



Chairman's letter

Dear fellow Owners,

Time flies and 2024 is almost upon us. For the Lakelands Committee it has been another busy year overseeing the management of the Club and the refurbishment of the leisure centre.

We thank you for supporting the Club over the last year and for your commitment to the Club in funding the refurbishment. It is great to have the facility open again with its fabulous view across Ambleside to Loughrigg Fell. The works physically started in February 2023 and were completed a little later than expected with the pool re-opening in August 2023. The project was completed within budget, and we have kept

a retention amount whilst the snagging issues, principally some leaking windows, are resolved.

Ownership

The Club has 16 apartments, each one available for 50 weeks a year, making a total of 800, and of these 594 are currently owned by loyal members with the remaining 206 available for sale and rent. Lisa, our Resort Manager, is doing a great job promoting sales and at the end of October had completed the sale of 10 weeks, the majority to new owners to the Club. We have also secured a good number of rental reservations for 2024, so we hope to start 2024 in a good position.

In the last four years our weeks available for occupation have been reduced by Covid lockdowns, essential maintenance works, and then the refurbishment works. In 2024 the Lakelands Resort will be fully open and we have the potential to boost our rental income for the benefit of the Club.

It is in all our interests to spread the word about the Lakelands 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. For example, we intend to repeat our offer of short breaks for selected dates in the low season. 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 owner's section of the Lakelands website www.the-lakelands.com.

2024 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 on invoice	2024 Fee
Rothay 1,3,5 & 7	2L2	£723.33
Brathay 2,4,6 & 8	2B1	£641.44
Wansfell A & B	2L3 or 2B3	£708.93
Fairfield C	2L4	£737.73
Loughrigg D & E	1B5	£649.84
Brathay 9	1L6	£655.84
Brathay 10	1B7	£648.64
Rothay 11	2L8	£726.93

The fees have been anticipated costs for 2024, which as you will appreciate have been affected by overall

rising costs and operating costs of a fully functioning leisure centre, and to generate a surplus of £25,000 to build up a fund for future replacements and repairs.

The Club's expenses in 2024 will be adversely affected by the end of the government's business rates relief and by an increase in energy costs due to the pricing of new contracts and the re-opening of the leisure centre.

The Committee want to generate a surplus to avoid the need to raise extra levies to meet unforeseen expenditure. A rolling five year capital expenditure plan is being 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. The planned operating surplus for 2024 will be transferred into a fund to pay for the expenditure requirements listed on this plan.

Our attention for 2024 will turn to the apartments themselves with the planned replacement of all mattresses. Sofas were replaced in three apartments in 2023 and we will replace sofas in a further five apartments in 2024. We have also received a quotation to upgrade all the Wi-Fi equipment but this upgrade will be ineffective unless we can secure a connection to a fibre optic network. This is proving more difficult than expected but we are examining the options as we believe a decent Wi-Fi system helps attract new owners and renters.

Staffing

The retention of staff continues to be difficult 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 Mel from a housekeeping and administrative perspective. The other on-site employee, Willow, has left us, and we are actively seeking a replacement

however, until we have found someone the on-site staff will be stretched and office opening hours may vary.

AGM

We intend to return to the Ambleside Rugby Club for the next AGM which will be held on Wednesday 12th June 2024.

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. All the very best wishes to you for the festive season and for a happy, healthy and prosperous 2024. May your week in the Lakes bring you sunshine.

With Best Wishes,
Laurence Taylor
Chairman
The Lakelands Owners Club

Site Update

Another year has passed and once again it has been a busy few months on the site.

At the beginning of February, we started on the refurbishment of the leisure centre. The plant room equipment was all replaced, the changing rooms had a makeover and a new jacuzzi was installed and of course the curtain wall of windows was installed, which gives us the best view in Ambleside.



Phase 1 Brathay apartments have had a fridge freezer installed.

Phase 2 Wansfell B has had a little makeover in the lounge and bedroom.

Phase 3 had new sofas and Rothay 11 has had the triangular windows replaced

Unfortunately, Willow has now left and no longer works at The Lakelands, but we are in the process of recruiting a new team member.

It has been a very busy summer and being a team member down and also having a few issues with our cleaning team, resulted in the school holiday change over days being quite challenging! Prior to departure we kindly ask owners and guests to ensure the bins have been emptied, beds have been stripped and that any crockery, pots etc are washed or put in the dishwasher and turned on.



Site Update



The cleaning team do not have enough time to tidy up general mess before they can even start cleaning ready for the next guests to arrive. Unfortunately, some of the states in which owners have left their apartments recently has been totally unacceptable and if this continues, we will have to start charging additional cleaning charges.

