



Thurnham Hall

Owners' Club Newsletter

Edition 10 – April 2010

A Note from Your Committee

Spring approaches after a very cold winter, with visitors navigating icy roads, warming up near the fireplace, toasting to a safe arrival and survival from those bitterly cold evenings. On the Committee's last visit in March, we can report that the grounds are looking nice and taking shape for spring.

With regret, we have needed to accept the resignation of Pippa Wilson. Pippa has served on your committee for the past 2 years, dedicated personal time and has shared her wealth of knowledge with the owners at Thurnham Hall Resort. However due to family duties, her ever growing responsibilities as an active working mum, she has to say 'Farewell' to all of us, as a Committee Member, and as a Thurnham Owners Club owner. We are happy to say, for a short time, she will continue as an Administration advisor for the Thurnham Owners Website and Forums. The Committee, and from all the owners who she has helped over the years and has come to know...we all send out a big 'Thank You'.

On 08 March 2010, the Thurnham Owners Club Committee welcomed Robin Ainsworth as the new co-opted Committee Member. Robin and his wife, Sue, have been long-term owners and have enjoyed their membership, stays and the events they have attended whilst at Thurnham Hall.

The Thurnham Owners Club Committee would like to thank Peter Scott for the good job done whilst serving his duty as the 'Acting Chairperson'. This position has its challenges and Peter did a fine job in his position.

Again, your Committee members welcome you to contact them any time. Our contact information can be found on www.thurnhamhall.com. If you are not a forum member already, be sure to sign up soon. These forums are kept up to date with important information from your Committee along with current events at the resort.

**With Warm Regards,
Your Elected Committee Members
Lorie, Peter and Robin**

Who Can You Call?

Who can you call and check on a Resale company that calls you direct? Is there a 'Helpline'? These are common questions that your committee is asked frequently. Well the answer is YES!

Thurnham Owners Club is a member of TATOC, which stands for 'Timeshare

Association of Timeshare Owners and Committees'. Please visit their website, as a wealth of information can be found there. TATOC web site: www.timeshareassociation.org They offer a 'Helpline' that you may ring TATOC Help Line: 0845 230 2430



AGM Notice

DATE: 20 JUNE 2010

PLACE: 'Holiday Inn Lancaster' (formally the Post House) The Halton Suite

Waterside Park, Caton Road,
Lancaster, LA1 3RA

TIME: 2.30 PM

DIRECTIONS: Off Jct. 34, North Lancaster

Energy Conservation at Thurnham Hall



It is of the utmost importance that each and every member does his or her part in conserving energy whilst staying at Thurnham Hall. The rising costs along with the 'new' incorporation of electrical fees being placed within your maintenance fees, it would be to your advantage to take due care when leaving your apartment, making sure all lights are off and the heat is turned down, or completely off on warmer days. Another way to conserve is to run your dishwashing machines only when completely full.

Thurnham Hall Gala Dinner

The Committee wishes to thank each and every owner who attended this year's Thurnham Hall Gala Dinner. Our new restaurant franchise, Talbot's (Ian and Tracy), did an extremely fine job catering the affair, always tending to each diners needs. The food served was wonderful, as stated by most in attendance. After dinner, everyone retired to the library where all the chairs and couches were pulled close to the fireplace, where the really interesting conversations began – everything from the daily joke, to dinosaur DNA being taken from the US and brought to the Manchester Museum. I believe it can be said, although a smaller group of owners were in attendance this year, it was a pleasurable evening and everyone is looking forward to next year's event.



What is Your Committee working on?



Your Committee met on 08 March 2010 at Thurnham Hall. There were many items on the Agenda that needed covering, all members worked endlessly, over five hours, discussing items – points relating to amendments to the Resolutions originally put forward at last year's AGM to energy conservation. As a reminder, these resolutions needed 'legal' rewording in order to be satisfactory amendments to our Constitution. We encourage all members to read over the resolutions carefully and to attend the AGM if possible.

Other topics of discussion, and this is where we are listening to 'your feedback'. The on-going question of "why is our Club expending monies on something, that is felt by most, won't be used by the ordinary owner/member of Thurnham Hall?" - that being the 'Multi-Sports Court'. We can report as of March 2010 that has been put on hold. Your entire committee, including your Founder members, has agreed that these funds can be utilised in a better manner. One area that is being investigated is electricity and a method of energy conservation. Discussion had been metering of all units. This is not practical in some units, costly in most with only a few set-ups from past use.

A newer energy conservation system used in other resorts and major hotels, called a 'card slot' system is being looked into. With this type of system, when entering your unit in order to gain electricity, your 'room card key' would need to be inserted into a 'card slot' to activate the power within the unit. Then as you leave, you remove the 'room card key' turning off all power within the unit, with exception to the kitchen areas and other essential appliances.

Your committee aims to ensure savings can be made and only if actual savings can be achieved, will the committee agree to the system being installed. The elected committee will also obtain assurances, from Diamond Resorts International®, that those savings are measured and reported in future budgets, seen as an actual reduction in real terms in electrical charges within the maintenance fee.

Did You Find Something Broken in Your Unit?

Your committee needs to stress, whilst staying at Thurnham Hall, if you find something, anything wrong within your unit, be it a burned out light bulb or a chipped tea cup, please report it promptly! Leaving it unreported is being discourteous to the next visitor.



Thank You, Your Committee, Resort Management & Housekeeping

Around the Resort...

Lorna Cardwell, your resort Manager has reported to the committee that energy efficient light bulbs are being installed resort wide. This should help reduce electricity over time. Lorna took the committee on a walk around the resort where they observed the garden wall being repaired, units being refurbished and where the stain glass windows need repairing. Unit refurbishments – the fine detail to the new fitted kitchens, baths and flooring is of high standards. The studio units that have the pull down beds, over time will be replaced with standard beds. Over the next few months, upgrades in other units, owners will find new high quality mattresses along with new LG televisions for units planned for replacing.

The committee encourages all owners to continue to give their feedback, ask questions – stay in communication. You can make a difference! Simply send your committee a message through the Thurnham Owners Forum at Thurnhamhall.com - by email at Committee@Thurnhamhall.com, or by any of our personal email addresses found under the Committees contact page.



www.thurnhamhall.com

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