



Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

www.waipucoverserve.co.nz email: waipucoverserveboard@gmail.com

WAIPU COVE RESERVE(S) BOARD AGM

10am, Saturday 9th September 2017

The All-Purpose Room Camp Waipu Cove

ALL WELCOME

PRESENT: B. Hopkins, A. Trist, R. Stolwerk, D. Auld, R. Pullan, J. Henderson, G. French, P. Baker, R. King, A. McCulloch, J. Nops,

APOLOGIES: E. Cook, J. Melsop

ATTENDING:

MINUTES OF THE LAST MEETING:

Sun 18th September 2016 – Minutes of the last meeting as circulated and published

P. Baker/R. Pullan CARRIED

MATTERS ARISING:

John Henderson welcomed everyone to the Waipu Cove Reserve Board AGM.

AGM Managers report, September 2017

Financial Report 2016/2017 to Year end June 30th 2017

REPORTS:

- **Chair report (verbal)** - John welcomed everyone to the AGM and explained we will have refreshments and a look at the new cabins after the AGM, prior to the submissions hearing. It has been another really good year and John would like to point out that the board really do appreciate and recognise what Anton and Lucy do as managers to create a really good camper experience and to ensure the camp is a good neighbour to the surrounding properties/area. There is a positive financial result which provides for improvements, keeping the camp current and renewing the essence of what the campground is about - A really high quality, genuine kiwi camping experience, offering the public (stake holders) a broad variety of facilities. Once again, it is easy for board to do their thing when they have confidence in camp managers. John feels that the most important responsibility as a Board is to have right people employed as managers and so would like to thank Anton and Lucy once again for their hard work - it is noticed and appreciated.
- **Management report** – John commented that it is pleasing to see that the camp is stable in terms of finance as this allows the Board and camp managers to do the good things that they do. The reportable year was changed to align with the financial year so year on year comparisons at this point are difficult. We are showing an increase in ASH revenue year on year even though the number of siteholders is decreasing.
- **Financial report**
- **WCSLSC Report** – The surf club held their AGM last Sunday. Gordon French was re-elected as liason with the Board. Between Rick and Gordon, they will try and attend all future Board meetings. Most officers were elected the same as the previous year. Next year is the 90th anniversary of surf club and some older members are keen to run something over Easter to celebrate. This will be organised at next meeting and the Board will be advised. Waipu Cove Surf Lifesaving Club is the oldest surf club north of Raglan that is still in the same place, with the same name. The surf club will get local papers to do a story in recognition of this anniversary and celebration. They will still hold their Easter Sunday dinner and prize giving but may include an event on Saturday as well. It would be nice to include the campground in these celebrations. The surf club really appreciates how the Board and surf club work together. There have been many comments made on how good the surf club is looking and this is thanks to working hand in hand with camp management. Regarding the algae problem, Rick feels that we are on top of it as much as can be but it's a tip-over point for this area and environmental concerns have arisen sooner than expected. It is being monitored but there is not yet a resolution. It appears that this issue will be worse some years than others so is hard to prepare for and everything that can be done, is being done. There is a grant in the pipeline for the study of the algae problem.

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Discussion – Could information on the algae be put into newsletter prior to Christmas? As there is no way of predicting whether the algae will become a problem each year this may scare people unnecessarily. The managers mentioned that progress doesn't seem to be being made with the stream issues and this is where the smell comes from, causing the majority of the complaints. Actioning progress in the area is a WDC issue. Rick will follow up with NRC as the camp would like something in place by summer. Anton will email John (copy Rick so he can follow up) some bullet points and John will send a formal letter to Fiona. Angus raised his concern that when there are problems with the algae it isn't the Board's fault but they receive all the flak for it. Rick pointed out that consent has been issued for 35 years for removal of algae (excluding public holidays) done. Angus sees it as NRCs job to find out why it's occurring. Research funding has been applied for but not yet granted. With the long-shore drift the algae ends up at the Cove but we still don't know what is causing the issue in the first place. Funding will hopefully provide some answers to this. It is the board that has applied for the grant in an effort to do all they can to help with the issue. The community is starting to put pressure on the council. The board cannot resolve the issue and we are doing all we can to put pressure on WDC and NRC to determine the cause and then to take action to stop it. Rick should be able to provide an update on research at the next Board meeting.

