

The Chairman's Letter

Since our last newsletter, we have gone from one of our coldest winters for some time to a spring that carries with it hopes for both the green shoots of a warm summer and an improved economy. Weather forecasts and economic predictions are both notoriously unreliable, but my glass is half full.

To those of you who made the journey to Barnsdale for our AGM in March, thank you. Our numbers were down slightly on the previous year, but it was good to meet with so many Owners. At the AGM, I announced the retirement of Jim Simms who had been a Board member for many years. Following the AGM, our ex-Chairman, John Bentley, also announced that he felt the time had come for him to retire from the Board. Both of these directors have given tremendous service over many years and they leave a gap that will be hard to fill. On behalf of all Owners, my thanks go to both of them for the contribution they have made and my best wishes for their futures. This, of course, leads to a renewed plea for anyone who feels they could offer something to the Board and who has a little bit of spare time to help us keep Barnsdale at the top of the timeshare league. If you are interested, please let me, or any other director, know and we will arrange to have a chat.

Keeping Barnsdale at the top level is the Board's main concern. We are an Interval International Premier Resort and are well on track with RCI to retain our Gold Crown again in August of this year; our monthly scores are very encouraging, some of the highest that we have ever achieved. These days, it seems, nothing comes cheaply and running Barnsdale is no exception. We have just completed our three year review of the budget and it is no surprise to know that costs have increased greatly in many areas, particularly the price that we have to pay for energy. The budget was carefully scrutinised with the Management Company and every effort has been made to control expenditure. I am pleased to say that, over the past 3 year period, we accrued a small surplus and this will be returned to you as a discount on your next invoice. I am also pleased to say that we have managed to keep the sum total of your invoice at, more or less, the same level as last year. The contribution to the Sinking Fund has increased slightly which reflects the increase cost of capital goods. However, the Management Fee is slightly lower which reflects the efficiencies that are being driven into operations at Barnsdale and the reduced VAT.

We do, of course, take great care when spending your money and the focus is always upon quality with value. The Lodge & Leisure Committee work hard to ensure that all areas of the Barnsdale Resort are maintained such that our premium status is never in doubt. On a relatively small budget, this is no easy task and there are many competing demands.

Your New Board



At the AGM, the new board was elected. They are (from left) Russell Waters, GM of Barnsdale; John Bentley, who has since resigned from the Board; Sheila Bunten; Peter Moore, Chairman; Dusty Miller, Chair, Lodge & Leisure; Lisa Neale; Patrick Candler; Barry Gorst; Leigh Willows, Communications and Treasurer.

Sometimes, there are some nasty shocks as well, such as the increasing unreliability of the swimming pool heating. Hopefully, those of you who use the pool will have noticed that the temperature is now more user friendly, having replaced the old system with a state of the art, environmentally efficient, new system, albeit at a cost of more than £70,000. Regular users may also have noticed that the bar and restaurant area has been refurbished. New layout, carpets, curtains and furniture have combined to improve this facility to a level far more commensurate with a resort of our standing. Again, at around £150,000, this was not a cheap option, but the good news is that it did not cost us a penny. While all Owners do, of course, have free access to the bar and restaurant, this area is maintained by the Freeholder, Mr Derek Penman, and I am grateful to him for financing a much needed improvement to these key facilities. It is good to know that, despite competing demands for his finance, Mr Penman is as keen as we are to present Barnsdale as a resort of the highest quality.

Staying with money and returning to the annual fees, please could you all try to pay your invoice on or before the due date of 1 September. It reduces our administrative effort and, therefore, costs, if we do not have to chase people for money. We have looked carefully at various options for making your payment, and elsewhere in this newsletter the Management Company has set out those options together with a brief explanation of why other means of payment are not available. Late payment can incur a penalty charge and, ultimately, units might have to be re-possessed. My thanks in advance to the majority of Owners who make sure that they pay on time.

The next newsletter will be published in the autumn. Fingers crossed for a really good summer and, even if the weather does not quite rise to the occasion, I hope that you all manage some quality time with your family and friends.

