



Chairman's letter

Dear fellow Owners,

We have got through 2022 without any more Covid lockdowns and things have returned to normal, subject to regular vaccinations (and the ensuing sore arms!). We can enjoy life again and, as you know, there is no better location than Ambleside to experience the beauty of the Lake District whilst having so many amenities on your doorstep.

For the Lakelands Committee it has been another busy year as we have continued to face the challenge of repairing the Phase 2 building. As reported at the Annual General Meeting (AGM) in June 2022 the essential repairs to address the damp and water ingress problems with the Phase 2 building were completed on time and to budget. At

the AGM the Committee's proposal, based on a survey of members, to proceed with the refurbishment of the Leisure Centre was formally approved with 77% of the votes cast in favour. A clear indication that the majority of members want their swimming pool back in use.

We therefore raised invoices to collect the funds and I am very pleased to confirm that the Club now has sufficient funds to proceed with the project. A BIG thankyou to all of you for your continued support and the confirmation that you do want the swimming pool facility.

As we said in the proposal, a key reason for refurbishing the Leisure Centre is that it will increase the value of the Club. By

providing a Leisure Centre the Resort's position in the competitive rental market is improved and the long-term viability of the Club is maintained. It makes the Resort more attractive, encourages the sale of the repossessed properties and enhances our position in the rental market. Of course it will also be fantastic for us all to have the facility up and running again and I know many of you are looking forward to a dip in the pool after a day on the fells!

Our contractor, Pinington, has updated the quotation for the refurbishment works which, thankfully, is at our budgeted level. We have therefore instructed the Contractor to start the works in January 2023, with a project duration estimated at 20 weeks. We anticipate less disruption for this phase of the project, and we will do our best to find acceptable alternatives for owner's directly affected by the works. Once again we thank the owners who will be affected by this work for their understanding and support.

The Committee have agreed in principle to trial a dog friendly apartment. I hope to have more to report on this at next year's AGM. As you will appreciate our focus right now must be on controlling the refurbishment of the Leisure Centre.

Staffing.

Staffing problems abound in the hospitality industry, so I am delighted that Lisa Holden, our Resort Manager, continues to head up the onsite team, with support from Alan from a maintenance perspective and Willow and Mel from a housekeeping and administrative perspective. Having said that, those of you who follow The Lakelands on Facebook and Twitter will be well aware that the on-site team "muck in together" and they are not averse to rolling up their sleeves to do what needs to be done. This year, besides the work on the Phase 2 building, the Phase 1 building has had new boilers and has been painted on the external side facing Ambleside, whilst plans are afoot to replace the sofas in the Phase 3 apartments.

Our website was improved last year in an effort to raise awareness of the Lakelands to maximise rental opportunities. It is in our interests to spread the word and 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. We are very focused on our rental programme and have recently started offering short breaks for selected dates. Please contact Lisa or Resort Solutions for more information.

As in previous year's the full winter newsletter is available on the Resort Solutions website www.resort-solutions.co.uk and on the owners section of the Lakelands website www.the-lakelands.com

2023 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 next year are set as below:

Apartment	Unit Type	2023 Fee
Rothay 1,3,5 & 7	2L2	£650.96
Brathay 2,4,6 & 8	2B1	£578.00
Wansfell A & B	2L3 or 2B3	£637.76
Fairfield C	2L4	£664.16
Loughrigg D & E	1B5	£585.20
Brathay 9	1L6	£590.00
Brathay 10	1B7	£584.00
Rothay 11	2L8	£654.56

The fees have been set to cover the anticipated costs for 2023, which as you will appreciate have been affected by rising costs, and to generate a surplus of £20,000 to build up a fund for future replacements and repairs. A rolling five-year capital expenditure plan will be established based on the regular monitoring that takes place

on an ongoing basis by Lisa and her team, an annual detailed inspection of the Resort by some Committee members, and a five yearly inspection by a building surveyor.

AGM

We have booked Ambleside Rugby Club for the next AGM which will be held on Wednesday 21st June 2023.

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 on our behalf. 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

Another year has passed and once again we have been busy on the site.

At the beginning of March, we started on the external works to the Phase 2 building. This involved work to the balconies of Wansfell A, B, Fairfield C and Loughrigg D and filling in the balcony parapets. For those that have seen them, it is a great improvement.

Due to the nice weather, we have had, the team have been out doing jobs around site to improve the appearance of the grounds. We have started painting all the railings around phase 2 apartments black and painting the walls of the staircases magnolia and we will continue with this as long as the weather permits.



We have installed new lights along the front path of phase 1 & 2 which are much brighter and use energy saving bulbs.



Site Update



Phase 1 apartments have been painted on the Ambleside side and all the windows and woodwork have been painted.



