



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

11am, Sunday 26th August 2018

The All-Purpose Room Camp Waipu Cove

ALL WELCOME

PRESENT: J. Hendeson, P. Baker, R. Pullan, R. King, E. Cook, Belinda Hopkins (minutes secretary),

APOLOGIES: D. Auld, R. Stolwerk, G. French

ATTENDING: L. Trist, A. McCulloch, M. Bell, M. Ackland, A. Trist, R. King, M. Bowden, E. Cook, J. Mellsop, G. Hoffman, T. Bates, G. Bowden, K. Stoneman, B. Stoneman, M. Cox.

MINUTES OF THE LAST MEETING:

Sat 9th September 2017 – Minutes of the last meeting as circulated and published

J Henderson/R. Pullan **CARRIED**

MATTERS ARISING: None

REPORTS:

- **Chair report (verbal)**

John welcomed everyone to the AGM and briefly described the order of proceedings. John recognised Lucy and Anton's time spent creating a very detailed managers report. The managers report (below) outlines new facilities, the certificate of excellence from trip advisor, dune restoration, local sponsorship, and the new website which is much cleaner, has great photography and is now mobile friendly to get people booking direct. John recognised that Anton and Lucy run camp together with Lucy doing a lot of behind the scene work which allows Anton to work more out in the park. Great team work! The financial performance over the last year has been very good in terms of revenue and cost control leaving a large surplus to allow further investment in facility improvement. The 5 year management plan has been submitted to DoC for approval. Local feedback was greatly appreciated. The management plan is available on the camp website. The Board and management are very serious about maintaining the high standards within the camp and they appreciate campers cooperation.

- **Management report (included below)**
- **Financial report (included below)**
- **WCSLSC Report - apologies from Rick**

GENERAL BUSINESS:

- Election of officers

John Henderson stepped down as chairman. Evan nominated John Henderson to be chairman, Rowan seconded. All in favour. John Henderson is elected chairman for the year 2018/2019. The Waipu Cove Reserve Board doesn't elect other specific roles but prefers to work together as a team.

PUBLIC DISCUSSION

Angus McCulloch addressed the Board. (Speech included below)

Tony Bates responded to Angus' comments as a member of the public and resident of Waipu Cove. Tony likes the ASH being here for the stability they provide to the area and camp site. There is a feeling of community. He can appreciate that some people miss out on sites occupied by ASH but the attrition continues as time goes on and ASH numbers are reducing. He feels they should be brought to a manageable level rather than removing them completely as this could be disastrous.

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Marie Ackland also responded to Angus' comments as a member of the public and resident of Waipu Cove. She noted that the sign Angus had erected contributed to the great turn out at the meeting. Marie's home is very close to the camp so she experiences all types of campers, most of which are very good. She explains that the Cove residents can rely on ASH to help educate the casual campers over the busy months and that this is integral to the smooth running of the camp and interactions with the neighbours. She says that the majority of ASH behave perfectly, even helping out the casual campers and Cove residents when there is flooding. She has admiration for the ASH for keeping the camp and community going. Marie objects to Angus' opinions and hopes that DoC knows that this is not the feeling of all residents in the area. She feels the majority of residents support ASH. She queried how many people, other than Angus, object to ASH.

John Henderson assured that this is an ongoing discussion. He is aware of one other person who shares 's Angus' views although there may be others. John explained that Angus was a Board member for many years so has given a great deal of time to the camp and Board. John acknowledged that Angus has strong opinions and we are happy to listen to and consider them. n. DoC owns the land so ultimately, they call the shots. DoC recently wrote to the Board asking their current position on ASH numbers. The Board responded that no new applications are being accepted and because of ASH age group the numbers will gradually decrease on their own. It is key to point out that in 2012/2013 there were 112 ASH and there are now 77 which is a 32% reduction in 6-7 years. John realises that this is not as quick as Angus would like but certainly a significant decline.

Angus asked whether the ASH contracts have been approved for this year?

John replied that they have been submitted to DoC but have not yet been sent back.

Marie asked whether the communities' views will be given to DoC? She commented that Angus talked about the amount of Board time spent on ASH but queried how much time the board has spent on this ongoing debate. She feels that other camp sites mostly open to the public do experience many problems but the ASH at Camp Waipu Cove help create a sense of community which prevents those problems happening here.