Best wishes



Management Fee – Good News!

The Treasurer writes: With this newsletter you will have received the management fee invoice for the coming year. This year forms the first of the 3-year cycle, when the budget is rebuilt from scratch (you will remember that in the next two years, an RPI uplift applies). Although many costs have increased substantially over the last three years (especially electricity, gas and road fuel) the management company have been careful with your money and made savings where possible without reducing the quality of our excellent resort. Indeed, through careful management, in some areas quality has improved at the same time as costs have been reduced – laundry is a good example.

This means that there is a refund due from the last three-year period, and this has been applied to your invoice. Also remember that your generous Chancellor has temporarily reduced the rate of VAT. Your Board has decided to increase the amount going into the Sinking Fund this year, in part to bring forward some work which would otherwise carry a higher rate of VAT. All of this means that your total invoice this year is almost the same as last year's – quite an achievement, I think you will agree.

Unfortunately (well, you weren't expecting just good news about money, were you?) next year the advantages will go away. The refund from the last period will only apply to this invoice, and by next June the VAT rate will almost certainly have increased. None of us knows what next year's VAT rate will be, but I think we can be fairly sure that it will be at least the previous 17.5%, and quite possibly more. This means that next year we will face a more significant increase made up of RPI, VAT changes and the absence of a refund. Bearing that in mind, though, enjoy this year's achievement!

Paying your management fee

Your management fee is due on the 1st September. As time goes on, the way we pay our bills changes, and now seems like a good time to remind you of the various ways in which you can pay.

Cheques and cash are still welcome. Make cheques payable to 'BIRGOM Co Ltd', and please note that post-dated cheques are not acceptable.

For those with access to online banking, this is probably the easiest way to pay, and the easiest for Barnsdale to handle. It is important to include your account ID (on the invoice) as a reference, or else they won't know that you have paid. The other details you need are:

Bank: Royal Bank of Scotland
(London, Piccadilly branch)
Sort code: 16-01-23
Account: 11312721
Reference: Account ID from the invoice

Some of you may also need:

IBAN: GB18RBOS16012311312721
Bic/Swift: RBOSGB2L

If you don't know what those last two are, you don't need them.

You can also pay by plastic card. Debits cards incur a £5 fixed admin fee, credit cards (except American Express and Diners) can also be used, and these have a 3% admin charge. These charges reflect the additional cost to Barnsdale of accepting money this way.

Whichever way you choose to pay, remember that the money is due at Barnsdale by Tuesday 1st September. Bear in mind that Monday 31st August is a Bank Holiday.

Refurbishment of the Bar and Restaurant



If you have been to Barnsdale recently, you will have noticed that the restaurant and bar area have been refurbished, and very smart they look too! This forms part of the Hotel responsibility, and so none of the costs of this work form part of the management fee or sinking fund.

New management fees

As explained in the Treasurer's message elsewhere in this Newsletter, a new 3 year period starts this year. Below is a table showing how the invoice is made up for the various units. The units and lodges are allocated to one of seven categories, depending on their floor areas. There are no units owned by us in category 4.

Type	Lodge/Unit No	M. Fee	Rebate	Sinking Fund	VAT	Total
1	32, 33, 34, 49 54, 55, 56, 57 64, 75, 76, 77	333.30	20.79	66.66	46.88	426.05
2	14, 15, 16, 17, 31	458.00	28.57	91.60	64.41	585.44
3	1-12, 12a, 18-28, 63	541.49	33.77	108.30	76.16	692.18
5	61	811.37	50.61	162.27	114.11	1037.14
6	29, 30, 44, 45, 65	396.32	24.74	79.26	55.74	506.60
7	74	235.41	14.68	47.08	33.11	300.92

I'm sorry if this is getting to be a single-theme newsletter, but the new management fee is the single most important thing in the three-year cycle.

