

WAIPU COVE RESERVE(S) BOARD

11th March 2019, 7pm

Camp Waipu Cove all-weather room.

ALL WELCOME

AGENDA (E & OE)

PRESENT: J. Henderson, B. Hopkins (minutes secretary), L. Trist, A. Trist, E. Cook, R. King, R. Stolwerk, P. Baker, K. Baker, R. Pullan

APOLOGIES:

MINUTES OF THE LAST MEETING:

MATTERS ARISING:

CORRESPONDENCE:

Inwards:

04/02/2019 – Angus McCulloch – Information re. colour coded canine scheme

11/02/2019 – Lloyd Rooney – New signage at beach

13/02/2019 – Michael Cunningham – Request to hold annual Cove Fish Fry (response via managers)

15/02/2019 – Tim Manning – Invitation to WCRB to attend surf club event

Outwards:

04/02/2019 – Angus McCulloch – Acknowledgement of email

11/02/2019 – Lloyd Rooney – Acknowledgement of email

18/02/2019 – Ian Godfrey – Content of published book

27/02/2019 – Tim Manning – Response to event invitation

CARRIED E. Cook/R. Pullan/All in favour

REPORTS:

- **Management report**

The interactive map on the new website is proving very popular. The managers are now working on 'Newbie', a robot that can assist on-line. Summer re-booking is still only available in person/via phone commencing on 7th March (for those that haven't re-booked during their stay). There are some staffing changes coming up. John queried whether a creche for staff would be helpful. The managers feel that there would be a lot of health and safety issues to consider but this could be reconsidered in the future. Rick asked whether the managers knew how many bookings they picked up from the school camps. They are unaware of numbers but there are a good few.

- **Financial report**

- **WCSLSC Report (verbal)**

The Board had written to Ian Godfrey regarding some inaccuracies in his recently published book. Ian responded to WCRB prior to responding to WCSLC board. Rick Stolwerk is sympathetic to Ian's comments but would like to distance the surf club from further debate. The surf club did sanction book, but they did not thoroughly check it until it was too late and have apologised for this.

Although the Board have some issues with the book, John feels that Ian's email was conciliatory. He suggested the situation should be left as it is with a short statement added to the website (not mentioning name of author) expressing the Board's position. Rick would like to see the situation finished but still feels a get-together would be best. Rick tried to arrange meeting with Ian prior to his reply but was unable to do so.

Peter felt Ian's reply was comprehensive, well presented and considered and that Ian was unaware of some of the details that have been raised as problematic. Peter suggested that Ian is trying to smooth the water between the Board, older ASH campers and surf club etc.

John agrees that Ian has acknowledged the issues the Board raised, and the situation should be finished.

Rowan agrees that the Board has let Ian know how they feel, and Ian has responded. She feels that much of the information went back to an old Board, but that Ian can see both sides of the situation. Rowan feels it may be good to put something on the website but that the issues should be put to bed.

Roger would like Ian to acknowledge that times have changed.

A note will be added to the website stating that there is a book circulating about the history of the surf club and that the Board objects to certain items in the book and has advised the author. All agree.

The Bunk House had received a few bad reviews over the last few years so the Surf club has replaced mattresses and they will be replacing the bunks after the season. They may also make a small coffee area. Hopefully this will improve the experience for guests.

We are mid-way through the school camps and the schools that tend to have a few issues have been spoken to prior to their arrival. The Surf Club are working with the managers to keep everything in order. A bond is charged (separately by Surf Club as well as camp) in certain situations where it is deemed appropriate.

The surf club has a container for storage purposes and will work with Management to facilitate moving to a new position.

Last weekend there were competitions and IRB exams. There are nationals coming up soon. The club is doing very well in these events, mainly due to the junior surf program. It is a small but very successful program.

Easter dinner is coming up.

CARRIED P. Baker/E. Cook/All in favour

GENERAL BUSINESS

- **Parking Issues in Public Area**

There is a persistent parker coming in via the car park exit and parking in front of the power box despite “no parking”. This person then surfs between the flags which is prohibited. There is a very long-winded process to get someone fined for this. The Board cannot help with the surfing issue but would like to help with the parking issue. The car park is reserve board land so the Board need to find out by what authority they can arrange towing etc. and erect signage. John suggested writing a letter to this person regarding the parking issue. Anton will pass contact details to John to write to the perpetrator. The managers explained that WDC warranted contractors were ticketing people over the summer and the Managers had to ring council to explain that this was not council land.