Angus feels that the managers are doing a superb job and would be able to manage any issues that could arise. He has total confidence in their ability. He feels the spirit of camp largely due to its location and explains that his opinion has been informed through many years on the Board plus the reading of all correspondence and minutes from 1933 through to present day. He reiterated that the intent of the camp is to be a public reserve and would like to see it revert to that.

Marie understands that Angus is entitled to his opinion but would like everyone to know that this is not the feeling of all locals. Residents are now standing up to show their support of ASH and would like everyone to be part of the community rather than fighting. She asked whether any of the public present supported Angus' views...she feels they do not.

Maureen Bell, previous board member and local resident. Maureen referenced a DoC departmental interpretation of the reserve that was submitted in March 2006. It came back in September 2006 and the position taken in review was that ASH are people that greatly enjoy camping to the extent of investing money and the assumption was made that they would be here as casual campers every year even if they were not ASH so there would in fact be no change in availability over the busy summer period. Maureen feels that ASH families connect and have grown up here. Maureen has so much respect and admiration for the families that make the effort to come every year and she completely disagrees with Angus.

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K. Stoneman is an ASH whose family has been coming here for 40 years. He grew up here, his kids grew up here, and now his grandkids are growing up here. He feels the camp is part of their family and always has been. He feels that looking back over years, the reason this camp is here now is due to ASH. They were installed for financial reasons to keep camp going and now the camp is running well with money to spare it would not be fair to remove them.

John Henderson summarised that for 12 years there have been no new applicants for ASH accepted. The views expressed at the meeting show that everyone here cares a huge amount about this place despite their differing opinions. The Board has made a decision that DoC seems comfortable with and will continue to decline any new ASH applications, therefore naturally reducing the number of ASH. Any feedback from DoC will be displayed on the website.

AGM closed 11.30am

AGM Managers report, 26th August 2018.

We've had another busy twelve months at Camp Waipu Cove, with plenty going on to keep us occupied. Overall, revenue has increased for the 2017/2018 financial year when compared with the previous 2016/2017 financial year by \$75,439. Major projects completed include the multi-purpose sports/tennis court, and the new Camp Waipu Cove website. Again, this year more dune restoration work has taken place.

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

- New concrete picnic tables on flat grassed area north of the Surf Club
- Reception had a makeover with a new desk enabling two receptionists to work at the same time, a coat of paint, new seating and some local art adorning the walls
- The North Block has been painted with murals by Dan Mills in a Waipu nature trail theme
- Fit out of two new 2 bedroomed self-contained cabins
- Upgrade of our internet equipment and increase in VDSL connection
- Stage 2 and 3 of our Solar Project has been completed. This is part of a long-term plan to rely more on solar power. We are already seeing a return on this.

The tennis court is finally up and running and is already being well-used by both locals and campers. The basket ball hoops have also been popular. We are looking forward to summer with tennis coaching for kids and a campers tennis tournament in the pipeline.

The number of Annual Site Holders has further reduced this year, with 77 contracts being issued. There were 78 contracts issued last year.

For the fifth year running, we again received a Certificate of Excellence from Trip Advisor. Because we have received these five years in a row, we have now been admitted to Trip Advisor's "Hall of Fame", which is a prestigious honour. As we have previously mentioned, a Certificate of Excellence is only awarded to those 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. To be admitted to the "Hall of Fame" is even harder to achieve with only 2% of businesses achieving this accolade. Trip Advisor is the number one travel review

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site, with many travellers increasingly relying on its content to help with their decision making when selecting accommodation. It is a huge marketing tool for us.

This year we have continued with our dune restoration efforts. Once again, we hosted Waipu Primary School students for a dune planting day. This looks like it is becoming an annual event on our calendar, as it works well for us and is also well received by the students. We will continue to work with NRC's Laura Shaft, NRC Bream Bay Councillor Rick Stolwerk, and the Cove Café who provide sponsorship of this work. The dunes have never looked healthier and are performing their job well.

This year we have continued our sponsorship of several groups/events in the local community – we've donated accommodation vouchers to Waipu Primary School for their Easter Carnival auction, and to the Art N Tartan event. Last December we sponsored another beach activity day with a BBQ for Waipu Primary School, plus their "Meet the Teacher" BBQ in February. We also work with Waipu Rugby Club by providing some of their Premier players (who may have come from overseas for the season) with bits and pieces of work around the camp.