News from the Membership Services Office

Hello everyone. We have a new part time member in the Timeshare Office, Deborah Turton who replaces Sara. Debs will be responsible for all Reservations, Rentals and Leisure Cards between the hours of 9.30am-2.00pm Monday, Tuesday and Friday.

Could we please make a very special request – whenever you telephone in or visit, that you have your unit and week number to hand, just as you would if you were calling any other service industry or supplier. It is surprising how many people take up valuable time by us having to find their details for them.

With this letter we are enclosing a Timeshare Calendar which we hope you will use to identify the correct date of your week each year.

Finally, Christmas has arrived at Barnsdale – just this week we have had our first supplies of the truly beautiful brochure which is already being distributed to the many enquiries as I write. Last year we were booked up well before the festive period, and considering that this year's programme looks better than ever, don't delay and request your Christmas Brochure either from the Timeshare Office or pick up a copy from the resort.

Until next time...

COMMITTEE JOTTINGS

Committee Jottings has been squeezed out through lack of space in recent issues, so it is time to catch up on the major points since this feature last appeared, in issue 33. Remember that full sets of minutes are available on the Owners' website (Barnsdaleowners.co.uk) and the two most recent sets are on the Owners' notice board in Leisure reception.

Each meeting includes a report from the treasurer on the finances of the Association, and most include an update from the Secretary on the number of units in default of the management fee.

19th May 2008

It was agreed to install 80 bathroom grab rails, to improve safety, bearing in mind an increasing number of older occupants.

A number of beds had fallen below the expected standard, and it was agreed to replace 18 beds at a cost of just over £4,000.

Plans were put in place to replace 5 kitchens and 5 bathrooms during the annual maintenance week.

The replacement programme for lodge heaters had stalled halfway through, and the Lodge & Leisure Committee (LLC) was asked to investigate the completion of this programme, to reduce electricity consumption.

At the AGM it had been pointed out that the speed humps are a problem for wheelchair users and, especially, for anyone using a mobility scooter because of a tendency to "ground" on the top. Although the speed humps are important in controlling vehicle speeds on site, it was agreed to investigate the possibility of modifying them for these vehicles.

The Ladies Changing Rooms were raised as having a lack of adequate air conditioning. This to be reviewed before the next meeting.

The management fee for the 2008/09 year was accepted, and the sinking fund amount set at 18%. This would yield £200,087 which was less than judged necessary for all of the required capital programmes but was considered to be the most that could reasonably be demanded in difficult economic conditions.

30th June 2008

The treasurer reported completion of the handover from Mr Jowett, and the introduction of e-banking.

Ladies Wet Changing Rooms. Through Mr. Waters, the Board expressed its gratitude to Mr. Penman for his agreement to resolve the issues with the Ladies Wet Changing rooms at no further cost to BIROA Ltd

Exchange Organisation's Open Evenings. It was reported that both RCI and Dial-an-Exchange had offered to hold Open Evenings at Barnsdale. The events would be at the Organisation's expense and attendance would be co-ordinated through BMC.

The Board expressed its continuing concern about the impact of errors being made by RCI in booking exchange guests in for the wrong dates and wrong size units.

The Board noted with pleasure the Management Company initiative in creating a "One Stop Shop" for the purchase and sale of timeshare units.

It was reported that, at a recent Welcome Morning, an Owner had stated that the whole

site appeared much improved from when they had last visited and that the staff were much more professional. The Board congratulated Mr. Waters and asked that he pass on the praise received to his team

Mobility. The Board was pleased to note that Mr. Penman had agreed to have the speed bumps cut out at the ends so as to improve access around the resort for users of mobility scooters and wheelchairs.

Management Budget 2009/12. The Chairman advised that, at the next meeting, he would raise the question of commencing the planning for the next 3 year budget which would run from August 2009. He anticipated that the budget would present a considerable challenge and he wished the Board to be in a position of planning well ahead. He asked his colleagues to be prepared to discuss the best way of proceeding with this important matter.