The gardens are looking lovely and cared for, the gardener has been doing a great job with the lawns and the flower beds.

We have had another change of personnel

in the office. I would like you to welcome Melissa (Mel) who works part-time Wednesday to Saturday. Mel lives in Kendal with her family, where she is the landlady of a real ale pub. She is the proud owner of a canal barge and loves cruising on the Lancaster Canal on her days off.



October saw the delivery of a defibrillator which will be located on the internal wall at the top of the stairs for apartments Brathay 6 & 8.

We now have the Lakeland Owners QR Code which has lots of useful information and links to the website. Using your smart phone, open the camera and hover over the QR Code and it will direct you straight to the information pages.



Please note that the weeks jump a week from January and week 2 starts on the 14th January 2023.

Please see the Lakelands Website 'owners only' for the owner's calendar to confirm your start date for your week in 2023.

We look forward to welcoming you all back to the resort in 2023.

*Lisa Holden
Resort Manager*

AGM News

The 2023 Annual General Meeting for The Lakelands will take place on Wednesday 21st June 2023 starting at 11:00am.

This year the meeting will take place at Ambleside Rugby Club, Galava park, Borrans Road, Ambleside LA22 0EN

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

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.

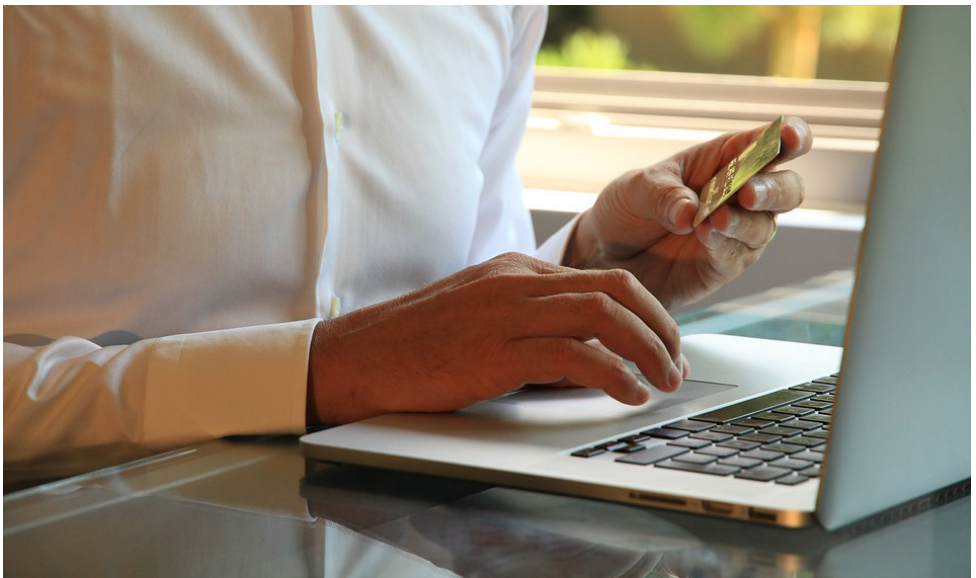
Direct Debit

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 2023 invoice over 6 months with the option for 2024 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

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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.



Despite another challenging year, it has to be noted that timeshare, once again, proved itself to be a robust part of the travel and hospitality industry.

It is with sincere thanks to all timeshare resort staff, management teams and owner committees for their ongoing hard work and efforts to ensure that their clubs are able to weather any storm and still provide great holiday memories for their owners. Recognition should also go to the timeshare owners themselves who continue to show their support, loyalty and commitment to their timeshare clubs and the enjoyment of the timeshare product itself.

EUROC is looking to further improve its website in the new year and make it a more owner friendly resource of information on all things timeshare. We have recently added a new page called 'Love my Timeshare' which is dedicated solely to positive timeshare owner stories about why they love their timeshare and what it means to them. The idea behind 'Love My Timeshare' is to show the outside world that even though timeshare often receives some bad press, that there are many owners who thoroughly enjoy and still love their timeshare product. Member clubs and owners are encouraged to keep sending their stories along with a photo so we can always keep the 'Love My Timeshare' page refreshed and updated with new stories.

www.euroc.org/lovemytimeshare



Important information

It is a shame that we need to mention again that there has been an increase in unsolicited contact made to timeshare owners from fraudulent operators. These operators have switched their tactics from COVID-19 and are now using the cost of living and energy crisis situation to their advantage by offering owners ways of exiting their timeshare. Some owners have sadly parted with large sums of money and have fallen victim to these scams.

EUROC, Resort Solutions and your Committee continue to work alongside the relevant parties involved in protecting timeshare owners from such activity. It is very important 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 either Resort Solutions, your resort manager or committee representatives and do not engage with any 3rd party company to be on the safe side.

