



BARNSDALE OWNERS ASSOCIATION

www.barnsdaleowners.co.uk

Number 30 • November 2006

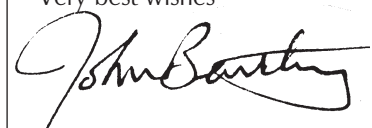
Acting Chairman's Letter

I was pleased to learn that as at September 1st the number of owners who had paid their annual management fees was up on last year. I therefore hope that the minority who did not pay on time managed to get their cheque to the Management Company before penalties and interest started to kick in. Not paying on time is, of course, a breach of contract. All timeshare owners have a duty and responsibility to pay their dues to ensure that the resort keeps running smoothly and up to the Gold Crown quality that we all bought into. Unfortunately, every year a few (compared with some resorts, very few) owners default and end up losing their units. In many resorts, the unit is repossessed and the former owner gets nothing.

At Barnsdale, the Owners Association is obliged to sell the unit and pass any proceeds, less the outstanding debts and a small administration charge, to the former owner. This creates a problem for BOA. We are not a trading company and anyway we do not have the resources, either in personnel or finance, to "market" these units. Yet we need to dispose of these units as quickly as possible to avoid incurring further penalties and the next round of management fees. Further costs mean the former owner will receive even less. Most years Penwise Properties assist the Association by agreeing to buy the units in default, but there is no guarantee that this will continue. So, if you do not wish to keep your unit, and people's circumstances do change, please do not default on your management fee. *Sell the unit yourself!* Because you will have minimal selling costs, you will almost certainly gain financially, as well as having no fees, penalty or interest to pay.

Fortunately, the vast majority of owners like to own at Barnsdale and enjoy the many facilities it offers. Read in this issue about some of the many things happening to make the Barnsdale experience even more enjoyable.

Very best wishes


John Bentley

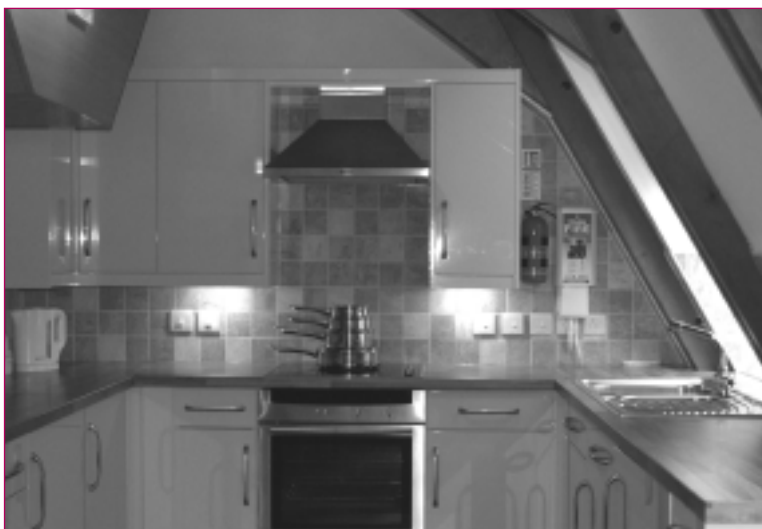
Refurbishment Report

Barnsdale has now been open for some 20 years and some of the fixtures and fittings are beginning to show signs of their age. To keep the accommodation in tip top condition and to ensure our continued Gold Crown status, we have embarked upon a programme of continuous improvement. As part of that programme, we have taken a very close look at all of the timeshare units and decided to refurbish most of the kitchens, including all appliances over a period of about 5 years. All the work will be paid for out of the sinking fund. Planning for this work started back in February of this year, when outline quotes were sought from various suppliers. Later, members of the Board visited the two main contenders and finally settled upon QKS Kitchens in Stamford who, not only offered a competitive price, but had the advantage of being a local company with a workforce which was mainly directly employed. Local builders and a housing association were also consulted and gave QKS very positive references.

With the willing co-operation of RCI, unit 14 was chosen to be the first for a kitchen refurbishment. On the morning of Saturday 8th July, the QKS team moved in and started demolishing the old kitchen, John Ryan and his on-site team having previously cleared the way for the work to commence. Everything went remarkably smoothly and any disturbance to nearby guests was kept to an absolute minimum. There was a small hiccup with the tilers, who failed to turn up one day, but QKS quickly sorted that out. As planned, six days later, the kitchen was ready for use. Since each of our units has some 50 or so owners, it was never going to be easy choosing a style that would suit everybody! First and foremost, we were looking for quality – every kitchen is guaranteed by QKS, and the appliances all have a five-year warranty. Beyond that vital ingredient, we looked for something that would be more or less timeless and would not limit our choice for colour and style in the surrounding living room. Feedback so far has been very favourable and we have contracted with QKS for two more kitchens over the summer. We hope to do some more by the end of the year, but money is tight and there is no shortage of new demands on the budget. In some units, the bathroom is more in need of replacement than the kitchen. Elsewhere, some furniture has to be replaced.

