on Facebook and Twitter and share our posts and tweets with all your friends and family.

As in previous year's the full winter newsletter is available on the Resort Solutions website [www.resort-solutions.co.uk](http://www.resort-solutions.co.uk) and on the Lakelands website [www.the-lakelands.com](http://www.the-lakelands.com).

### **COVID-19**

Of course, it is impossible not to mention the impact that COVID-19 has had and continues to have on all our lives. In line with Government policy the resort was forced to close again at the end of 2020 and we were finally allowed to re-open in May 2021. Let's hope that the success of the vaccine and booster initiatives prevents a future return to the dreaded lockdown.

### **2021 maintenance fees**

My letter to you accompanies the invoices for maintenance fees for the coming year

and I would urge you to pay them as you normally would so that our resort remains a wonderful place for us all to return to for many years to come. The Lakelands is collectively owned by us all as owners and without us all paying our maintenance fees there would be no resort for us to enjoy. The maintenance fees for 2021 are set as below:

Apartment	2021 Fee
Rothay 1,3,5 & 7	£561.22
Brathay 2,4,6 & 8	£498.53
Wansfell A & B	£550.00
Fairfield C	£573.52
Loughrigg D & E	£504.53
Brathay 9	£508.79
Brathay 10	£503.33
Rothay 11	£563.98

### **AGM**

In September 2021 we held a question and answer session with owners via a Zoom meeting, followed a week later, on the 9th with the 2021 AGM at the Holiday Inn Hotel, in Stoke on Trent. The minutes of that meeting outline the points that were raised, mainly the need for a levy to fund the essential works to repair the Phase 2 building and the options for the leisure centre itself.

Owners attending the venue in Stoke on Trent thought that the arrangements worked well, and it is our intention to hold the next AGM at the same location in June 2022.

Finally, once again I would like to put on record my thanks to all the staff, both at Resort Solutions and at the Lakelands, for the tremendous effort they put in when the Coronavirus pandemic was unfolding, and for all their work in making sure the resort is safe for us all to enjoy. I would also like to thank you, the Owners, for your continued support of the Committee and the Club during these challenging times.

With Best Wishes

*Laurence Taylor*

*Chairman*

*The Lakelands Owners Club*

# Site Update

What a year 2021 has been! Once again, we saw the country move into lockdown in January, which meant me, and the team had time to do some more improvements on site.

We have now added integrated fridge freezers in apartments 1, 3, 5 & 7 and freezers into 9, 10 & 11. We sanded and varnished all the windows and doors in Phase 1 and 2, replaced the patios of 2, 4, 6 & 8 and updated the patio furniture for 2, 4, 6, 8, 9, A, B, C, D & E.



The reception update has been completed and we have now installed a coffee station for you to enjoy at a very reasonable price!

Unfortunately, we have had a change of personnel again. Antonio has left due to moving away from Ambleside and we now have Alan who is local born and bred. Alan started his working life working for his father plastering and tiling and has been self employed ever since. Alan is married with three grown up children and one grandchild and in his spare time he is the Chairman of Ambleside Rugby Club and for his sins he is an avid supporter of Carlisle United Football

Club, and he loves all things Lambretta and his greatest ambition in life is to ride Route 66 on a motorbike.

Sarah one of our resort assistants has also left and we are in the process of recruiting a replacement, but as



most of Cumbria has a shortage of staff, this is proving a little more difficult than we hoped, so please bear with us as the office will be working reduced hours whilst we are looking for a new team member.

The staff shortages also proved problematic with our contract cleaners who could no longer provide staff to clean the apartments and they ended up departing in October. So now we have several individual self-employed cleaners who are responsible for a set number of apartments each and so far, this seems to be working very well and the standards of cleaning are still high.

As we all know energy prices have shot up recently and unfortunately this has affected us here at the resort, so inline with our costs going up, we have had to increase our onsite utility fees. The prices for 2022 are:

Weeks	1B	2B
2 - 14	£40	£45
15 - 26	£25	£30
27 - 39	£15	£25
40 - 49	£30	£40
51 - 52	£40	£45

You can pay for them prior to arrival with a debit or credit card over the phone, or you can pay with cash or card on arrival.

