



# 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 3<sup>rd</sup> October 2020

The All-Purpose Room Camp Waipu Cove

**ALL WELCOME**

**PRESENT:** R. Pullan (chairperson), B. Hopkins (minutes secretary), P. Baker, R. King, E. Cook, L. Trist, A. Trist, H. Kereopa, A. McCulloch, R. Stolwerk

**APOLOGIES:** L. Minhinnik

**ATTENDING VIA ZOOM:** Y & G Mattson, R & P Murray

**MINUTES OF THE LAST MEETING:**

Sun 30th August 2020 – Minutes of the last meeting as circulated and published

**Motion to pass minutes as true and correct:** R. Stolwerk/E.Cook/All in favour

**MATTERS ARISING:** None

**WELCOME KARAKIA**

### REPORTS:

- **Chair report (verbal)**

Thank you to everyone attending. Disappointing those in Auckland are unable to attend in person. Welcome to our two new Board members, Lisa and Hollie. Welcome managers and guests. Camp and reserve are important to people for many different reasons. The current Board has similar intentions to those of the original domain reserve board, goals now are just extended. Management plan has recently been approved. Credit to Board, the Managers and their team for ongoing commitment, hard work and success of Reserve. Camp Waipu Cove has been recognised within the industry through numerous awards for the ongoing improvements and commitment to success.

- **Management report**

Attached below. Managers would like to thank their staff for all of their hard work over the last year. Rick mentioned he has excess spinofex plants available for dune planting that he will get to managers to arrange planting.

- **Financial report**

Attached below. Moving forward year on year comparisons will be fully accrual-based.

- **WCSLSC Report**

Rick gave report in Cath's absence. 2 IRB carnivals being held at Waipu Cove this summer (Jan & Feb). Quiz night around 8<sup>th</sup> Jan – v. popular with campers. Junior surf will start end of November (every Sunday through to Easter). Easter dinner to end season. Surf club interior has been painted – looking good. Cath will meet with managers to discuss improvements to bunk house. School bookings have been uncertain due to COVID. Search and Rescue (previously Emergency call out squad) has been holding training sessions and has won an award. No recent callouts. Grant obtained for kitchen refurbishment - going ahead end of season. Plans to maintain current club with funding rather than consider rebuilding.

**Motion to approve reports:** R. Stolwerk/P. Baker/All in favour

**A. McCulloch comment** – Everyone is doing a fantastic job. The well thought out approach to issues is great.

### GENERAL BUSINESS:

- Election of officers

The Board currently runs with a chairperson and no treasurer or secretary. All are currently happy with this arrangement.

Rowan stands down as chairperson. Rick nominates Rowan as chairperson.

Information also available on [www.campwaipucove.com](http://www.campwaipucove.com)

Board can be emailed directly at [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

## **Motion to elect Rowan Pullan as Chairperson of Waipu Cove Reserve Board – R. Stolwerk/E. Cook/All in favour**

CLOSING KARAKIA

AGM closed 11.35am

### **AGM MANAGERS REPORT August 2021**

As this AGM report is being written the whole of New Zealand is in COVID alert level 4 lockdown. It's been a somewhat unsettled 12 months for all businesses, us included. In August 2020 Auckland was plunged back into further COVID restrictions, but from September 2020 onwards the country (aside from another stint at Level 3 in February and March for Auckland) was able to enjoy relative freedom experienced almost nowhere else in the world. Now we are back in a nationwide lockdown once more. Despite all the disruption, the camp experienced record occupancy/revenue levels, with summer 2020/2021 the busiest on record. In addition, there was a significant revenue increase during our shoulder season from (October – May) as we felt the effect of many New Zealander's opting to travel domestically. Once the current outbreak is under control this trend is likely to continue whilst border restrictions remain in place, given the effect of COVID 19 on New Zealander's ability to travel internationally. Alert level changes, along with supply chain issues contributed to some delays with proposed projects, but we've been able to forge ahead with the new cabin cluster and have completed other planned projects, albeit later than originally scheduled in some instances. Despite the camp not trading for 51 days in 2020 during COVID levels 3 and 4, we bounced back and finished the financial year in a strong position. Our end of financial year showed revenue was up \$303,161 on last year with a surplus of \$710,759, up \$156,460 from the previous financial year.