The sauna in the swimming pool area has reached the end of its working life. Whatever, we are doing our utmost to keep Barnsdale where it belongs – at the very front of timeshare resorts.

Peter Moore



An
example
of the
new
kitchens

Management Comments

Grounds

Rob Fisher, head landscape gardener, has now been at Barnsdale 18 months and the fruits of his labour are really now only just beginning to be seen. He has replanted all the borders in front of units 33, 34 & 35 and 44-45 with herbaceous plants. These have been growing very well so far and should be really stunning this time next year providing a real feast for the senses. He has replanted all the roses in this area and around the hall beneath unit 61 with some David Austin fragrant English roses, he has also replanted the area with some specimen wisteria and lavender. He is planning on continuing the herbaceous border around the corner in the winter this year.

Rob said that he is particularly pleased with how the planting in front of lodges 1 and 2 are developing. The hostas have been doing surprisingly well. He feels that the views from these lodges have been improved as has the view from lodge 11 through the removal of a self set sycamore which was virtually growing into the living room! Rob plans to improve the views from more lodges in the winter by reducing the sizes of some dying holly trees. He will be planting some climbing roses through some of the hawthorns at the bottom end of the site near to the pond and the fallen tree. Kiftsgate, Paul's Himalayan Musk, the Rambling Rector and Bobby James are

all in contention. These are all extremely vigorous growing plants and will look stunning from all the lodges in that area. We will, of course, be continuing our programme of renewing the handrails to all the lodges during the autumn and winter.

Maintenance Events

All the door locks on the timeshare units have been replaced recently with key card systems. This is fantastic as it means that the lodges are now more secure and the worn out locks no longer cause our guests troubles when they check in.

The verandas on lodges 12-31 are all in the process of being repaired and strengthened as they had all become very weak and unsafe. They have been reinforced with steel and have a rubber matting on the surface of the wood. Many of the timeshares have been repainted internally and externally recently, this is obviously an ongoing long term programme. Unit 61 has had a huge face lift with new wallpaper and curtains. Lodge 14 has been the first kitchen to be replaced, over the course of the next two years most kitchens are planned to be replaced.

There are many more planned replacements for the forthcoming financial year, so watch this space! We look forward to your positive comments next time you occupy.

The Management Team

Barnsdale Leisure Club

The Barnsdale Leisure Club has welcomed the sunshine. The excellent summer weather has encouraged members to enjoy the new tennis courts with the demand being at an all time high. For members who would prefer to cool off in the pool, they can enjoy the recently refurbished halogen underwater lighting. To enjoy the maximum effect, try the late evening. The lights give the pool a wonderfully relaxing ambiance that is just too inviting to resist.

What is coming next? In one word... **SPINNING**. The Leisure team has been busy getting into training to provide members with a studio based cycling class that is designed to offer probably the best fat burning results available to date in the fitness industry... get ready, and keep your eye out for the first classes arriving very soon...

The leisure team would like to thank everyone who was involved in the Barnsdale Hall/British Heart Foundation annual charity Triathlon. We had a record numbers of entries, and raised a record amount of money for the B.H.F.

Why not have your say in this space?

This newsletter welcomes your comments, views, suggestions, letters and ideas.

What would you like to see in this space (or more).

Leisure Club Comments

May I take this opportunity to thank you all for your support and patience during the busy summer months. The children being off school for close to 8 weeks, meant the club was full to bursting point most days. With the Christmas holidays fast approaching I would like to remind you of **some important CLUB POOL RULES** to ensure that your child's visit is a safe and enjoyable one.

- Any persons under the age of 14 years must be **accompanied in the POOL AREA** by an adult at all times.
- Any persons under the age of 8 years must be **accompanied in the POOL** by an adult at all times.
- The ratio of adults to children must not exceed **1:3**.
- **1 ADULT** must not have any more than **3 CHILDREN** under his or her supervision.
- Tokens will only be given out to **ADULTS**, and to the number of persons present at the Leisure Reception Desk, or to those who are clearly visible on the turnstile camera.
- Photography & Filming is strictly prohibited in the pool area.

These regulations are the same guidelines used in most Leisure Facilities in the UK. The regulations are recommended by the HSE and The Institute of Recreational Management to ensure everyone's safety and comfort.