Fortunately, last summer the algae didn't make much of an appearance. We had some very small amounts, but it was nothing compared to the last few years. At least we have a plan in place that we know will work if we are not so lucky this coming summer. There is still research being conducted as to the cause of this algae, which is ongoing.

We have just gone live on our new website, which is looking fantastic. It is far easier to navigate and much faster, especially if you are using the site on a mobile device. We are just in the process of moving to a new reservations system in early September, called Newbook. Both the new website and booking system are major progress for us, and will offer a better, more efficient experience for our customers and streamline processes for our staff.

Upcoming projects already on the list for 2019 include the Entrance & Cleaning Storeroom Development, another self-contained cabin to be constructed commencing April 2019 and a water reticulation project.

Kind regards,

Anton & Lucy Trist

Financial Report 2017/2018 to Year end June 30th 2018

Total operating revenue: \$1,307,588 up \$76k on last year

Total operating expenses: \$873,846 up \$46k on last year

Net Surplus before depreciation: \$439,912 up \$30k on last year

Total assets now at \$3.6 million. Pleasing to see total operational revenues up \$76k, despite the poor summer weather we received, casual site fees down \$13k due to this. Fantastic growth seen in self-contained

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revenue as the 2 new 2 bedroom cabins have proved to be a huge success seeing an increase in revenue of \$109k year on year or 79.1% growth. Kitchen cabins up \$6k, annual site holders up \$5k. No Cove Bach revenue this year as it was sold early 2017. We will be building another self contained 1 bedroom cabin commencing April 2019 and another 2 self contained 1 bedroom cabins in 2020.

Revenue per camp site: \$3,911 per year 22.42% occupancy per year

Revenue per annual site: \$4,398 per year

Revenue per cabin: \$29,870 per year or 67.46% occupancy per year

Above figures show that cabins are generating far 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 full most weekends throughout winter, and when weather is not so conducive to camping.

Expenses: up on LY by \$46k. Wages and salaries up \$30k, which is for additional cleaning for new 2 bedroom cabins and staff increases. Nice to see a \$2k reduction in electricity due to solar production even with large increases in cabin occupancy and there will be considerable savings reflected next year with increased solar capacity installed 2018. Water rates down \$4.5k which we are attributing to the “No paddling pool” rule implemented 2017.

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The AGM is an opportunity to stand back and reflect on why we are, what we have achieved and what we need to do next.

Clearly we are here to administer a Public reserve and all our decisions need to have the public interest at their centre. I thank the members of the Board for their time and commitment and making themselves available to serve the public and ensure the ongoing success of the Reserve.

The need to stand back and look at actual outcomes that result from our actions is very important.

This last year the Board has arguably neglected the public interest in a number of ways. If you refer to the minutes over the last year you will see that ASH have again taken up a considerable portion of the Boards time and energy.

Decisions and policy adjustments around boat parking, pet birds, meeting minimum requirements of contract and acceptable behaviour, fall in favour of Annual Site Holders. Any decision that gives greater rights or conditions to this select group is contrary to the public interest.

On page 16 Draft Management plan.

This trend to a large extent fulfils DoC's expectation of a continuing decline in ASH agreements, the objective being to eventually make all of the campsites available to the public on an equal opportunity basis.

The Board recognizes that there is a need for more casual sites however the need to maintain a sustainable financial position which is achievable in part through the availability of annual site holdings must also be recognized)

The Fees discussion and subsequent decision (minutes April 2018) highlight the confusion amongst the board as to why ASH were introduced and the fact that reason is no longer valid. A sustainable financial position has been achieved through good management and cabins which are fully available to the public.

In 2012 there were 112, 2013 11 less, 2014 3 less, 2015 12 less, 2016 4 less, 2017 4 less and 2018 we have 1 less ASH than last year not great progress towards enabling another 10 or so families per site to have the opportunity to enjoy our public reserve.

Where to from here the board needs to actively work on making all sites available to the public there are a number of tools available to achieve this outcome. Strict enforcement of contract conditions, zero tolerance for misbehaviour, increasing the fees to reflect the value of the offering, introduction of a balloting system or a decision to no longer offer annual site agreements. I have heard Board members make comments like "but we have to be fair to ASH" maybe rephrasing it as "but we need to continue being unfair to the Public" may help clarify the existing position.

Angus McCulloch