It is great to have the swimming pool up and running and everyone seems to be enjoying themselves. Please can we remind you that the rules we have in place are there for your own safety and we respectfully ask that you all follow these rules. We are not the

“fun police”, but we have a responsibility to manage the risks associated with operating a swimming pool and therefore if owners and guests cannot follow the rules, this will result in the facility being removed for the duration of their stay.

Please remember that we are asking for a £10.00 cash deposit for the pool fob which will be given back to you on departure once you hand the fob back. In an effort to try and manage the significant increases in laundry costs, from January 2024 there will be a charge of £2 per pool towel, in addition to the £5 cash deposit currently in place.

All information regarding the Club can be found on our website in the Owners Only section.

Please also remember to follow the Facebook page and share updates with your friends and families.

On behalf of my fantastic onsite team, I hope you all have a lovely Christmas and New Year and we look forward to welcoming you all back to the resort in 2024.

Lisa Holden
Resort Manager

Committee News

Our thanks to Elizabeth Fox

Elizabeth Fox has retired from the Committee this year to pursue new interests.

Elizabeth joined the Committee in 2017 and as a committee we have always valued her common-sense approach to discussions and her wealth of knowledge and experience in people management, sales and marketing. Elizabeth will be greatly missed, but we wish

her well for the future. Thank-you Elizabeth.

Elizabeth's retirement leaves a vacant position on the Committee, so if you think you have the time, passion and can bring new skills to the Committee, particularly in the field of sales and marketing, please contact Laurence Taylor via Resort Solutions for further information. Elizabeth's term will run until 2027.



Update to Timeshare Owners from EUROC

The timeshare industry has faced immense challenges over the past three years. From the pandemic to spiking inflation, the energy crisis, recruitment challenges and changes to consumer holiday trends; operators have had to navigate a rapidly changing landscape to keep their timeshare clubs and resorts on the right track. But despite these challenges, the industry continues to show remarkable resilience and adaptability.

As always, EUROC acknowledges and praises all timeshare resort staff, management teams and owner committees for their continuous hard work and efforts to ensure that their clubs and resorts are able to weather any storm. Most importantly, recognition should go to the timeshare owners themselves who show their continuous support, loyalty and commitment to their timeshare clubs and resorts in an ever-changing world.

The Lakelands and Resort Solutions continues to support EUROC (European Resort Owners' Coalition), the independent and not-for-profit organisation representing the best interests of timeshare clubs and their members/owners'. The newly launched EUROC Timeshare Support Hub

service is dedicated to aiding timeshare owners and members across Europe. The service offers useful information, general help and signposting services with a focus on promoting the positives of timeshare and the safeguarding of timeshare owners and members.

EUROC continues to highlight caution to timeshare owners about engaging with companies who advertise their timeshare related services by a radio advertisement or make unsolicited contact, such as email, phone and texts. Such companies may offer owners ways of exiting their timeshare or an offer that is too good to be true. In some instances, some owners have sadly parted with large sums of money and have fallen victim to timeshare related fraud.

As always, it is very important that you stay alert to this type of activity and tread with caution at all times before engaging with a 3rd party company. Always check the company credentials before engaging. If you wish to discuss your timeshare ownership at any time, please contact the Resort Solutions customer service team on 01858 431160 and do not engage with any 3rd party company to be on the safe side.

General Advice for Timeshare Owners

Before you engage with any 3rd party company offering to sell or release your timeshare, please speak to the onsite team, RSL or your committee to discuss the options available to you. 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 have any concerns about your timeshare ownership, the best advice is to contact your committee first as they may be able to offer a solution.



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 2024 invoice over 6 months with the option for 2025 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.

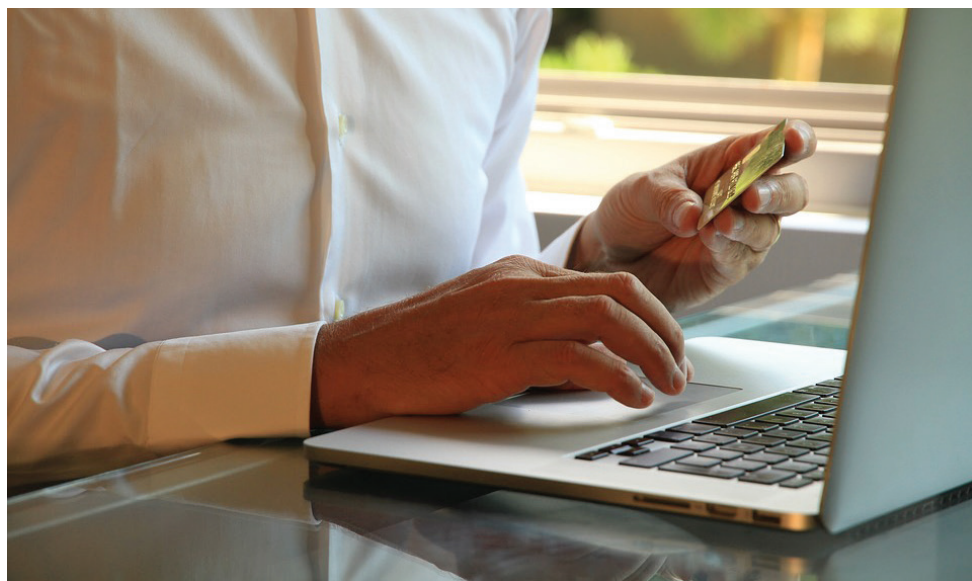
Once the Direct Debit is in place, you will not need to worry about your Maintenance Fees again. Your completed Mandate will be carried over from one year to the next so there is no need to cancel and renew at the end of each year. You will be notified of your annual Maintenance Fee as usual in December.