*Mark Durrands
Leisure Club Manager*

Editor's Jottings

As many of you already know, it has been the custom to organise an evening event on the date of the AGM. This year, we wanted to gauge the opinions of all members from a wide choice of alternatives offered.

Unfortunately the response was minimal, and very mixed. We received about 40 replies, of which only 22 arrived on time. From these returns the most popular choice was a Dinner Dance with live music, which received five votes. The preferred average maximum charge for the evening was £25.00 per person. Based on these results, the board have decided not to arrange an evening function this year, but hope that we could repeat the exercise next year and perhaps more owners may provide a more positive response.

We are very fortunate that Dial an Exchange have agreed to finance this newsletter printing plus all postal charges for the package you have received. I would, on everyone's behalf like to thank them for this very generous gesture. Dial an Exchange representatives will be present at the AGM, as will both RCI and Interval International.

By now, you are probably all aware that our chairman Bob King resigned from the board earlier this year. We are very fortunate indeed that our

previous chairman, John Bentley agreed to step in the breach as acting Chairman until the AGM this year. John now lives a formidable distance away and with wife Anita are having to travel long distances to attend the board meetings. We are all very grateful to him for ensuring we had continuity in a difficult time. Well done to you both and thank you from everyone.

Adrian Allain has now retired from the board after a fair few years. He has been an invaluable member and very active at Barnsdale to ensure that all owners had real value for money using all the various facilities on the site. The board presented him with a token of thanks, and congratulated him for having worked so hard for all parties including owners, the board and the management.

Would all members please note that by agreement between the Association and the management company, it is proposed to make all timeshare accommodation at Barnsdale a non-smoking area, i.e. smoking will be banned in all units and guests will be asked to sign on arrival an agreement that if smoking has taken place during their stay they will be charged £100 for the extra cleaning.

Tony Story

IMPORTANT INFORMATION

We have discovered a date misprint on the **Group Ownership Calendar for 2008.**

Only Saturday to Saturday change over units from **WEEK 9 TO WEEK 50** (inclusive) in **2008** are affected.

The dates shown on the calendar are incorrect i.e.

- Calendar date **02/03/08** but the correct date is **01/03/08**
- Calendar date **09/03/08** but the correct date is **08/03/08**
- Calendar date **16/03/08** but the correct date is **15/03/08**

We apologise for any inconvenience caused.

The **next big change** in the start dates of your week is **2012**, please check your calendar closer to the date.

If you require any further clarification of the above please do not hesitate to contact the Membership Services Office.

Thank you

Gilly Ward

Membership Services Manager

Direct Dial: 01572 725148

Email:

gward@barnsdalehotel.co.uk

Adrian retires!

Earlier this year, one of our most experienced board members, Adrian Allain, retired. This was a great loss to the Association but his colleagues fully understand his reasons, for he had given many years of service and having reached "a certain age" he felt it was time to put his feet up. Adrian was first elected to the board on November 21st, 1997. At his first board meeting the following January he agreed to take the minutes, thus indicating early on his enthusiasm and willingness to take on jobs nobody else wanted! At the same meeting he joined the Communications sub-committee, and within a short time took on the responsibility for editing BOA News, a job he continued to do until he retired. Before long, he was Chairman of that sub-committee and eventually, when everyone realised he was doing all the work, the sub-committee was disbanded and Adrian was appointed Communications Manager.

In this capacity, he looked after BOA News, arranged the rota for the Welcome Mornings, organised Dinner Dances with the help of his wife Marion, and any other job when the board needed a helping hand. His latest challenge was to set up the BOA website, a task he tackled with his