Angus asked for the managers thoughts on the Cove Bach and whether it a good concept or not. Managers feel that it probably isn't something that they would repeat as it didn't fit in with the other accommodation on site and was always the last to be booked. It was a quick fix to get more cabin inventory but it's not a model that the camp is going to adopt. There was no money lost based on purchase vs. sale price and it made considerable revenue in the interim. Peter asked about the financial position of surf club. Rick said that there has been an increase in profit from last year. The financial situation is stable which is great considering the amount of work that has been carried out over the last year. The biggest revenue for the surf club is hireage as grants are unpredictable.

GENERAL BUSINESS:

Election of officers – John Henderson stands down as chairman. Peter Baker nominates John Henderson for the role of chairman, Rowan Pullan seconds. All in favour. John Henderson is elected as Board chairman. On-going work has been spread between Board members.

AGM closed 10.30am

AGM Managers report, September 2017.

It has been another successful twelve months at Camp Waipu Cove, with business busier than ever. Overall, revenue has increased for the 2016/2017 financial year when compared with the previous 2015/2016 financial year by \$182,000. A number of projects have been completed, including the construction of two self- contained 2 bedroom cabins. The new Reserve Board Management Plan is the last stages of being finalised, which will replace the current management plan going forward.

Projects that have been completed over the last twelve months include:

- North Block BBQ area constructed
- Commercial fridges and freezers installed in all ablution blocks and a fish smoker in the filleting area
- The North Block has been painted with murals by Dan Mills in a Waipu nature trail theme
- Two new two bedroom self-contained cabins have been constructed and fitted out
- Roading to the above cabins is complete, with landscaping underway
- New custom made curtains from Frazerhurst have been fitted in cabins 1-8. This is a huge improvement compared with the ready-made curtains they have replaced
- A fenced walkway behind annual sites 100 – 108 has been constructed, tidying up this area considerably

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- Solar panels have been fitted on the roof of the shed/all-weather room. This is already providing power savings, and is the beginning of a long-term plan to rely more on solar power

The number of Annual Site Holders has further reduced this year, with 78 contracts being issued. There were 82 contracts issued last year.

For the fourth year running, we again received a Certificate of Excellence from Trip Advisor. As mentioned in prior reports, this is only awarded to businesses that consistently demonstrate a commitment to hospitality excellence. To be eligible for the award, you must maintain an overall rating of at least 4 out of 5 (as reviewed by travellers). There must also be a certain volume of reviews to qualify. We've found this award to be a fantastic marketing tool. Trip Advisor is the number one travel review site, with many travellers increasingly relying on its content to help with their decision making when selecting accommodation. If we are lucky enough to get this award again next year, we will be eligible for the Trip Advisor Hall of Fame. This is even more prestigious, as it is much harder to achieve than a Certificate of Excellence and would show that our high standards are consistently maintained over the long term.

Our Facebook page has experienced huge growth over the last twelve months. We now have over 6,500 page "likes". This time last year we had around 1,500 "likes". This significant growth is due to our regular engagement with our Facebook users. We target our promotions to maximise impact, taking into account the content and timing of our promotions we run.

We are continuing with our dune restoration efforts. This year, the camp and Reserve Board won "Best coastal restoration project" in NZ from the Coastal Restoration Trust at their recent awards. It's been great to get recognition for all the work done on the dunes over the years, which has been a combined effort with a number of other groups in the community. Several planting days have taken place, including a planting day at Langs Beach last August with Laura Shaft from NRC and NRC Bream Bay Councillor Rick Stolwerk. In July, Waipu Primary school students were involved in dune planting just north of the Waipu Cove Surf Lifesaving Club. The children were rewarded with a sausage sizzle and hot chips for their efforts!! The Cove Café has recently come on board with this project, and kindly sponsored this recent work. We look forward to continuing to work with the Cove Café in our efforts to protect the dunes. We are lucky enough to be one of only ten beaches to have NRC conduct dune contour mapping and species mapping over fifteen points of our dunes.