We look forward to welcoming you all back to the resort in 2022

*Lisa Holden*  
Resort Manager

*Since the beginning of the COVID-19 pandemic in early 2020, we are sure you will agree, it has been a great struggle and a period of vast uncertainty for everyone.*

The unforeseen and unimaginable circumstances impacted the world around us with your beloved home timeshare resorts and management company thrown into unknown territory. We had all hoped and anticipated that by the end of 2020 we would all be back to 'normal' and we could wave goodbye to the year however, as 2021 approached we were still in the grips of the pandemic and it felt like there was no end in sight. We are now at the latter end of the year and with thanks to the successful vaccination roll out and most travel restrictions being lifted, it feels like we can all get back to pre-covid times as we see the light at the end of the tunnel. Due to the ongoing hard work and efforts of your timeshare resort staff, management teams and owner committees who have kept the cogs turning at your resorts, we hope that you will be able to return to your home resort shortly, if you haven't already done so, and enjoy that much needed holiday with your family and friends.

As we are sure you are aware there has, during the 18 months of 'lockdown', been a substantial increase in contact with timeshare owners from fraudulent operators. They have unfortunately, used the COVID-19 situation to their advantage, offering owners ways of exiting their timeshare or some kind of 'too good to be true' offer. Some owners have sadly parted with large sums of money and have fallen victim to such scams. EUROC and Resort Solutions work alongside the relevant parties involved in protecting timeshare owners



from such activity. It is more important now than ever before that you stay alert to this type of activity and tread with caution at all times should you receive any form of unsolicited contact regarding your timeshare by phone or email. If you wish to discuss your timeshare ownership at any time, please contact Resort Solutions or your resort committee representatives and do not engage with any 3rd party company to be on the safe side.

Owners continued commitment to their timeshare in these unprecedented times has meant that the resorts have been able to continue to be well maintained and are ready and waiting for owners to return. We encourage you to share your positive and happy experiences at your timeshare resorts on social media and on website reviews to support your resort and help sustain it for many, many years to come.

As we look towards the future, we can see a more positive tinge to the end of 2021 and into the New Year. We feel that for everyone, recent times have been somewhat life changing but by the timeshare community pulling together, sharing ideas and resources, and forming new friendships, we have all made it through and can finally get back to doing what we do best, providing amazing holidays and memories for our owners and guests.

We hope 2022 is amazing for you all.

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*Stronger Together!*  
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## Paying your Invoice

On the reverse side of your invoice you will find all of the options available to make your Maintenance Fee payment, including bank transfer, Direct Debit, with a credit or debit card online or by completing the remittance slip and sending in a cheque.

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.

### **Direct Debit**

Don't forget you now have the option to pay your invoice by Direct Debit over 12 months. There is no administration fee if you elect to pay by this method, and you can pay your 2022 invoice over 6 months with the option for 2023 fees (and subsequent years) to be paid over 12 months. Simply return the completed Direct Debit Mandate enclosed with your invoice pack and indicate which direct debit option you wish to opt for.

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 each year. You will be notified of your annual Maintenance Fee as usual in December.

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*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](http://www.resort-solutions.co.uk)*  
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*We recommend that when using the online payment facility, Owners check their bank statement before they call RSL with any queries.*



# Your Direct Debit options for annual Maintenance Fees

Resort Solutions Ltd continues to work with your Committee to provide the easiest and most cost-effective methods of payments for Owners.

Don't forget you have the option to make 12 monthly Direct Debit payments for your annual maintenance fees.

This is available to all Owners with a UK bank account.

All new direct debit instructions, in respect of 2022 fees will be taken over 6 months (January to June 2022) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2022 with respect to 2023 maintenance fees.

The 12 monthly plan takes six payments in advance of the due date and then six payments post due date.

The due date for your payment of your 2023 maintenance fee will be 1st January 2023. The programme will start six months prior on 15th July 2022 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2023, which then completes the 12-month payment option.

The first five payments will be based on the 2022 maintenance fees and when the 2023 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2023 fees are taken over the remaining 7 payments.

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*IT'S THAT SIMPLE.*  
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If this sounds like the thing for you then please complete the Direct Debit Mandate enclosed within your invoice pack by ticking the appropriate direct debit box and returning in the envelope provided.

If you need any further information on these options please contact the Customer Services team at RSL on 01858 431160 or email [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk).

It really could not be easier, and you can relax in the knowledge that payments for your annual maintenance fees are being taken in manageable amounts across the year.

*And remember  
there is no charge  
for Direct Debits!*

Resort SOLUTIONS

**DIRECT Debit Mandate**  
Instruction to your Bank or Building Society to pay by Direct Debit

**Important please complete**

Please indicate with an X the option you prefer

A)  6 Months for 2022 amounts  
B)  6 Months for 2021, 12 Months for 2022 amounts  
C)  12 Months for 2023 amounts

Authorised by your Bank or Building Society

Please refer to the enclosed form and attach it to your payment. Payment of your Direct Debit is subject to the terms and conditions of your Bank or Building Society. If you are unsure, please contact your Bank or Building Society.

