

WAIPU COVE RESERVE(S) BOARD

26th November 2018, 7pm

Camp Waipu Cove all-weather room.

ALL WELCOME

AGENDA (E & OE)

PRESENT: B. Hopkins (minutes secretary), A. Trist, P. Baker, R. Pullan, K. Baker, L. Trist, J. Henderson, B. Strang (7:15)

APOLOGIES: Rick Stolwerk, Roger King, Evan Cook

MINUTES OF THE LAST MEETING:

MATTERS ARISING:

CORRESPONDENCE:

Inwards:

31/10/2018 – Waipu Kiwi Newsletter

08/11/2018 – Kirk & Rochelle Johnston – Request to hold wedding on reserve (responded to by managers)

13/11/2018 – Noeline Hall – Update on memorial bench

14/11/2018 – Angus McCulloch – Request for more signage on reserve regarding dog control

Outwards:

14/11/2018 – Noeline Hall – Acknowledgement of email

17/11/2018 – Angus McCulloch – Acknowledgement of email

CARRIED P.Baker/R. Pullan

REPORTS:

- **Management report - Attached**

- **Financial report** – We need updated comments on year to date financials from Managers. Our new accountants are on a learning curve. October financials only arrived today, so managers input couldn't be compiled in time for the meeting. Anton has advised the accountants that reports need to be available earlier, i.e. soon as possible after 20th of the month. Anton will provide his usual summary of the financial reports for year to date October to include any significant issues (if any) from the September numbers.

- **WCSLSC Report - not supplied.**

CARRIED P. Baker/R. Pullan

GENERAL BUSINESS

- **Management plan** – Rowan has been liaising with Willy Coenradi and Fiona Watson (DoC) and they are working on the last couple of points. This is still a work in progress but there will hopefully be a draft for the Board to review in the next few weeks. Peter suggested the idea of a management plan template that could be ongoing leading up to the next management plan review to make the process easier. The Board are expecting some feedback on how the plan should be presented in the future. Thank you to Rowan for her continuing good work on the management plan.

- **Dog control** – There is some confusion as to the guidelines for dogs on the reserve and beach as WDC and the reserve by laws are inconsistent. Our Waipu Cove Reserve Board by law states that dogs need to be on a leash but the WDC by law only advises that dogs must be “under control”. The Board have asked DoC as the landowner to direct us to enforce a dogs on a leash policy. There needs to be clarification regarding what constitutes “under control” when the WDC bylaw is to be enforced. There are currently signs advising dog owners to clean up after their dogs. Also notices of the WDC by law that from 20th December – 30th January dogs are not allowed on the beach between 9am-5pm. During this period most people are quite respectful of the rules and it is effectively policed by the public as everyone is aware of the rules. Blair suggested that this time period could be extended to the end of March.

There has been suggestion of additional signage, but Peter is concerned about over-signage as there is already a lot of information for the public to take in. Enforcement and notification are the two issues.

Peter suggested a digital sign/outdoor screen that draws attention and can show more information. This could minimise the number of signs as multiple messages could be displayed/cycled-through. Anton suggested that you might still need a couple of these as there are multiple access points. John suggested putting signage on the back of the surf club buggy. This could be incorporated with the screen idea though may be a little more complicated. Anton will enquire with the camp's signage company about what is possible/available. The surf club may also be keen to be involved.

There will be 4 beach ambassadors this year who work 1 at a time. Lucy suggested the idea of having dogs on a leash should be the rule so that everyone understands what the rule is – no grey areas. However this issue can be quite confrontational, and we don't not want anyone to be put in any danger.

John queried whether Armour Guard (WDC dog control) would employ more staff to work in our area if we subsidised the additional cost. Peter feels the question should be asked as no matter the outcome it would help clarify the situation. John will pursue this in his letter to our WDC counsellors.

Armour Guard have a phone number where people can ring and report dog issues. Peter suggested advertising the phone number for people to call. These could be smaller signs closer to the beach. Anton will investigate this option. They should be low cost with replacements ready if necessary. Peter queried whether we could get approval from WCD to use their logo on these signs.

Rowan suggested a local leaflet drop to make sure everyone is clear on the rules.