This year we have introduced a number of new staff policies designed to benefit our employees, including a staff accommodation benefit and introduce a new employee policy. The "staff accommodation benefit" policy entitles staff to a limited number of free night's accommodation per year, as a perk of their job. The "introduce a new employee" policy rewards staff for successfully introducing a new permanent employee. These policies are designed to look after staff and encourage a positive working environment. This year we have continued with our staff training and development, with all staff receiving a personalised training plan tailored to their specific needs. Employee of the ¼ awards are continuing, this is a good time for all the staff to get together and catch up.

In 2018, we would like to designate the entire camp ground as a smoke-free area for all staff and guests. This would be following the lead of a number of other holiday parks (including the Russell Top 10) who have successfully done this. This will ensure a safer and healthier environment for all. Over the coming summer, we will be getting the word out about this big change, so that all our regular guests have time to get used to the idea of the camp being smoke free.

This year we have sponsored a number of groups in the local community – we've donated accommodation vouchers to Bream Bay College sports/cultural groups for fundraising activities, to Waipu Primary School for their Easter Carnival auction, and to the Art N Tartan event. Last December we sponsored a beach activity day with a BBQ for

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Waipu Primary School, which will now be an annual event on their calendar. Supporting the local community in these small ways, enables us to give something back.

The algae seems to be becoming an annual occurrence. Last summer we again had algae issues, albeit on a smaller scale than the previous year. Algae was removed off the beach in accordance with our current resource consent and plan, and all went smoothly. If it occurs again this summer, we can put our action plan into place again. NRC are currently seeking a grant in order to conduct research on the cause of this algae

In September Dan Mills will be back at the camp to paint the Lock Block with a mural in similar style to the other blocks. The theme for mural will incorporate the surf club and boating, tying it in nicely with the other blocks.

An update on the tennis court. It has been recently confirmed that we do not require a consent to go ahead and construct the multipurpose/tennis court within the camp. Given that there is now limited time between now and Christmas, we will not be commencing construction until early next year after the Christmas holiday season has finished. It is anticipated that this project will take at least eight weeks to complete. This court will be located in the area to the north end of the camp that is currently a green waste area. Once construction begins, we will start disposing of green waste offsite using a special tipping trailer, which we are in the process of sourcing.

Upcoming projects already on the list for 2018 include the Entrance & Cleaning Storeroom Development, plans for more self-contained cabins including at least one with disability access, and further expansion of our solar power project.

Kind regards,

Anton & Lucy Trist

Financial Report 2016/2017 to Year end June 30th 2017

Total operating revenue: \$1,239,540 up \$176k on last year

Total operating expenses: \$1,057,375 up \$85k on last year

Net Surplus: \$182,164, up \$91k on last year

Total assets now at \$4.4 million. Pleasing to see all operational revenues up, except for "Extra ASH campers". Casual site fees up \$80k or 17.5% on last financial year. Kitchen cabins up \$5k, and self-contained cabins up \$6k. Annual site holders up \$83k (due to realigning of ASH financial year). As the graphs below show, we are seeing some good growth in our shoulder months and expect these trends to continue for future years. This year we sold the Cove Bach in April. We have two new 2-bedroom self-contained cabins built and operational so will see a pay back of these within hopefully 4 years.

Revenue per camp site: \$4,097 per year

Revenue per annual site: \$4,120 per year

Revenue per cabin: \$24,085 per year

Above figures show that cabins are generating more revenue than any other source, with the demand for more. Currently, we have 12 cabins. Self-contained cabins, in particular, are popular all year round. They are

