



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 25th August 2019

The All-Purpose Room Camp Waipu Cove

ALL WELCOME

PRESENT: J. Henderson, R. Stolwerk, M. Ackland, M. Bell, K. Baker, L. Trist, A. Trist, P. Baker, A. McCulloch, K. King, R. Pullan, S. Grant, E. Cook (11.05), S. McCombe, B. Hopkins

APOLOGIES: J. Mellisop, D. Auld

MINUTES OF THE LAST MEETING:

Sun 26th August 2018 – Minutes of the last meeting as circulated and published

MATTERS ARISING: None

MOTION R. King/R. Pullan/All in favour

REPORTS:

- **Chair report (verbal)**

John welcomed everyone and thanked them for coming. The purpose of the WCRB is to provide a high quality camping experience and to make improvements each year. This is primarily done by employing competent managers. Anton and Lucy have a great relationship with both the campers and Board. John encouraged everyone to make suggestions for improvements they would like to see. The Board are being faithful to their charge to provide high quality experience by funding projects. He encourages feedback from stakeholders especially regarding capital improvements. There is currently a surplus in funds which enables on-going improvements to be made. John acknowledged that the lousy WiFi is a problem, particularly over summer. The managers are working to improve wifi signal strength and coverage prior to Northpower fibre cable being available sometime next year as this is the current big shortcoming of the camp.

- **Management report**

Report below. It has been a successful year with great weather compared to previous years. There has been an excellent area of growth in hosting school camps off peak dates. Approx. a dozen camps will be staying over the coming summer. The school camps are great for the surf club too. They are primarily organised through Bigfoot Adventures.

- **Financial report**

Up about 5% in income year to date compared with last year. Very successful. There have been savings in electricity of \$13,000 by going solar as well as the positive environmental factor. John urges all to look at implementing solar power in their own homes as a way to save electricity costs.

- **WCSLSC Report**

Rick thanks for the Board for their ongoing support, financial and otherwise. There was a hiccup with the published book this year but all are working to move past that. The collaboration between the surf club and camp is great – long may it continue. The dune restoration project has now taken 20 years to get to where we are now. It was initiated by surf club. There will inevitably be a bad storm at some point and it will have to be re-done but the longer the plantings can grow the quicker they will recover. Rick discussed Operation Floation – Operation floatation tubes that can be used by the public to assist people in trouble in the water. They were created after a drowning last year. They are currently being installed at Langs beach. Rescuers can drown going to save people as the regular lifesaving tubes are not made to hold the weight of more than one person. Operation floatation's are big enough for 2 people to lie on until they are rescued. They will have location beacons installed in them as part of the next stage. They are aimed at people who are not surf life savers but need to assist a friend or relative in trouble. They do get stolen, sun damaged etc. so do need replacing every year or so. They are not endorsed by surf life saving NZ so would need independent funding. Maureen volunteered to sponsor one. Rick feels these are the best option currently available. The surf club will monitor them but can't endorse them. Rick suggests one by boat ramp and one at end of camp (plus replacements for when needed). Anton pointed out that it may go missing from near boat ramp. John suggested getting a few extras to cover sun damage and being stolen. The Board will sponsor 3 tubes. Rick will provide information on ordering. Rick thanked the camp managers for encouraging the school camps.

They have been coming since 1988, starting with Kristen school and Rick is keen to see them continue.

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The surf club surf canoe got smashed during a collision recently. This has been replaced (insurance) on the condition the old one isn't repaired. The old one will be cut in half and installed in surf club wall. It will then be surrounded by a mural by similar to the ones on the camp facility blocks.

Maureen Bell – Maureen asked for more information of camp entrance renovation. John explained the flooding problems which need to be addressed with new drainage. Marie Ackland asked whether this was being done by the Council – it isn't, it is being done privately by the camp. The house/office at the camp entrance will also be having significant work done as a result of extensive testing of the building. This is all covered in the management plan however the consultant retained by Board to oversee the plan only released the draft management plan for 1 months public notification, (it should have been 2 months) so DoC have insisted it be re-released for submissions (advertised in papers, letter drop etc). Marie pointed out that there is flooding of neighbouring properties as well and the council have done nothing to help despite residents doing all that has been asked of them by the council. Marie suggested the camp could help with their problems. The drain has not been cleaned out for at least 3 years. There were originally flush gates that were quite effective, but they were removed a few years ago and not replaced. Anton suggested funding cleaning the drain. Peter suggested going back to council to put pressure on them first as they made a commitment to assist. John reassured that the camp project may help residents but the camp is an interested party in getting the council to provide improvements for residents. Anton/Lucy will contact Simon Charles at council to find out what progress is being made and their position to allow us to do something if they won't. Marie will send correspondence to managers. Andrew Carvell made a commitment to the Cove residents but has now been replaced by Simon Charles. John will contact Shelley Deeming if WDC does not take action.

Rick has copies of latest flooding maps (May 2019) and feels it's important to take notice of worst case scenarios when planning for all new builds.

MOTION P.Baker/R.Pullan/All in favour

GENERAL BUSINESS:

- Election of officers

John Henderson stands down as Chairman. Rowan nominated John to be Chairman, Roger seconds, all in favour. John Henderson is elected Chairman for the next year. Peter says we all appreciate John and his work. The Board works collectively to fill all other roles so no other elections were necessary.

John thanked everyone. The Board feels good about work they are doing. He understands that they can't satisfy everyone all the time but are committed to doing their best.