Mandate Number: 8 1 3 1 4

Name of Account Holder: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Branch Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Branch Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Sort Code: \_\_\_\_\_

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US ON 01858 431160

# BEWARE!

*Fraudsters are continuing to target and exploit owners in a number of ways.*

## **Timeshare Resales**

Fraudsters try to take advantage of timeshare owners who want to sell their timeshare. They pretend to be a company who claim to have a buyer lined up who is ready to pay a good price to buy the timeshare. In return for finding the buyer they ask for an upfront 'introducers' fee or other type of payment. They may also pretend to be the buyer at the same time as the company and use different contact details so the story is believable. In reality the buyer doesn't exist and it's another way to extract money from victims.

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## **Timeshare Exit & Compensation Fraud**

Timeshare owners are frequently approached by businesses purporting to offer services that enable them to relinquish or exit their timeshare contracts. In many cases, offers of 'legal compensation are also mentioned.

For more advice, go to <https://timeshareexitconcerns.co.uk/timeshare-com>

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## **Recovery Fraud**

A number of businesses have been closed down in recent years that have sold consumers membership schemes that claimed they provided discounts and benefits on holidays and timeshare or timeshare related products,



including fraudulent relinquishment and compensation services. Prior victims of these schemes may receive an email, a cold call, a letter or contact from a company on the internet which claims to know that they have been a prior victim of fraud. The company will claim that they are able to recover monies and will offer a service in return for an upfront payment of legal or administrative fees which they

claim will be returned on a no-win no-fee basis. Often, the reality is that they are the same people who were originally involved in selling the victim the bogus products and are looking to extract more money.

Once the upfront fee is sent, the company disappears with even more money.

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## **Bogus or Cloned Law Firms**

Fraudsters impersonate well-known and reputable legal firms claiming to offer services to timeshare owners or prospective buyers. They often clone overseas firms so that due diligence on part of the victim

is more complicated. Before appointing or soliciting the services of a law firm for any timeshare related activity, consult the Timeshare Business Check website to ensure you avoid any cloned firms; <https://timesharebusinesscheck.org/>

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## **Bogus Leisure Credits**

Fraudsters approach victims offering points, credits or vouchers which can be exchanged in return for holidays across a variety of destinations. They are marketed to imply they afford the investor more choice and flexibility and may include other perks such as website or online shopping discounts. In reality the points or credits sold to the victim don't exist. Once the money is sent all communication is severed. Occasionally fraudsters will also claim to offer a timeshare disposal service included within the package to entice those victims with an existing timeshare they wish to sell.

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## **Bogus Timeshare Holiday Bonuses and Upgrades**

Fraudsters contact timeshare owners claiming to represent legitimate timeshare companies. They explain that the owner has been 'awarded' a bonus holiday which they can claim by paying an upfront administration fee. When they arrive on their bonus holiday they are taken to a resort where the owner is persuaded or pressured into upgrading their existing timeshare for an additional fee. They may also believe that they are selling their current timeshare as part of a part-exchange process. In reality the upgrades don't exist and the fraudsters are simply after any additional fees they can extract from the victim.

## **Advice**

- **NEVER RESPOND TO COLD CALLS, EMAILS OR LETTERS**  
*your details have probably been obtained illegally.*
- **Investment Opportunities**  
*Don't be rushed into making an investment. Remember, legitimate organisations will never pressure you into investing on the spot.*
- **Spot the Signs of Recovery Fraud**  
*You're contacted by an agency that knows a lot about the money you lost, but they want a fee first. Genuine agencies never ask for fees to recover money lost to fraudsters.*

## **Seek Advice First**

**Before making significant financial decisions, speak with trusted friends or family members, contact your committee or Resort Solutions, or seek professional independent advice.**

- *If you're looking to sell your timeshare make sure you use a resale company that has signed up to the RDO code of conduct and check that the company is who they say they are and are. You can find a list of RDO members here: <https://rdo.org/members-directory/>*
- *If your circumstances have changed and you are thinking of selling or relinquishing your ownership, you should contact the committee or Resort Solutions for advice and guidance.*



*To find out more about your legal rights and to find out how to avoid scams, go to <https://timeshareexitconcerns.co.uk>*