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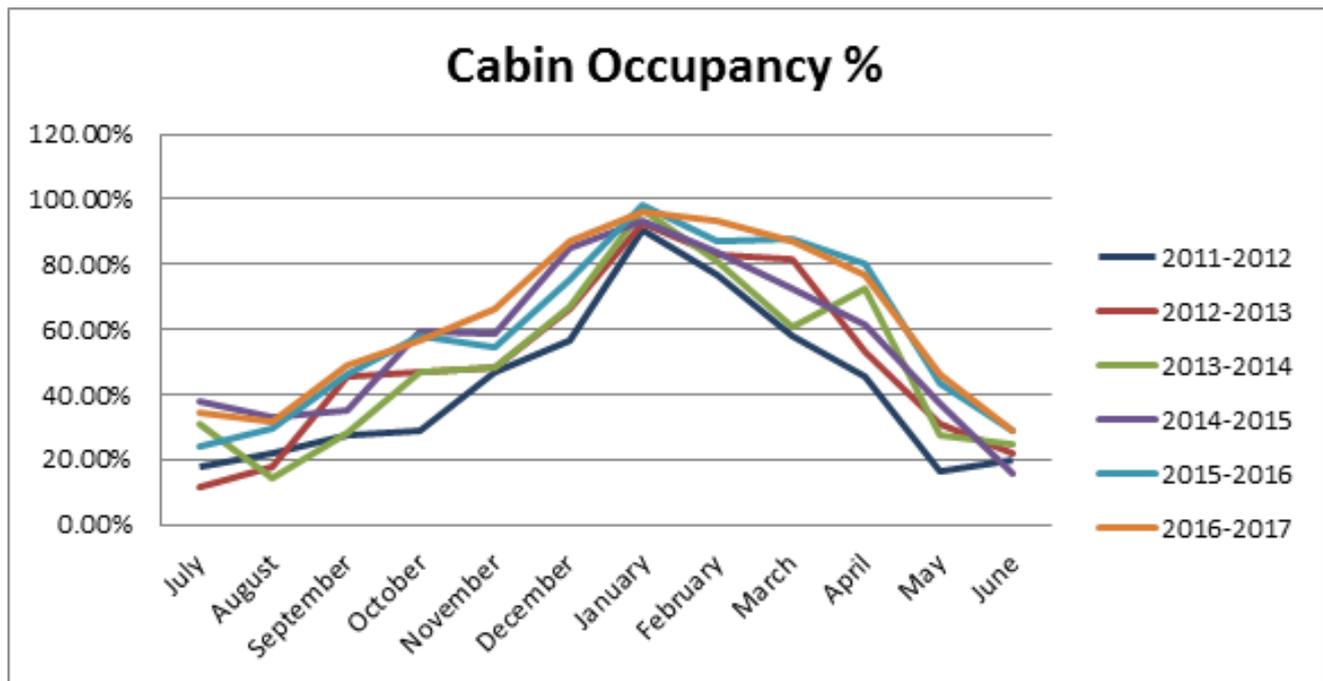
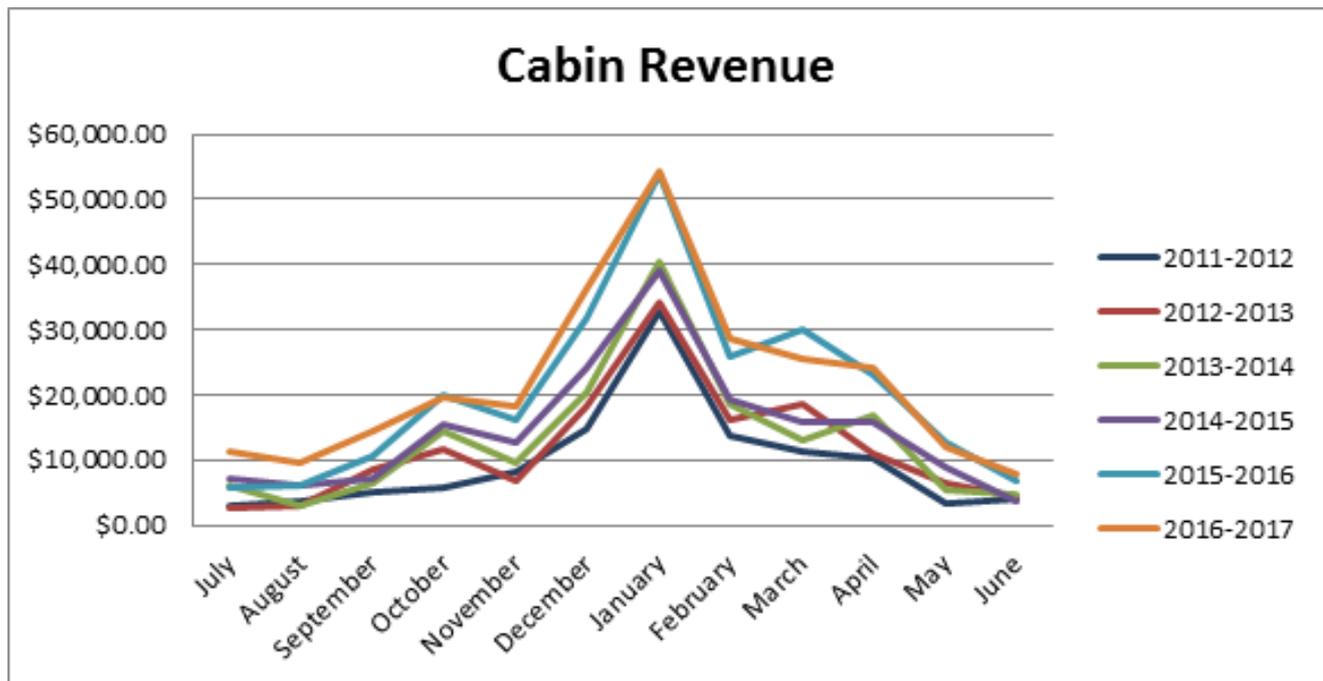