Anton reminded the Board that for the first few years that signage was put at the north end of the camp to advise dogs couldn't go further, that people repeatedly vandalised the signs and they had to be replaced numerous times.

John will write to Phil Halse and Shelley Deeming our local WDC Counsellors to raise the issues and to ask for their support. Blair agreed it would be worth making the submission as it would document the issue even if a solution isn't found this time. John will copy DoC into this correspondence.

- **Development update** – Trevor will be putting together concept plans for upgrading/enhancing the front entrance, signage, grassed areas, and the current main building based on utilising the existing managers apartment for staff dining and break times.
- **Dune Restoration** – The Dune Restoration Trust are hosting a conference in Warkworth in March. The Board have been invited. The managers will forward the details on to the Board members.

Upcoming events on the reserve and in the local area

- **Waipu Saturday Market:** First Saturday of the Month in Presbyterian Church Hall 9-1pm
- **Waipu Boutique Sunday Market & Café:** 2nd Sunday of the Month, Waipu Coronation Hall 9-1pm
- **Waipu Street Market** - Saturdays of long weekends 9-1pm
- **Waipu Antiques and Collectables Fair** – Sunday of Long weekends 9-4pm

Next meeting: Monday 4th February 2019

Meeting Closed at 8: 15pm

Managers' Report November 2018

We are in full swing towards summer, getting prepared for the yearly influx of campers and hopefully some more hot summer weather. We had a very busy labour weekend, with fantastic settled weather. The camp experienced the highest labour weekend occupancy levels since we started here.

Summer preparations that are taking place right now include maintenance checks on all our facilities, ordering stock, and planning our summer activities/entertainment for our campers. We are also in the process of hiring additional staff to work over the busy summer period – including cleaners, kids club staff and beach ambassadors. Then begins the process of training and induction for those staff. Our summer newsletter is just getting some final touches before it goes to print, this will be circulated out in the very near future.

We are excited about our newest recreation addition to the camp, which is a grass volleyball court, located by the premium ASH sites. This was recently completed and looks great. We have volleyballs available at the office for guests to borrow if they fancy a game. Our campers will be spoiled for choice this summer, as there is also the tennis court available for a hit of tennis or to shoot some hoops. We will also be running tennis coaching sessions for both adults and children over the holiday period, with a local professional tennis coach.

Last month Anton and Victoria attended the Newbook conference in Auckland. Newbook is our new reservations system that we cut over to in mid-September. This conference took place over two days and involved detailed training on the system, and the opportunity to ask plenty of questions. They both came back full of enthusiasm and new ideas that we will be implementing. This will hopefully make for a more efficient customer experience and help with streamlining the workload for reception staff.

