



# Thurnham Hall

## Owners' Club Newsletter

Edition 6 – December 2008

Annual and odd year bi-annual owners will find your management fee invoice in the same mailing as this newsletter. We know that any increase to fees is unwelcome particularly during this difficult economic period, however the VAT reduction will undoubtedly help keep the overall increase down.

Your Committee unusually held two budget meetings this year, to review and discuss the 2009 budget proposal, no stone was left unturned to keep increases to the bare minimum before a budget was approved. The increase this year is made up partly from inflation estimated at 5%, salary increases and, as we have all noticed, dramatically increased utility costs to which the hall has not been exempt.

Additionally overhead charges historically paid to the Management Company have been reviewed and reallocated. In previous years, we were not charged all the expenses incurred by the Management Company to provide services such as accounting, contract processing and legal review, IT hardware and software, and purchasing, to name a handful of services essential to support the resort and its owners.

While receiving these services free of charge may appear to be a benefit, in the long run it is not, as the Club must be able to sustain its operations independently; correcting this has had an adverse effect on the 2009 budget.

On a positive note, as part of this review all bank interest generated on club funds will in the future be income for the Club. We have also instigated a review of how the management company is remunerated which we aim to conclude in time for the 2010 budgets to ensure they are more transparently incentivised to reduce costs and to allow more clarity in the charge for services to the club.

Rest assured that the management team has been charged with being very cautious as to all expenditure and we all sincerely hope that we will be able to close 2009 with a year end surplus which hopefully will have a positive impact on the fees for 2010. We all pay these fees too and worked hard for the best budget for us all.

Ian, Fred & Pippa

### *Gala Dinner Rescheduled*

For various reasons it became necessary to reschedule the 1st Annual Thurnham Owners Gala Dinner and the new date is 31st January 2009. The revised date means there is more availability for accommodation and also enables owners to pick up a new party frock in the post Christmas sales! Tickets are still available and can be purchased online from <http://www.thurnhamhall.com/dinner2008> at a cost of £35 per person.

To book accommodation at the hall, please call the dedicated gala dinner accommodation line 0800 358 6992. Rental charges for this night are: Studio (sleeps 2) - £39, 1 bed (sleeps 4) - £49, & 2 bed (sleeps 6) - £59 (per unit, per night). Pine Lake is also available at the same rate.

Alternative accommodation to the hall in the nearby area is also available via [www.thurnhamhall.com](http://www.thurnhamhall.com) at The Mill Inn (01524 752852) & Patty's Barn (01524 751285) also have availability as does the Travelodge and The Stork.

These are all located a short distance from the hall. Transfers from the alternative accommodation to the hall and back will be available at a low cost. Further information will be supplied after you have booked your tickets.



## Roof Update

Work on the roof restoration commenced on the 3rd November. We are almost at the end of the first phase, which has comprised of scaffolding and the erection of the temporary roof.

There has been lots of interest from the local conservationists and we are also expecting a visit from the local bat man who will determine if we have bats living in the roof. English Heritage will also be visiting the resort next week to determine the actual age of the roof timbers.

We are now holding a competition for our owners, members and guests to submit their own photographs of the building and the winning entry will be invited to the grand opening of the roof when it is completed. Entries should be sent to Lorna Cardwell, Assistant General Manager care of [admin@thurnhamhall.com](mailto:admin@thurnhamhall.com)



## New Reception Manager

Congratulations to Claire Robinson who has been appointed as reception manager. We would like to wish Claire the best of luck in her new position. Gaye Hayes retired at the end of October and was given a good send off by friends and staff at the hall. With the money raised by owners, we bought her a 19" LCD Screen TV with built in Freeview she has asked that we thank everyone who contributed.

*Pictured here left to right are Claire Robinson, Gaye Hayes and Carly Williams*



## Nightly Rentals

Nightly Rentals

Diamond Resorts International® has introduced the ability to rent extra nights accommodation at all their European resorts subject to availability, simply pay the nightly rental rate of (per unit, per night).

- Studio - £39
- 1 Bed - £49
- 2 Bed - £59
- 3 Bed - £69 (where available)

You can now book up to 30 days in advance of your stay for UK resorts and 60 days for European resorts. Minimum stay, 2 nights. These prices represent a saving of 1/3 on the old rental prices and can now be booked much earlier. Reception at the hall can no longer handle ANY reservation requests.

To book call: 0800 358 69 91 or Email: [bonustime@diamondresorts.com](mailto:bonustime@diamondresorts.com)

Internet rentals –

Q: Why it is possible to book Thurnham on internet sites yet we can't get availability. ?

A: DRI is using some internet booking sites to rent some of their "unsold" inventory which they own directly (They are not letting the weeks that have been banked by owners into the exchange system) so this will not affect the availability for owners. You are welcome to book these stays if there is no rental availability so we have added links to the website.

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### Q&A

To ask find out more or discuss anything that you read in this newsletter or anything else to do with Thurnham Hall, your membership or timeshare in general – please post on the Thurnham Hall Forum and talk to your fellow owners.

<http://forum.thurnhamhall.com/index.php>

[www.thurnhamhall.com](http://www.thurnhamhall.com)

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