Roger has noted that as the body allowing the surf school to be here, the Board need to make sure everything is in order regarding ratio of pupils to instructors, safety requirements etc. So far, any issues have been addressed very willingly by the surf school. They have offered to pay a lease or fee, but the Board feel this isn't necessary as they are a great asset to the community. They do not want a contractual relationship, but the surf school are welcome to make a donation if they feel that would be appropriate. There is also another surf school that occasionally parks in the carpark.

Anton has had Robinson Asphalt out to look at the south end of carpark that is currently shingle. They have also advised the style of parking that would be most appropriate. Should this area be surfaced properly with lines painted? Local roading contractors often dump piles of metal here, assuming it is council land. Anton will obtain a quote. There is also a company that recycles bitumen so it would be good to get a quote for this too. There would need to be pedestrian way to the beach.

- **Site Fees**

An email has been circulated among Board members suggesting the rate of inflation be used to set fee increase for ASH sites. 2018 inflation was 1.5%. The figure could then be rounded slightly if necessary. This would take standard fees from \$5,150.00 to \$5,227.00 and premium fees from \$5,870.00 to \$5,958.00 This method could also be applied to casual rates but as many sites have already booked for next summer these increases would be applied to the following year. ASH rates have been compared to comparable camps but this has not been done for casual site rates. Roger feels that increases in casual site rates shouldn't necessarily be linked to ASH sites. Casual fees have not been put up for a few years. There is no shortage of demand. Peter doesn't feel casual fees should lag behind and would agree to a \$1 increase on the nightly rate. He does not agree to the rounding up of ASH fee amounts just for the sake of a round number. Anton

pointed out that having a strange number can cause confusion over deposit/monthly amounts but the monthly payment amounts could all be equal with the deposit amount covering the remainder. Casual site increases next year should be implemented prior to the March re-booking date. Managers don't want to increase winter and shoulder rates. As casual fees are already set for next summer any increases must be set prior to December (20th December is when peak period starts and guests can do priority booking for the following year). The feeling is to implement a \$2 per night increase for peak powered site bookings (this rate covers 2 adults) for summer 2020/2021. Anton mentioned they would like to consider dynamic pricing for casual sites over the peak period when demand is high. This method is used by airlines and hotels. Managers will provide Board with further information on how they would implement this. The camp is not-for-profit and this needs to be considered. John suggested just using dynamic pricing for cabins only. Roger would like the camp to stay affordable for campers at least. The cabins are more of a premium product.

MOTION to increase powered casual sites in December 2020 by \$2 per night for peak periods (from \$48 to \$50). Non-powered sites will be increased from \$44 to \$46. Also, to increase yearly ASH fees from \$5,150 to \$5,227 and premium ASH fees from \$5,870 to \$5958, effective for the coming year 2019/2020.

All in Favour. (Peter abstained from voting as an annual site holder)

- **Dog Poo Bins**

Dog poo bins have now been installed however Peter advised that recommended mounting specs indicate installing on a concrete plinth. Ours are not so Managers will monitor build up of sand. They are made of weathered steel which is designed to rust. 1000 dog poo bags have also been supplied so far. The bags and bins are a great initiative.

- **Dogs on beach**

John now has a WDC Senior Manager contact for when there are any issues with dogs. Roger recently tried to call the dog control number but didn't find it helpful. He will pass on the specific issues to John to escalate the situation further. We won't be going around trying to photograph owners with dogs and license plates etc. as this could prompt unnecessary confrontations. John will try to find out when WDC contractors are being sent out to deal with issues and to ask our WDC Councillors to intervene.

Roger commented that there are a lot of very well-behaved dogs with owners that do the right things – there are just a minority who don't. Rick also mentioned that the surf club have issues with dogs on the beach as well.

Rowan suggested providing feedback to the organisers of the Cove Fish Fry regarding dogs. All agreed.

- **Other issues**

Drones are becoming an issue which will need to be watched as they are not allowed to be flown over the public area.

The new camp notice board is looking very good. It is to answer frequently asked questions like weather and tide times. Managers are also looking at a digital version which would cost approx. \$3000.