### **Projects completed August – Dec 2020**

- The planned internet upgrade took place in October 2020. This was unable to take place until Fibre was installed on Cove Road. Until this took place in September 2020, we did not have the capability to undertake this upgrade. WIFI is now free for all customers with much improved connectivity and speed. After the initial installation by HQWIFI, a couple of teething issues were identified and subsequently fixed. The system is now working well. There will always pressure on the system over peak periods
- A bike repair/maintenance station was installed next to the all-weather room. There are multiple bike repair tools attached to a metal stand via a long chain, for campers to put make minor repairs and adjustments to their bikes.
- Our Camp Waipu Cove video tour was launched in September 2020. This updated the previous video tour which was made in 2013. This has been shared on our Facebook and Instagram pages, with 50K+ reach. It was also added to our website's homepage. The video tour showcases the best that the camp and surrounding area of Waipu have to offer visitors.

### **Projects completed Jan – August 2021**

- The laundry upgrade was completed in April 2021, with a swipe card system installed in reception that allows guests to purchase a card and top it up via a self-service terminal. All washers and dryers were converted to card-operated, where guests scan their pre-loaded card against the machine they wish to use. This has

Information also available on [www.campwaipucove.com](http://www.campwaipucove.com)  
Board can be emailed directly at [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

eliminated the need to have lots of \$2 coins to hand. We had aimed to complete installation prior to summer but unfortunately our supplier had some delays with parts that had to come from overseas.

- 56 solar panels have been installed on the roof of the northern ablution block. Last summer there were ongoing issues with the old diesel boiler which is responsible for heating water in this block. Now the power generated from these solar panels heats the water via an electric heat pump, replacing the old diesel boiler which has been decommissioned. There is also the bonus of this being a more environmentally friendly option.
- Two concrete pathways have been laid on the day reserve. One around the public toilet block facilitating easier access to the beach for those in wheelchairs, parents with pushchairs, and elderly users. The second path runs through the reserve, from the edge of the camp to the boat ramp, enabling the surf club mule to access the beach quickly and safely without damaging the grass.

## Current and future projects

- Three self-contained cabins are currently under construction. Arise Builders commenced construction in late February of this year. When we went into lockdown, they were only approximately two weeks from completion. One of these cabins is wheelchair accessible, with a ramp for access and enough space for wheelchair to move around inside unobstructed. The kitchen bench is slightly lower, and the shower is designed for easier access. Apart from these small differences it looks the same as the other two cabins. People with disabilities, and their families/companions form a growing segment of the travelling public so it is great to be able to better cater to this group. This cabin is designed so the user can be independent of any help throughout their stay.
- Self-contained cabins 6 and 7 are currently undergoing kitchen and bathroom renovations. These cabins are over 15 years old, so were getting a little tired and in need of a revamp. They are popular cabins, and due to their high occupancy, winter is the only time of year this work can be undertaken.
- The Entranceway Development project is still ongoing and will be for at least the next 12 months and beyond. Management and the Reserve Board have been in multiple discussions with Steven Chambers of Stufken + Chambers Architects. At the December 2020 board meeting, Stephen held a zoom presentation outlining the various options, along with a Q & A session. In March 2021 a workshop meeting was held to decide on the preferred option. Stufken + Chambers were advised of the outcome and came back with concept plans in July. The next step is to provide feedback to the architect on these plans, who will then begin to draft working drawings. This is a long-term project with construction not likely to commence until 2023/2024.
- As of Labour Weekend 2021 the entire camp will become smoke/vape-free. We advised campers of our intention to do so before summer 2020/2021. A number of other holiday parks in New Zealand are already smoke-free so there has been little negative feedback on this upcoming change.

As mentioned earlier, summer 2020/2021 was the busiest we've ever experienced, with occupancy levels for both sites and cabins higher than expected right through until the end of May. Site revenue was impacted in February and March due to COVID alert levels restricting travel for Aucklanders, resulting in the loss of two large school camps and many casual bookings. Fortunately, higher than usual occupancy levels (aside from this period) made up for these losses.



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

---

High demand for self-contained cabins has continued through winter, particularly on weekends. We are looking forward to the completion of the middle cabin cluster, with the addition of three self-contained cabins that are currently under construction (nearing completion). There has been high customer interest in these cabins, however we will not be taking bookings until they are 100% finished. We don't want to be in a position where we have bookings we can't honour if building times are extended. There has always been the possibility of COVID-related delays during the building process – a concern which has unfortunately become a reality with the current COVID outbreak.

