

Chairman's Interim Report 2019

The club said a fond farewell to Christopher Lee, our longest serving member of staff, who has been with us since the club opened. We wish Chris well in his new life with his new partner. We will keep in touch with Chris and he has offered Richard any help he may need over administrative matters in the next few months .

We have advertised a new position of Resort Co-ordinator and we hope to be able to announce the new member of the staff team soon.

There has been overwhelming support for the Kitchen and Lounge refurbishment project. Whilst we will need to formally agree the one off charge [£100 per member] at the AGM next year, it really is a bit of a forgone conclusion given the number of members who have already voluntarily paid this already. One member has made an exceptional contribution of £5 000 in memory of his late wife. Several other members with multiple weeks in their families have also made extra payments, and I thank them for that.

As I explained in my report last year, despite strenuous efforts by your committee to enter into meaningful negotiations with Heritage Resorts over the Leisure centre charge [overhead] we have had no response from them whatsoever. After seeking legal guidance we reduced the payment for this from the start of the year. It took them about two months to notice! Whereupon their response was to refuse entry to all Lakeland Village Club members and their guests from July 15th. We are certain that this was quite deliberate, knowing full well that this was the start of the school holidays and peak season. We moved fast to avoid any inconvenience to members and the reputational damage this would have done to the village.

After taking further legal advice we made an additional payment in July, but made it clear that it was contingent on legal proceedings, which we have now initiated. Exactly who would have been "locked out" remains a bit of a mystery. Would people from Heritage be excluded who were staying in club properties? Would members who had forward booked treatments in the Spa [about the only way you can get anything these days] be refused entry? Finally what about our members who had topped up their stay either at the beginning or the end of their weeks by booking into the hotel, would they have been allowed into Cascades if they were a known club member? This all just goes to show just how difficult dealing with Heritage has become in recent years.

Our new branding and website is progressing well, but the new website is delayed slightly because of procurement problems from a separate supplier, of a new booking system.

Members staying in June/July have been thrilled to witness a raft of otters on the river banks. This is, as far as I am aware, a first on the Leven.

I look forward to seeing as many of you as can attend at the **AGM** which will be held on **Friday 24th April 2020.**