- A. McCulloch – Angus has suggested that public notification of events on reserve is provided. He feels it would be good to have notice a week or so in advance of events that are happening on the reserve. The Board agrees. The managers will look at modifying Camp website to find a suitable place for this information. Angus suggested putting on information board by the seats on the reserve as this would be closer to where most people are. Maureen disagrees as she is opposed to visual pollution. John points out there will be a big board installed when camp entrance is re-done and it could be incorporated there. Angus would prefer something closer to beach. Sean McCombe suggested that we could work with the dairy to provide notices there as a lot of people stop there.

AGM closed 12:35am

AGM Managers report, 14th August 2019.

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Once again, it's been a busy year for Camp Waipu Cove. The last twelve months have seen the completion of several major projects, including the construction of another self-contained cabin. It is pleasing to report an overall increase in revenue – up \$80,881 for the 2018/2019 financial year.

Major projects that have been completed over the last twelve months include:

- Construction of a one-bedroom, self-contained cabin was completed this August. This is part of the new cluster located in the middle of the camp. Fit out with furniture, appliances and window coverings is now underway. Bookings for this cabin will open in September.
- We have upgraded to a newer more sophisticated reservation system called Newbook, which has resulted in many efficiencies in our systems and processes.
- Our long-term dune restoration project has finally been completed this year with the last area being shaped and planted out in June.
- Total refurbishment of all our Kitchen Cabins took place in September last year, which included new cabinetry, lino, interior repaint and new bunk beds.

Summer 2018/2019 saw record occupancy and revenues, helped along by fantastic weather that seemed to go on and on. Changes to our booking and check-in process (made possible by our new reservations system Newbook) ensured everything ran smoothly and efficiently. Customers were able to complete much of the pre-check in process online for the first time, making the arrival process much quicker.

The number of Annual Site Holders (ASH) has further reduced this year, with 73 contracts being issued. There were 77 contracts issued last year. In February this year the Waipu Cove Reserve Board and the ASH were given news of the decision by DOC to discontinue ASH sites as of 2025. DOC stated that they would no longer continue to grant dispensation to the Reserves Act 1977 rule that does not permit the occupation of any site for more than 28 days, and therefore would not be signing off on ASH contracts after 2025. This is significant news that is still being digested by all concerned and will undoubtedly mean some big future changes for the camp.

For the sixth year running, we were awarded the “Certificate of Excellence” from Trip Advisor. A Trip Advisor 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), with a large number of reviews. Online review sites - with Trip Advisor being the most well-known - are increasingly used by consumers as a decision-making tool when researching accommodation options. Having a good presence on such sites is a great marketing tool for us. When we conduct customer surveys, the data shows our reviews on Trip Advisor are a deciding factor for many of our guests.

It has been great to finally complete our dune restoration project. Once again, this year we had help from Waipu Primary School students with planting out the reshaped dune. The dunes are currently in great shape.



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From now on, we will be focussing on maintaining the dunes with a yearly maintenance program in place with spraying to help keep them looking good.

We continued with local sponsorship again this year – we've donated accommodation vouchers to Waipu Primary School for their Easter Carnival auction, and to the Art N Tartan event. We also sponsored a Bream Bay Hockey Club event and continue to 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. We have also been working closely with Waipu Kiwi Trust to support them in their pest control efforts by of way hosting meetings and storing their equipment.

Projects we are currently working on include obtaining resource consent for the construction of three more one-bedroom self-contained cabins and putting stage one of the Entranceway Project out for tender. We have the help of Architect Trevor Murray and Jackson Worsfold (Dream Planning) with both these projects. The construction of all three of cabins will commence in 2021, with one being specifically designed to meet accessibility requirements for those with disabilities. The Entranceway Project has been broken down into two stages - stage one is the reception building, stage two is the landscaping. Moisture testing of the reception building has been completed, and Trevor is currently liaising with WDC regarding resource consent.

Upcoming projects for the next twelve months include construction of a new BBQ area with gazebo in the new cabin cluster, installation of “glamping” style tents, resurfacing the floors of middle, lock and rum row ablution blocks with Terraflake, and drafting a comprehensive “Environmental and Sustainability Policy” to guide us in all areas of operation and management of the camp and reserve.

Kind regards,

Anton & Lucy Trist

Financial Report 2018/2019 to Year end June 30th 2019

Total operating revenue: \$1,388,469 up 6% on last year
Total operating expenses: \$895,204 up 2.7% on last year
Net Surplus before depreciation: \$504,604 a healthy 15% up on last year
Cash reserves: \$702,902
Capital purchases for year: \$196,400

Total assets now at \$3.6 million. Pleasing to see total operational revenues up \$81k (6%). Casual site fees up \$56k mainly attributed to better weather last summer and the camps increasing popularity. Self-contained cabin revenue continues to grow and is up by \$10k as inventory increases so does demand. Kitchen cabins in-line with last year, annual site holders revenue up \$8k.

Revenue per camp site: \$3,895 per year
Revenue per annual site: \$4,568 per year (77 ASH sites)
Revenue per cabin: \$30,851 per year

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Above figures show that cabins are generating far more revenue than any other source, our new 1 bedroom cabin will be ready for occupancy around 31st August 2019 and 3 more 1 bedroom self-contained cabins will be constructed starting April 2021.

Expenses: up on LY by \$20k or 2.7% which is good considering revenue grew by \$81k. Wages and salaries up \$16k. Great to see a \$13k reduction in electricity due to solar production even with increases in site and cabin occupancy, it's good for the camp to have these savings into the future.