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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.



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 2024 fees will be taken over 6 months (January to June 2024) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2024 with respect to 2025 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 2025 maintenance fee will be 1st January 2025. The programme will start six months prior on 15th July 2024 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2025, which then completes the 12-month payment option.

The first five payments will be based on the 2024 maintenance fees and when the 2025 maintenance fees have been agreed by your committee, the system will simply adjust the remaining payments to ensure full payment for 2025 fees are taken over the remaining 7 payments.

IT'S THAT SIMPLE.

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!*

Important please complete	
Please indicate with an X the option you prefer	
A) <input type="checkbox"/>	6 Months for 2024 onwards
B) <input type="checkbox"/>	6 Months for 2025 onwards
C) <input type="checkbox"/>	12 Months for 2025 onwards

Don't Forget To Send Us Your Holiday Planner

Resort Solutions plan for your holiday to ensure it is everything you want it to be, but they can only do that with a little information from you; this is why sending in your completed holiday planner in advance of your travel date is so important.

Please remember to check the start dates of your accommodation on your resort calendar or confirm with Resort Solutions before you travel or book flights!

Your planner is enclosed with your invoice pack and asks to advise of your arrival times and any special requests. They can be completed and posted back or completed on-line by visiting www.resort-solutions.co.uk.

When completing your planner on-line, if you do not receive this message, then please contact Resort Solutions.



Success

Thank you, your holiday planner has been submitted successfully. [Click here](#) to return to the main site

If the resort knows your arrival time (and any requirements you may have) they will endeavour to have your apartment ready for you wherever possible, but please remember official check-in time is 4pm.

It is also important to let Resort Solutions know if you are not intending to use your apartment.



Complete your Holiday Planner

- *If you are sending guests, then please let RSL know the details so your Club can welcome them in the way that you would like them to be welcomed.*
- *Please make sure your guests have all the information they need prior to arrival; this is especially important if they plan to arrive outside of reception hours*
- *If you are not intending to travel at all then please let Resort Solutions know – they may be able to rent your week out for you.*

**Whatever your plans,
have a great holiday!**

Planning a day's walk?

Lakelands guests will be able to order local produce hampers from A Day's Walk (adayswalk.co.uk). They will deliver to the resort on Friday or Saturday as long as guests order before Tuesday.



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

1 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

2 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

3 Gift it

You can allow your family or friends to use your week(s). Just let RSL know prior to travel.

*Whatever you decide to do with your week, please complete the **on-line planner** or return the completed paper version enclosed with your invoice.*

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

AGM News



The 2024 Annual General Meeting for The Lakelands will take place on Wednesday 12th June 2024 starting at the slightly later time of 12 noon.

This year's meeting will once again will take place at the Ambleside Rugby Club, Galava Park, Borrans Road, Ambleside LA22 0EN.

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

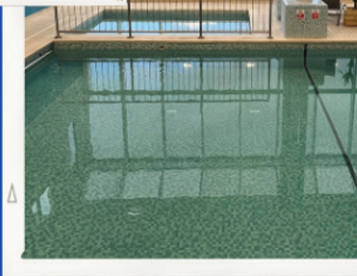
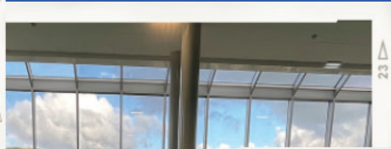
The Lakelands, Ambleside, Lake District

Self-Catering
Apartments

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With Leisure
Facilities

A walk in the fells clears
the mind



Short breaks available from 10th January to 17th March 2024

3 nts Fri-Sun £395 (1 bed, sleep 4) £500 (2 bed, sleep 6)

4 nts Mon-Fri £450 (1 bed, sleep 4) £550 (2 bed, sleep 6)

To book call 01858 431160 or email

admin@resort-solutions.co.uk

Quote LAKES2024 Book by 31st January 2024

*T&C's apply, subject to availability, new bookings only.