Like everyone else during the last 18 months, the implications of COVID have had a significant effect on day-to-day operations, business planning, and decision making. We were lucky to come out of the initial lockdown with no redundancies and we were able to continue to pay all wages at 100%. This proved to be the right move as business bounced back quickly leaving the camp in a good financial position and with plenty of work for the staff. Early on we put together a comprehensive Covid-19 policy to distribute to customers. This outlined among other things, a separate policy for covid-related booking cancellations, and additional precautions that are taken at different alert levels, including what would happen during peak season with regards to an increase in alert level. This policy was added to our website and sent out to all bookings, so guests had access to any information they

needed to be able to book with reassurance that we would be flexible if the situation changed. We also implemented a COVID health and safety policy covering staff and guests, including how work could be conducted safely at each alert level, with procedures and protocols in place to ensure this, including heightened cleaning protocols and enabling required social distancing to take place. With the current lockdown we are experiencing, it is at least reassuring that we have all the systems and policies in place for when we can reopen. We are hoping the financial impact is minimized given the timing (occurring in the quieter winter months) and provided they can stamp out the current outbreak reasonably quickly without a prolonged lockdown, such as we have seen in the likes of NSW.

The financial year 2020/2021 will be the first that the financials have been prepared on an accrual rather than cash accounting basis. The main difference between the two methods is the timing of income and expense recognition. Given the camp as a business has grown in scale and complexity over the years, our accounting firm Elevate CA recommended the move to accrual-based accounting, as this will give a more accurate understanding of financial position and performance by matching income and expenses to the exact period in which the service is provided.

Earlier this year we enlisted the services of HR company EmploySURE to review our current Employment Relations and Health and Safety systems and policies. This resulted in the implementation of updated staff handbooks, and new and amended policies and procedures. We are about to begin using cloud-based software systems Brightsafe and BrightHR for managing all ER and H & S related administration, reporting and training delivery. This will be an ongoing process as we continue to review both areas over the coming months to ensure we keep up to date with several upcoming statutory changes that are likely to come into force.

In May we were notified by Trip Advisor that we had been awarded a "Traveler's Choice" award because of the large number of positive reviews we received over the last 12 months. This is the 8th year running we have received this award, so is a great indication customers have a positive experience when they stay with us. We have added the current certificate to all the previous ones, which are displayed in reception and on our website. In July, we learnt we were one of five finalists at the annual Holiday Parks Association New Zealand (HAPNZ) Conference for the "ReviewPro Spirit of Hospitality Award" - the sectors most coveted accolade. This prestigious award celebrates the most hospitable holiday park in New Zealand, with the winner selected by Global Review Index™ software which conducts a detailed analysis of reviews and feedback using innovative AI technology, based on the quality and

Information also available on [www.campwaipucove.com](http://www.campwaipucove.com)  
Board can be emailed directly at [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

[www.waipucoverserve.co.nz](http://www.waipucoverserve.co.nz) email: [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)

---

quantity of its reviews. This built a general online reputation score of every holiday park in New Zealand, indicating we were in the top 5 of these. We did not win this award but were proud to get as far as we did.

The tsunami evacuation on the 5th of March was a stressful situation that fortunately didn't amount to any significant waves at Waipu Cove, but it did serve as a test of the quality of our evacuation plan. We evacuated the entire camp in around five minutes. We were happy with this timeframe. All campers were directed to evacuate to higher ground – either St Annes Road or Cullen Road. Guests were communicated with via our PA system and text message alerts sent from our reservations system, both of which worked well to get the message across.

Dune maintenance has been ongoing over the last 12 months with spraying, weeding and some planting taking place where needed. We have contractors come at regular times through the year to undertake the bulk of this work, with staff keeping on top of it in between these visits. The dunes remain in great condition, they have stood up well to a couple of storms throughout the year.

Our community involvement has continued over the last year. We are still providing sponsorship to the Waipu Golf Club, Waipu Fishing Club and Waipu Bowls Club by way of advertising and donating cabin vouchers for various fundraising events. The camp supports the Waipu Kiwi Trust and Weed Action group by providing a space for them to continue to store their trapping equipment onsite. This year we had the opportunity to assist five local teenagers from Bream Bay College by sponsoring them \$100 each towards the cost of their "Spirit of Adventure" trip that took place from the 18th -23rd of May. This would have been a trip of a lifetime for these teens, and it was great to be able to help them raise the funds to make it happen.

Our relationship with the Waipu Cove Surf Lifesaving club remains close and we collaborate on issues and projects regularly. Some of the camp staff (managers included), are part of the newly formed surf lifesaving Emergency Call Out Squad (or ECOS for short). ECOS attend emergency rescue callouts on the water that occur outside the times lifeguards are patrolling. Squad members receive notification from surf coms via the Active 911 app, and whoever is on site at the time responds to the alert. These types of situations often occur during the winter/off-season. We provide support by opening the surf club and mobilising the equipment needed (including the IRB and mule) thus cutting down around 7 minutes of precious time for the ECOS squad, meaning they can get out on the water more quickly. The new concrete path for the surf club mule was another collaboration between the camp, the board, and the surf club. During the summer we worked together to host another quiz night which raised 2.5K for the surf club, which was put towards rewiring their fire alarm system.