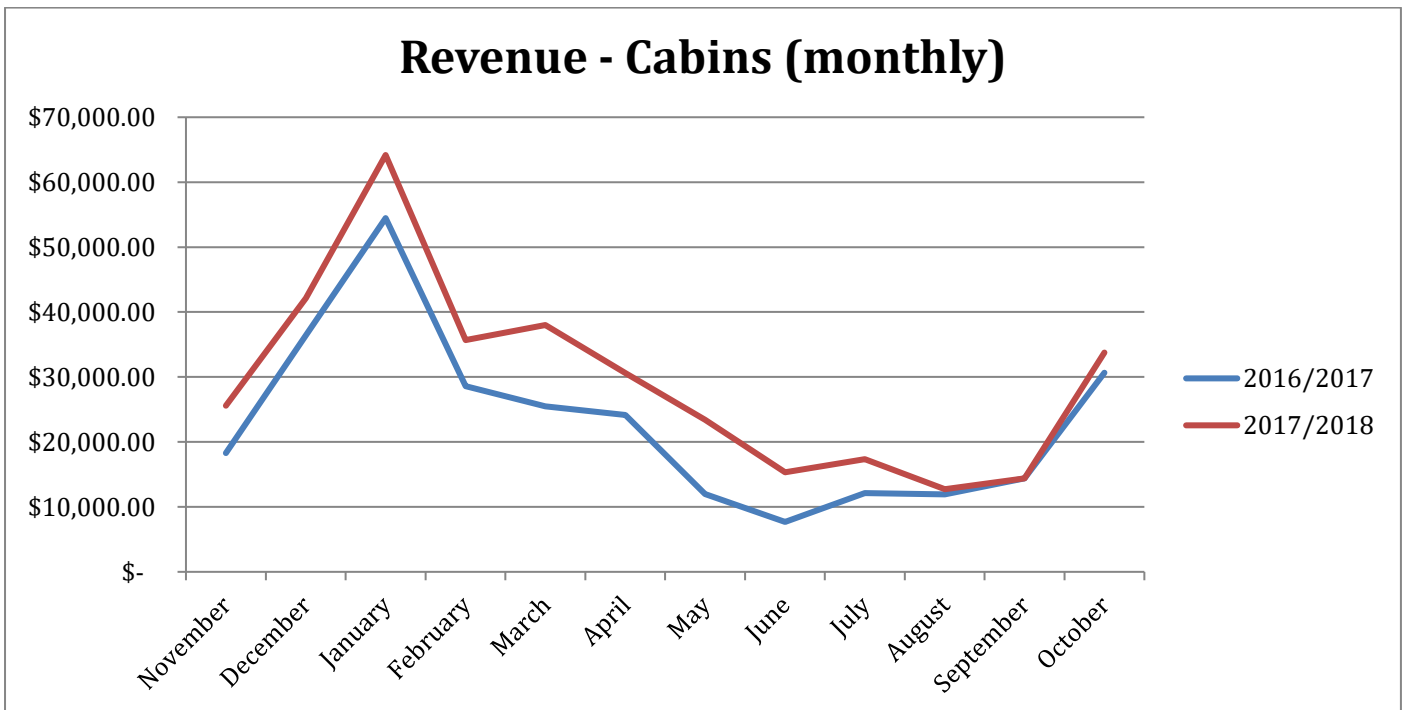
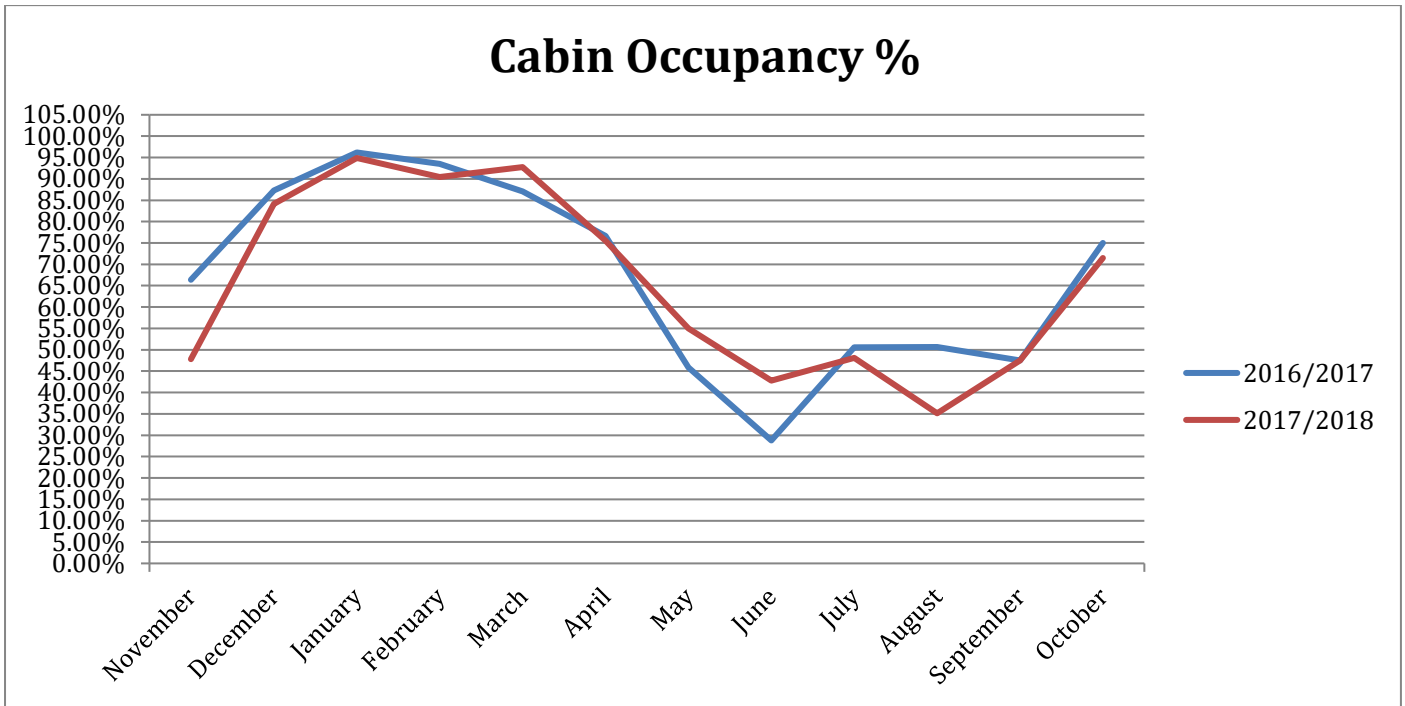
Currently we are exploring the possibility of moving our cabins to a dynamic pricing system over the shoulder and winter seasons. This is the same pricing model that airlines and hotels have been using for many years, where pricing is essentially determined by supply and demand, rather than being fixed. This will maximise revenue, and is where we will be really be able to utilise Newbook, as it is more sophisticated than the previous reservations system we were using. We will also be offering customers the option of pre-registering and paying online prior to check-in, so they can speed up the process when they arrive. We are looking at all ways we can utilise the functions that Newbook has to make customer check-in quicker and more efficient.