The stream has rotting algae in it again. We are waiting for big downpour as this will be the best way to clear it. It smells like sewage but is just rotting algae and Anton has put signs up advising this.

Opus have been at Waipu Cove as they are looking at doing a cycleway from Mangawhai to Waipu Cove. They inquired about having it run along the beach-side of the camp.

Upcoming events on the reserve and 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 29th April

Meeting Closed at 8.30pm

Managers' Report February/March 2019

The exceptional weather we have had in January has continued through February with no sign of abating as we head in to March. This has seen good occupancy levels over the month, although with Waitangi Day falling in the middle of the week, we didn't have a big influx of campers as we usually do when Waitangi Day falls close to the weekend.

Our first school group (Kristin School) arrived in the last week of February. They enjoyed perfect weather and another successful camp at Waipu Cove that had parents raving about it. We've noticed that we have picked up a number of bookings through school camps, as the parents have then wanted to come back and stay here. We currently have a group from Belmont Intermediate here with a second group from Belmont arriving next week. Finally, we will host De La Salle college in the last week of March.

Doggy-doo disposal bins have been erected down on the reserve in an effort to help dog owners to dispose of their dog droppings responsibly. So far, we've had a good response to this initiative and the bins are being used more and more as reserve users become aware of them. An article was published in the Bream Bay News in February which hopefully got the message out to the community.

We now have an interactive map up and running on our booking engine, so customers can choose their site on line when making a booking, from those that are available. This map shows site dimensions and other distinguishing features such as whether or not it's a larger or smaller site.

We are currently in the process of setting up "Newbie" which is described by Newbook (our reservations system) as being an "Artificial Intelligence, Multi-Lingual Concierge". Basically, Newbie talks to the customer and answers any questions they may ask, 24 hours a day. A lot of accommodation websites already use similar A.I functions and they are a big help in providing information customers in a timely manner. We hope to have Newbie up and running before the end of March.

Another bit of progress on the technology side of things - we've had Paywave added by our bank to our EFTPOS facility, plus we are now able to accept Google Pay and Apple Pay transactions from our customers.

Our general bookings will open shortly on the 7th of March, so we are currently undergoing our usual process of shuffling around our summer rebookings, and doing our best to action requests from our customer (e.g site moves, date changes) in preparation for this. At this stage, we have already had a large number of rebookings.

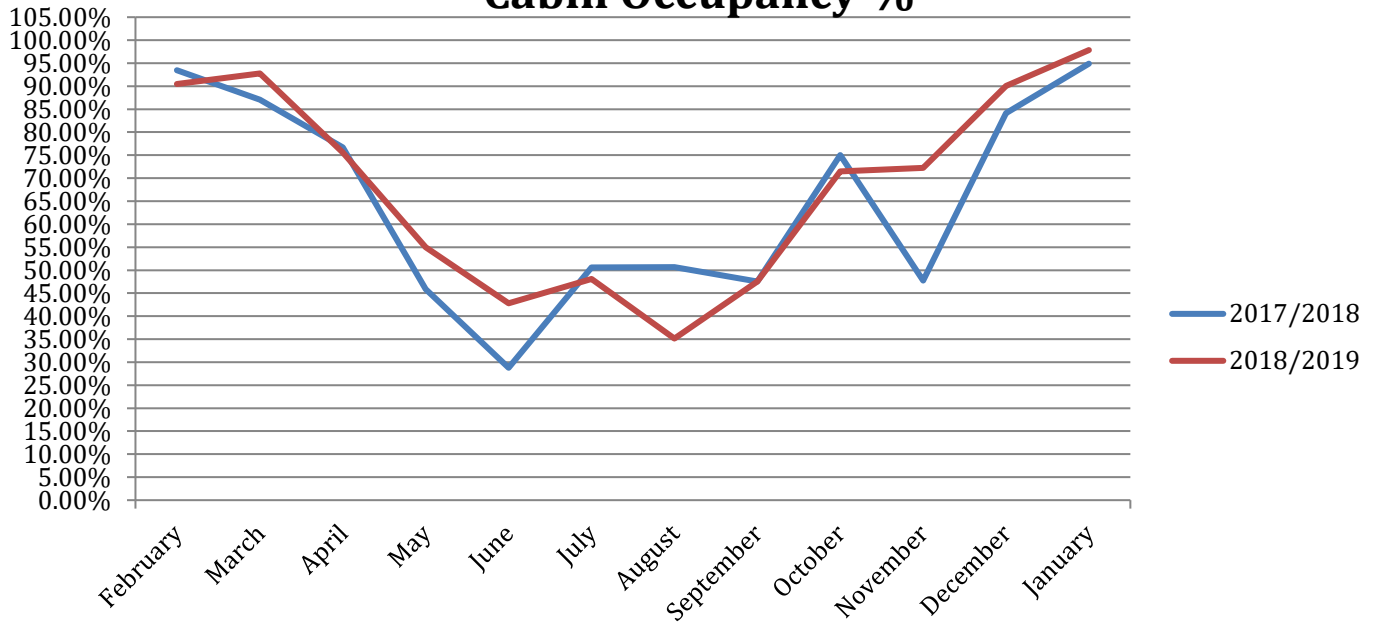
There are some upcoming changes to our staffing – Victoria our Reception Manager will be going on maternity leave in July or August, and Jette De Jong has resigned from her position as Receptionist effective late April, as she is about to travel the world for 6 months with Alien Weaponry -her two son's metal band who are currently taking the world by storm! In preparation for these departures, we have employed Swas Winton as full-time receptionist and will be employing another receptionist in the coming months. Victoria has been busy training Swas. Trina Webb, who is one of our amazing cleaners is also finishing at the end of March as she has important family commitments that she needs to focus on. We wish all these ladies well for the future.