The red algae stayed away from the beach during peak summer period, although it was floating in the water causing some annoyance to swimmers. It started washing in and out in February, but it did not stay on the beach longer than a day or so at a time before getting taken out in the tide. Unfortunately, a much larger amount washed onto the beach in mid-April which stuck around creating nuisance and smell. It did not clear until May.

The board have been discussing the algae issue for some time, and in January 2021 Serean Adams, Aquaculture Group Manager at the Cawthron Institute, gave a presentation on algae at the Waipu Cove Surf Club which was attended by the board and other interested locals. The Cawthron Institute is New Zealand's largest independent science organisation. In April, the board engaged Cawthron Institute marine ecologist Javier Atalah to begin an algae monitoring programme to build a long term picture of algae activity at Waipu Cove. In the meantime, the board had received letters from concerned members of public regarding the algae. At the May 2021 reserve board meeting the algae matter was discussed further, and the Waipu Lions Club proposed investigating the possibility of a removable weir across the stream at the Cove end of the beach. It was suggested that a weir would prevent weed washing further

Information also available on [www.campwaipucove.com](http://www.campwaipucove.com)  
Board can be emailed directly at [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)





# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

up the creek and rotting due to lack of water flow. The Waipu Lions would like to join forces to exercise the existing consent with WDC, but this would have to be discussed with Patuharakeke, and they would have to be in agreement, to take the consent any further. In the past Patuharakeke were not in favour of a weir, which is why the idea never went ahead.

Going forward, the board proposes to take preventative action before next summer to attempt to prevent algae travelling upstream, but this is not a fool proof solution as just one weather event can undo all the work leaving us at square one again. The algae issue will continue to be discussed, and a meeting is being arranged between WDC, NRC, Patuharakeke, Ngati Wai, the Cawthron Institute, and the board so that all parties are on the same page.

Anton and Lucy Trist

## Financial Report 2020/2021 to Year end June 30th 2021

**Total operating revenue:** \$1,693,592 up \$303,161 on last year or 17.9% increase

**Total operating expenses:** \$1,026,509 up \$115,928 on last year or 11.29% increase

**Net Surplus before depreciation:** \$710,759 up a healthy \$156,460 or 22.01% up on last year

**Cash reserves:** \$684,889

A very good financial year end result and the camps best on record, even more pleasing taking into consideration the interruptions due to COVID. We have now been well and truly discovered as a leading destination in Northland which bodes well for the future.

Total assets now at \$4,828,229 million up \$773,744 on last year. Very healthy net surplus of \$710,759 for the year and up \$156,460 on last year. Self-contained cabin revenue continues to grow and is up by \$71,500, this will grow even further next year once our 3 x 1 bedroom cabins are completed later this year. Kitchen cabins up \$32,158 and casual site revenue up a massive \$253,003 on last year. Annual site holder revenue down \$60,570 as a one off covid relief was given to ASH.

Revenue per camp site: \$5,302 per year per camp site up \$1,461 on last year

Revenue per annual site: \$4,190 per year per site (66 ASH sites) down \$492 on last year

Revenue per cabin: \$38,440 per year per cabin up \$7,974 on last year

The above figures show that cabins are generating by far the best yield than any other revenue stream, our 3 new self-contained cabins currently under construction will further increase this revenue stream and financially secure the camps revenue into the future. Although there is a large increase in workload with cabins such as cleaning costs, room amenities, linen, power etc they work for the camp 365 days and occupancies have been really strong this year, Hotels generally aim for between 75% - 80% occupancy so it's pleasing to see we are exceeding this.

2 bedroom self contained cabin occupancy: 82.01%

Information also available on [www.campwaipucove.com](http://www.campwaipucove.com)

Board can be emailed directly at [waipucoverserveboard@gmail.com](mailto:waipucoverserveboard@gmail.com)



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

---

1 bedroom Self contained cabin occupancy: 89.61%

Kitchen cabin occupancy: 72.73%

Expenses: Up \$156,460 which is expected due to our large increase in revenue. Wages and salaries are up \$47,401 mainly due to increased cleaning costs and wage/salary increases. Electricity up \$24,037, this is due to undercharging from our previous electricity provider and also a payment made to settle this undercharge as a lump sum. Water rates up \$18,327, \$10k of this is due to timing of invoices received which was included in the 2020/2021 financial year but consumed in 2019/2020 year.