We have booked in our annual staff Christmas party for Thursday the 6th of December, this will be held at The Cowshed in Mangawhai. Belinda is once again kindly looking after the desk for us for the evening, without her help we would struggle to all be able to attend. We'd like to say a big thankyou to Belinda for her help with this, it is much appreciated.

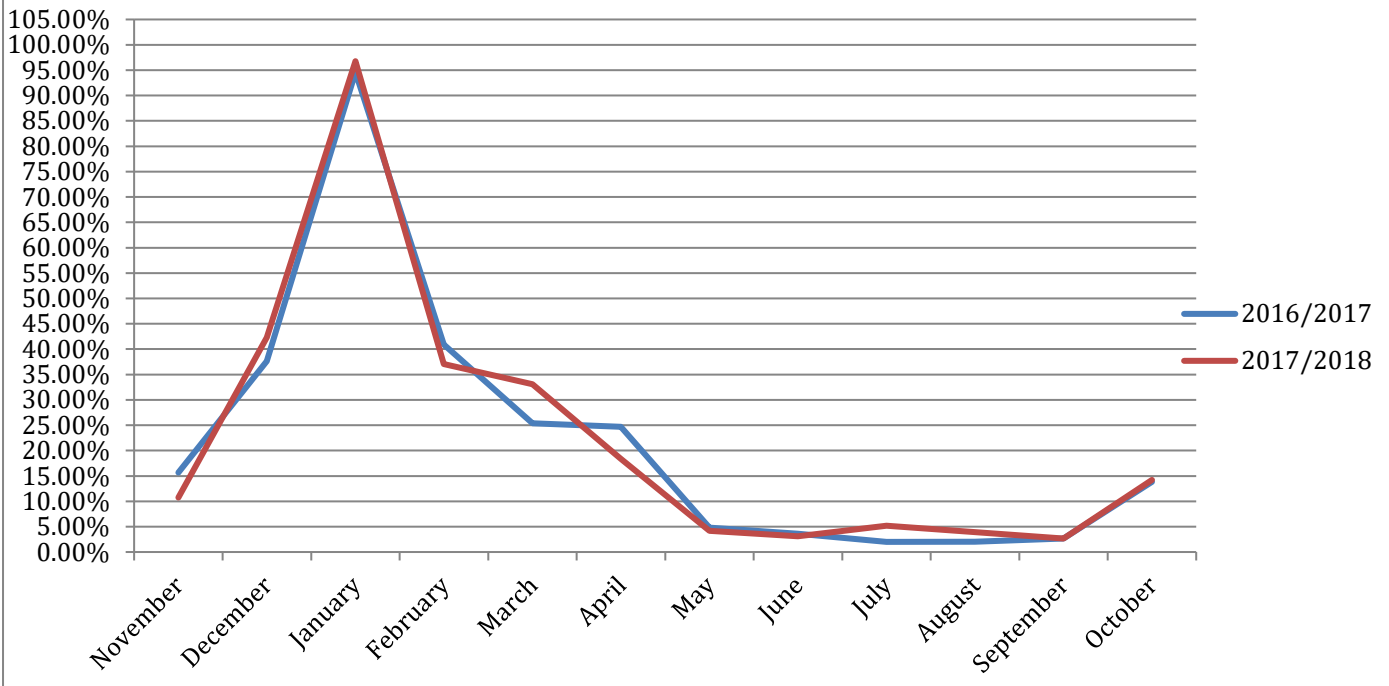
Regards

Anton and Lucy

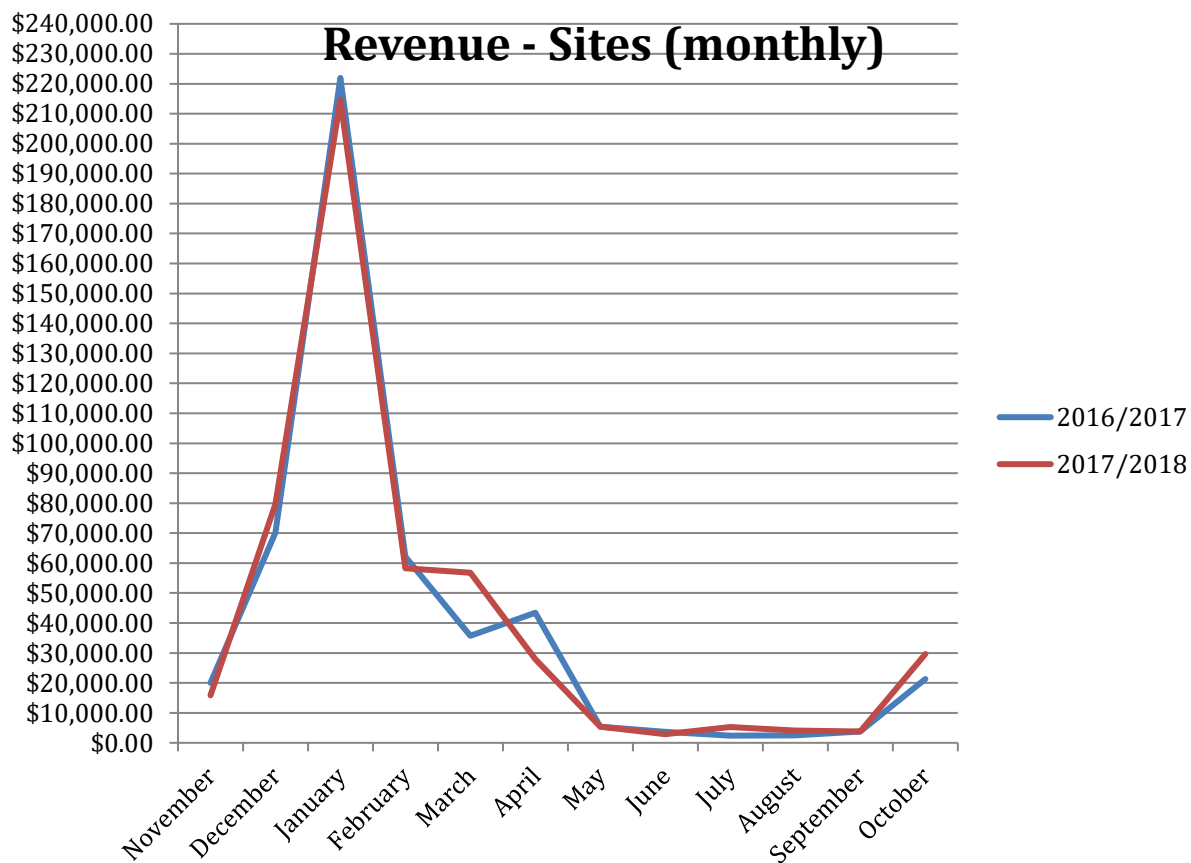
Occupancy and Revenue – October 2018



Site Occupancy %



Revenue - Sites (monthly)



Cabin occupancy and revenue in October was up when compared YOY with October 2017, as was site occupancy and revenue. This was due to having higher than usual occupancy levels over labour weekend 2018.