Regards

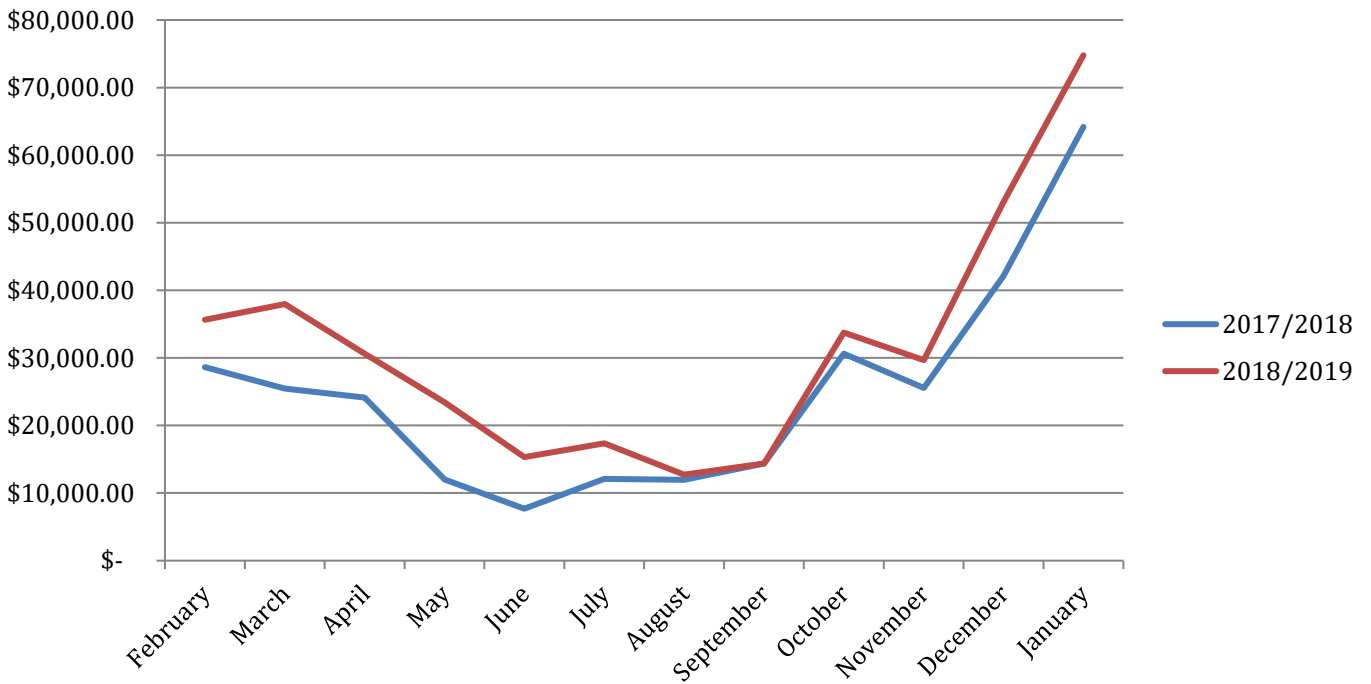
Anton and Lucy

Occupancy and Revenue – February 2019

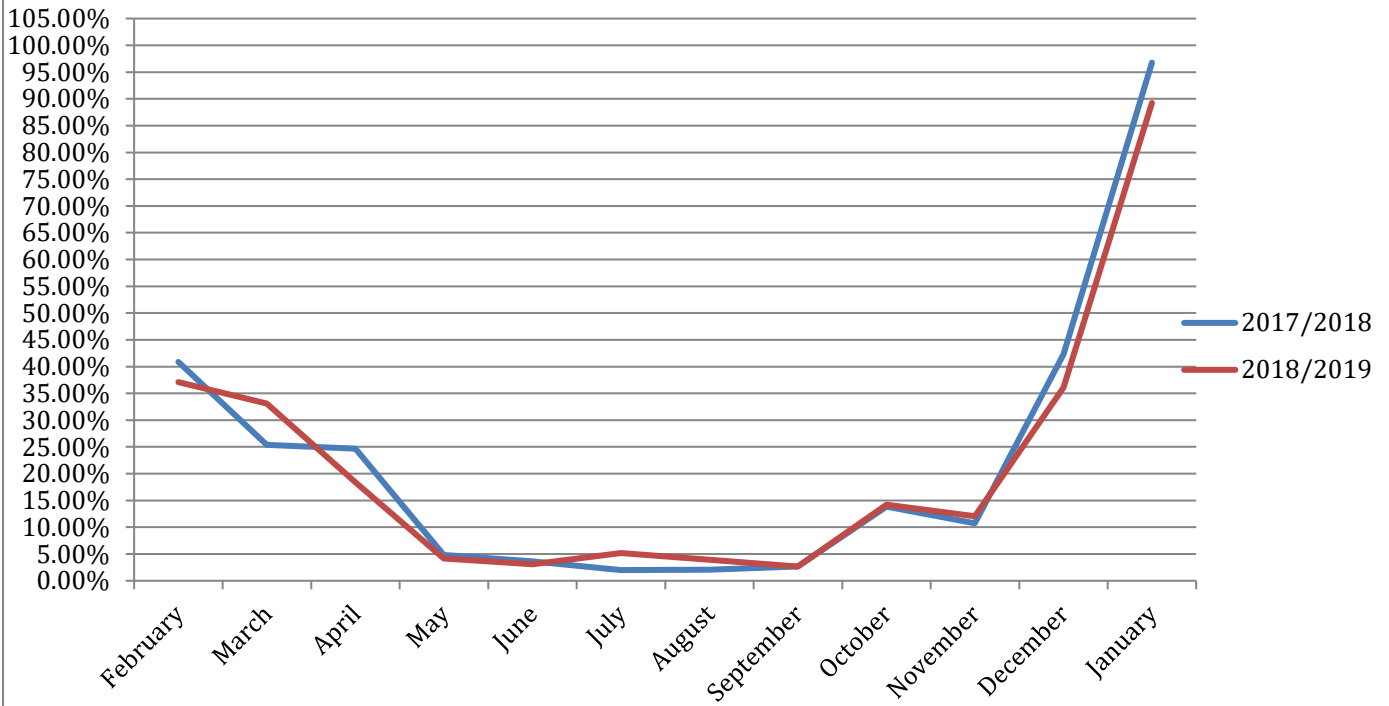
Cabin Occupancy %



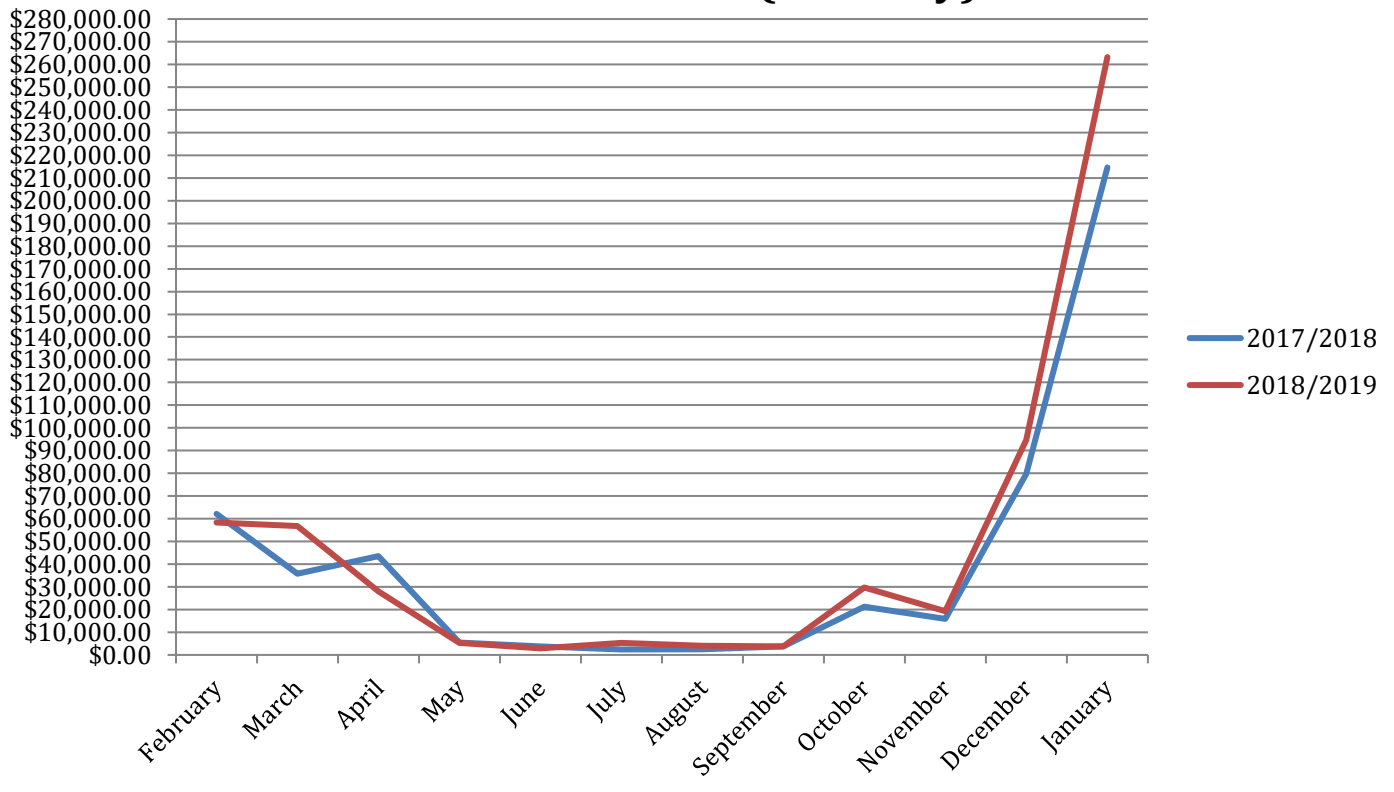
Revenue - Cabins (monthly)



Site Occupancy %



Revenue - Sites (monthly)



January 2019 financials

	January 2019	January 2018	Comments
Revenue	\$ 238,676	\$ 247,740	Down \$9k
Payroll	\$ 48,599	\$ 46,980	Up \$2k
Expenses	\$ 112,126	\$ 118,789	Down \$6k

Surplus/deficit \$ 126,561 \$ 129,026 Down \$2.5k

Financial report January 2019

Revenue per ASH: \$521

Revenue per camp site: \$845

Revenue per cabin: \$4100

Actual funds available in all bank accounts 26/02/2019 = \$679,038 which includes \$274,323k on term deposit @ varying interest rates and terms.

Revenue:

Although we had a fantastic summer weather wise revenue was down \$9k which is attributed to 2 things. Auckland Anniversary day was 28th Jan where last year it was the 29th Jan this equates to approx. \$12k less revenue (1 day) as the camp empties after anniversary day, also deposits paid on departure for next summer bookings was less this year but this will be made up for in February's financials when deposits are due. YTD revenue is up \$28,486 and operating surplus up \$14,508.

Expenses

Down \$6k on last year. Cleaning consumables down \$2,791 due to timing of purchases, security patrols down \$6,817 due to timing of invoices again. YTD expenses are up \$15,178.