1st September 2008

Attribution of Expenditure. From time to time, there had been difficulties determining whether some items should be attributed to the Management Budget or the Sinking Fund. To achieve better clarity, ahead of the next Management Budget review, it was agreed that Mr. Moore, Mr. Miller and Mr. Waters should meet to discuss the problem in the company of Mr. Ryan.

The Board, once again, expressed its continuing concern about the impact of errors being made by RCI in booking exchange guests in for the wrong dates and wrong size units. The Board noted with pleasure that Interval International had confirmed the continuing status of Barnsdale as a "Premier Resort".

Environmental and Mobility Matters. The Board was pleased to note that RCI had acknowledged the efforts being made to improve environmental and mobility awareness and had published an article on the subject in its holiday magazine.

Financial planning. The Board confirmed that it wished to be more closely involved than in the past with the development of the next Management Budget. The Chairman undertook to discuss the next planning cycle with the BMC.

6th October 2008

Swimming Pool. It was noted that the swimming pool heating system was failing and was considered to be beyond reasonable repair by the maintenance contractor. Replacement cost was estimated to be £35,000. It was decided that RW should discuss this with the Freeholder to determine how the cost of this essential replacement should be attributed.

Concern was expressed that the tiling and the lockers in the Ladies Changing Rooms were not fit for their purpose. RW agreed to report on this at the next Board Meeting.

Lodge Keys. RW reported that the manufacturers had now supplied master keys for all of the electronic locks around the Resort. The Board expressed its concern that the locks selected by the Management Company and paid for from the Sinking Fund were not fit for purpose, most likely being interior grade locks. RW undertook to look into this matter.

Mobility. RW reported that tarmac repairs to the footpaths had now been completed with a non-slip surface, potholes had been filled and the speed humps had been re-modelled to provide for wheelchair access.

24th November 2008

The Chairman announced that he had received Mrs Churchward's resignation because of her planned move to Switzerland. All Board members joined with the Chairman in thanking Mrs Churchward for her considerable contribution over a long period of time.

Mr Waters indicated that the likely cost of replacing the pool heating system would be £45-50,000. The Board recognised the importance of keeping the pool at the right temperature and agreed with the principle of replacement. However, the question was again raised, as at the previous meeting, as to how the cost of replacing this shared facility should be attributed. Mr Waters undertook to look into the detail of the relevant agreements and advise the Chairman.

Unit Audits. Mr. Wedgwood talked the Board through the comprehensive analysis he had made following a series of Lodge inspections over a period of time. The report helpfully informed both the Board and the Management Company and identified areas that would need to be monitored so as to ensure that the Resort continues to retain its Gold Crown/Premier resort status.

12th January 2009

The Chairman advised the Board that Mr Jowett had tendered his resignation because of continued poor health. The Board accepted that resignation, with regret, and asked that the Chairman write to Mr. Jowett to express thanks for his valued service.

Swimming Pool Heating. The Board noted that a contract had been placed through Mech Services Ltd for the replacement of the pool heating system and that the work should be completed in early February, without disruption to pool use. It was further noted that payment for this work would be spread over 2 financial

Committee Jottings cont/...

years but would be made in full before the planned VAT increase in Dec 09.

The Board had previously recommended that Owners be offered a discount for prompt payment of their annual fee, as an alternative to the present system of a penalty for late payment. However, the Management Company had indicated that the proposal could be difficult to implement. Therefore, it was agreed that it should be deferred for further consideration. Nevertheless, the Board felt that every effort should be made to encourage Owners to settle their accounts by the due date. It had been suggested that the last date for payment might be extended from 1 September to 1 October but, after discussion, this was not considered to be a sound solution, not least because the FY end for both BIROA and BMC was 31 August. As an alternative, the Board considered retaining the current last payment date of 1 September and implementing penalty payment immediately thereafter, except, as now, where circumstances were outside of the Owner's control. After thoughtful discussion, it was agreed that this was a fair solution and it should not impose any extra burden on the majority of Owners.