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Stronger Together!
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General Advice for Timeshare Owners from EUROOC

Before you engage with any 3rd party company, EUROOC recommends that if you would like to sell or release your timeshare, that you speak directly to the onsite team, your management company or a club committee representative to discuss the options available to you, as your club may already have an in-house resale programme or exit policy in place.



If you choose to speak to, sell or release your timeshare through a 3rd party company, please be very cautious if they:

- **Cold-called you** and initiated contact by email, phone or text – this will likely be a case of data theft.
- **State** that your club/resort, an exchange company or a European listing of timeshare owners provided your telephone number and/or have asked them to reach out to you. **This will not be the case.**
- **Claim to already have a buyer** for your timeshare.
- **Tell you not to speak to your club** at all and to deal only with them.
- **Promise** to pay an unusually high price for your timeshare.
- **Ask you to pay an upfront fee** for legal, registration or administrative purposes in order to sell your timeshare. This is now illegal.
- **Pressure you** into signing up for a holiday club or discount travel club in return for your timeshare.
- **Are a firm of solicitors asking for an upfront payment** to help you obtain a refund of money you paid to a company, which has failed to deliver the service it has promised.

If you choose not to contact your club to discuss your timeshare resale/exit options and engage with a 3rd party, this could lead you to falling victim to timeshare fraud and parting with large sums of money with no timeshare exit in place, and owing outstanding maintenance fees.

If you choose not to travel to your ownership here is a list of options available to you:

1 Bank your weeks with an exchange organisation

If you are unsure whether you will travel or not, you have the option to bank your weeks with either Interval International (if you are a member of that organisation) or 7Across. Various costs will or may be payable depending upon which organisation you use and the length of time in advance that you bank your weeks. However, in both cases, it will be possible to take your exchange weeks within two to three years of you banking your weeks (subject to the terms of the respective organisation).

Contact details for the respective exchange organisations are as follows:



RCI

Website: www.rci.com

Telephone: 0345 608 6380



Interval International

www.intervalworld.com

Telephone: 0844 701 4444

3 Place your weeks on the rental program

You can place your week(s) up for rent with Resort Solutions by requesting, completing and returning a rental agreement form and we will do our best to rent it out for you. Contact RSL on admin@resort-solutions.co.uk

2 Request an internal exchange for later in the same maintenance fee year

Owners are able to request an internal exchange for occupancy into another week in the same maintenance fee year, subject to the request being made at least 8 weeks in advance of the start date of your owned week and there being available like-for-like inventory into which to exchange.

All internal exchanges are subject to a transaction fee of £70, which applies to each block of weeks you are moving. For example, if you own two weeks in June and you would like to take those weeks in December, the charge would be £70 for arranging the internal exchange. However, if you wanted to take one week in October and the other week in December, the charge would be £140, as that would represent two separate bookings.

If you would like to enquire about availability for an internal exchange, please contact Resort Solutions on admin@resort-solutions.co.uk

4 Gift it

You can allow your family or friends to use your weeks. Just let Resort Solutions know prior to travel.

Now more than ever it is essential to ensure you have adequate travel insurance. Individual insurers will have their own policies with respect to timeshare ownership.

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 2023 fees will be taken over 6 months (January to June 2023) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2023 with respect to 2024 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 2024 maintenance fee will be 1st January 2024. The programme will start six months prior on 15th July 2023 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2024, which then completes the 12-month payment option.

The first five payments will be based on the 2023 maintenance fees and when the 2024 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2024 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.

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!*

The image shows a 'DIRECT Debit' instruction form from 'Resort Solutions'. The form is titled 'DIRECT Debit Instruction to your Bank or Building Society to pay by Direct Debit'. It includes a section for 'Important please complete' with three options: A) 6 Months for 2023 onwards, B) 6 Months for 2023, 12 Months for 2024 onwards, and C) 12 Months for 2024 onwards. There are also fields for 'Authorisation to your Bank or Building Society' and 'Signature'.

Special Offer Short Breaks

Available from Friday 13th January 2023
(limited availability December 2022)



**3 NIGHT STAY
FRIDAY TO MONDAY
SLEEP 4 £295
SLEEP 6 £345**

**4 NIGHT STAY
MONDAY TO FRIDAY
SLEEP 4 £400
SLEEP 6 £450**



To Book Phone or email

01858 431160 or 015394 33777
admin@resort-solutions.co.uk
general@the-lakelands.com



Rothay 1 Available

23rd-27th Dec £750
27th-30th Dec £600
30th Dec-2ndJan £750

Accommodation must be paid in full at time of booking
Utilities are included in the price. T&C can be found at
<https://www.the-lakelands.com>