Adrian receiving his retirement gift from Sheila Buntun

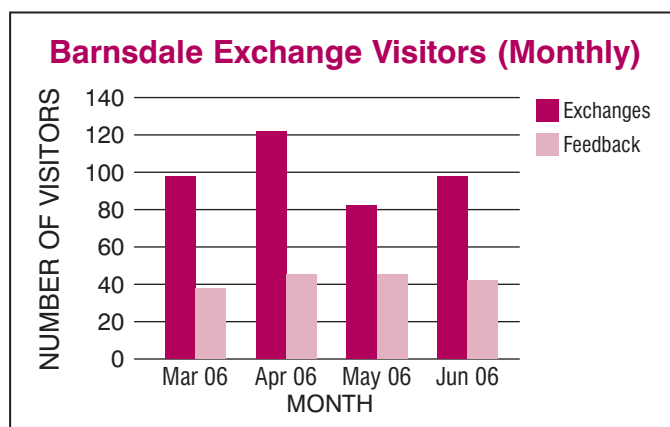
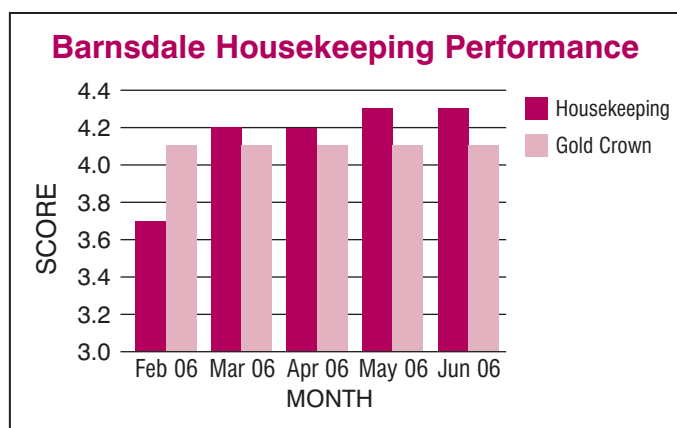
customary enthusiasm. It is typical of Adrian, even though he is no longer a board member, that he is continuing to maintain it on a regular basis by supplying photographs and updating the information as necessary.

Thank you, Adrian, for everything you have done and continue to do for the Association.

Unit & Resort Continuous Improvement Campaign

Thanks to the Exchangers and Owner questionnaire responses that are sent in after a stay at the resort, the resort management have established a continuous lodge/resort improvement programme designed to act constantly upon suggestions and general comments made by customers who stay at the Barnsdale timeshare units.

The comments are categorised in line with the key Gold Crown criteria, namely Unit Housekeeping, Unit Maintenance, Check-in/Out, Resort Maintenance and Resort Hospitality. On a weekly basis the resort management review the issues raised and, where practical and economical to do so, make immediate changes where considered of significant importance. With regard to suggestions made that need a more considered response, such issues would be discussed by the BOA and resort management to determine the timing of the improvement implementation and the cost (if any) involved. An additional initiative that is in operation is the Inspection/Audit of the



units themselves by Barnsdale Owners' Association board members who give up their own free time to carry out audits to check that the unit condition, etc, are to the Gold Crown standard.

On completion, the observations are passed to the resort management for consideration and action, and the process continues until all units have been inspected. It is anticipated that, using this data, a strategy for the continuous improvement of the resort can be implemented in an endeavour to maintain the highest standards possible.

So far, unit audits have taken place for 26 of the 49 units available, and it is intended that by the end of September all units would have been completed. If anyone has any observations/comments/issues they wish to bring to the attention of the BOA/resort management that would enhance the image, reputation and quality of the Barnsdale resort, then please contact John Wedgwood by e-mail on john@wedgie.plus.com

Swimming Pool Observations

Users of the pool can't have escaped the notices and posters placed in the Leisure Reception area, the changing rooms and by the pool about the need for showering before using the pool or spas. Parents of children having swimming lessons have also been reminded about the importance of this. And yet, there is still a large minority of users who seem to ignore this request, even some very regular users, including owners. Staff have been asked to remind users that this is an essential request, and some users have either refused to comply or even been abusive.

Very serious medical research has shown for some time that there is a strong link between the use of chlorine in pools and the increase of asthma, skin, eye and hair disorders, as well as stomach upsets. These can, of course, be very serious in the very young and the elderly.

Chlorine, when combined with organic substances such as skin hair follicle, sweat and urine and faecal matter, even in minute quantities per individual, form asthma inducing Trihalomethanes (THMs). Dr Thickett, a Consultant in lung diseases at the Birmingham Heartlands Hospital states: 'it isn't just the exposure to the chlorine which is causing asthma to swimmers. What is more important is the chemical reaction that takes place when chlorine mixes with

organic substances and releases aldehydes, chloramines and other substances which can provoke asthma and other allergic reactions, which can be very serious'. Swimming costumes also get damaged and need replacing frequently, even when rinsed properly after use. Staff have noticed that increased levels of chlorine need to be used during the busy Summer period, with a related increase in the effects mentioned above. As utilities continue to rise at an alarming rate, with the inevitable knock-on effect on our fees, chlorine is also increasing in cost, and having to use more than necessary due to poor pool hygiene is also affecting our/your pocket. It is therefore essential that all pool and spa users shower thoroughly before using the pool. Please avoid the embarrassment to yourself and the staff of having to be reminded. Even if you have showered at home before coming, take the time to shower again, both as a good example to others, especially children, and also because sweat and other nasties are produced very quickly, especially in warm weather and sitting in the car. Any reduction in the use of chlorine will have a beneficial effect to all our comfort, health and on our pocket too.

THANK YOU.

Odile Churchward, BOA Leisure Representative