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full most weekends throughout winter, and when weather is not so conducive to camping. We are planning for construction of 4 more Self-contained cabins (1 bedroomed) in the coming years.

Expenses: up on LY by \$85k. Wages and salaries up \$32k, which is for additional cleaning staff and staff increases. Rubbish tipping fees continue to increase, this year up \$5k. This year we created 3 new expense codes to better track what is being spent in these areas, they are, Guest entertainment \$5k, Health and Safety \$3.7k and Sponsorship and Donations \$3.7k.

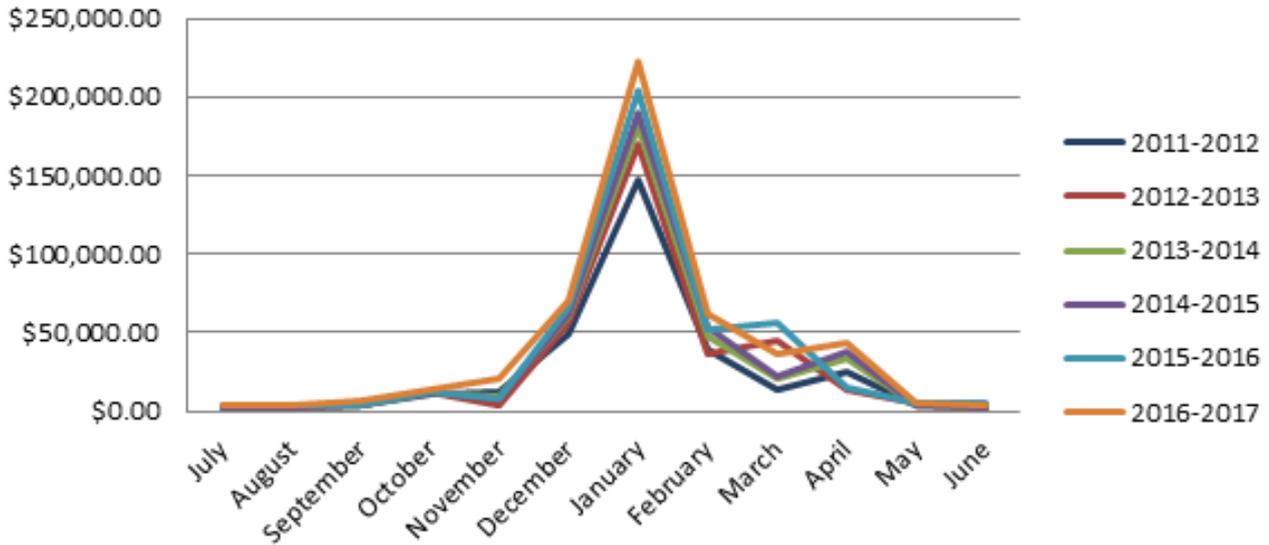




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Sites Revenue



Sites Occupancy %