2nd March 2009

Fee Settlement. Mr Bentley had sent an e-mail expressing his concern that the Board had decided to seek Owners' approval to end the practice of allowing a "grace period" of one month for those Owners who failed to settle their invoices by the due date of 1 September. The contents of the e-mail were carefully

considered but it was agreed by all that it did not throw any new light on the matter.

Swimming Pool Heating. Following the collapse of the company originally chosen to replace the pool heating system, two other companies had forwarded estimates. The Board preferred the Greyfox estimate because it seemed to be more comprehensive and did not require a deposit which, in these difficult economic times, could be forfeited if the contractor ceased to trade. It was decided that RW should return to both companies and seek a best and final offer as well as approaching the Freeholder for further financial assistance.

Mr J Simms announced that, after many years service, he now felt that the time was right for him to leave the Board and concentrate on his family life. JS's resignation was accepted with much regret. On behalf of the Board, the Chairman thanked JS for his long, loyal and productive service and wished him well for the future asking that he keep in touch. The Chairman then presented JS with a small token to express the thanks of his colleagues.

9th March 2009

The Chairman thanked everyone for their contribution to the AGM

Swimming Pool. Mr. Waters reported that Greyfox Pools had revised its estimate for the swimming pool heating system and that the Management Company would reduce its uplift to 5%. As a result, the all inclusive gross price would now be in the order of £68,000 and that would be payable over a period of two years. The Board agreed that the work should be

undertaken by Greyfox subject to Mr. Waters determining the life expectancy of the new system, the warranties that would apply and the credentials of Greyfox with other clients.

Resignation of Director. Mr. Bentley again outlined his objections to the Special Resolution. In addition, he advised that he had found it increasingly difficult to attend Board meetings and, therefore, tendered his resignation with immediate effect. The Board accepted this resignation and noted JB's distinguished service as a director and chairman over more than two decades.

20th April 2009

Swimming pool. The work on the swimming pool had commenced with Grayfox anticipating completion by 24 April.

Budget 2009-12. The draft Leisure Budget had been scrutinised by SB, PC and PM and initial comments passed to RW who agreed to respond as quickly as possible. It was agreed that further detailed discussions would need to take place ahead of the next meeting and before the overall budget could be presented to the Board.

18th May 2009

The first draft of the Management Budget, having been seen by the Chairman and RW, was passed to SB, PC and LW for detailed scrutiny. It was agreed that these directors should pass their individual comments to RW by the end of May. The whole Board would review the budget in the meeting on 8th June.

Lodge & Leisure Report

Committee: Dusty Miller (Chairman)
Sheila Buntin, John Wedgwood, Lisa Neale,

This has been a very busy and, as I am sure you can imagine, challenging time for the committee. One of the most important decisions facing us in the first few months of the year was the reliability of the pool heating system and when it should be replaced. The problem was that if we continued with the old system and it irreparably broke down the pool would have had to be closed for a month or more as systems are tailor made. We decided to anticipate a breakdown and, as indicated in the last newsletter, arrange a replacement. In the event the pool was closed for one week only and we now have a more reliable and cost effective system. The committee wishes to thank Mr. Penman for reducing the uplift to 5% for this work so ensuring that we have got good value for our money.

Work on unit refurbishment continues and in the next financial year 5 more kitchens and bathrooms will be replaced as well as carpets and soft furnishings as necessary and the rolling curtain replacement programme will continue throughout 2009/10. The heater replacement has now been completed and we

are looking at possibly introducing individual unit metering but this is, of course, very dependent on the cost of purchase and implementation. We have, as far as is possible, to take advantage of the reduction in VAT and so some of the work will be done before maintenance week to ensure invoices are received before the end of the year.

*To date (including the above)
refurbishment totals are as follows:-*

Heaters	49
Bathrooms	15
Kitchens	28
Curtains	14
Carpets	16

We have achieved a lot but there is still much more to do and in spite of the difficult economic conditions we are confident that the programme will continue apace.

Dusty Miller