

WAIPU COVE RESERVE(S) BOARD

Wednesday 1st December 2021, 6pm

Camp Waipu Cove all-weather room.

ALL WELCOME

OPENING KARAKIA

AGENDA (E & OE)

PRESENT: R. Pullan, B. Hopkins (Minutes secretary), E. Cook, L. Trist, R. King, A. Trist, R. Stolwerk, K. Baker, M. Bell, P. Baker, H. Kereopa

APOLOGIES: L. Minhinnick

MINUTES OF THE LAST MEETING:

Motion to approve minutes of last meeting as true and correct - R. Stolwerk/E. Cook/All in favour

CONFLICT OF INTEREST: P. Baker – ASH 30-day dispensation. Peter will step down from this discussion.

CORRESPONDENCE:

Inwards:

03/11/2021 – R. Francis – Camp access, discount & 30-day rule

08/11/2021 – R & P Murray – Minutes request

Outwards:

27/10/2021 – L & T Harlick – Vaccinations

05/11/2021 – A. Kindred – Covid restrictions

08/11/2021 – R & R Francis – Covid restrictions

08/11/2021 – R & P Murray – Minutes sent (and now on website)

Motion to accept inwards/outwards correspondence - R. Stolwerk/E. Cook/All in favour

REPORTS:

- **Management report**
- **Financial report**

Subsidies are recorded as 'other income', not operational revenue.

- **WCSLSC Report (verbal)**

Camp managers attended surf club meeting to brief on possible camp vaccination policy. All lifeguards must be double vaccinated and all people on surf club property must be double vaccinated as per Surf Life Saving NZ mandate. Life guards driving through the camp will follow camp policy. Surf club will be scanning vaccination passports. Quiz night has been cancelled. Club day is undecided. Paid guards start on 14th December and beach will be patrolled daily until first week in Feb. All events until New Year have been cancelled.

Motion to accept report - R. Stolwerk/P. Baker/All in favour

GENERAL BUSINESS

- **Overdue ASH fees**

Historically, overdue fees are chased by reception staff and managers via phone and email/letter. Discussion regarding process for unpaid ASH fees. A letter will be written from Board to any ASH in arrears stating that contact needs to be made and a payment plan put in place within 14 days.

- **ASH 30-day dispensation**

ASH contracts state that ASH are required to stay a minimum of 30 days. Due to the ongoing lockdowns of Covid this requirement will be waived this year.

Motion to waive 30-day requirement for 2021/2022 due to Covid lockdowns – E. Cook/R. King/All in favour

- **Patuharakeke input for our response to the stream (preparation for algae) – Lisa unable to attend so this will not be discussed at this meeting.**

Vaccination policy Managers made the recommendation to the Board for the implementation of a Covid vaccination policy in aid of keeping staff, guests and visitors safe at Camp Waipu Cove. Worksafe have provided a comprehensive risk assessment framework which has been completed by managers. There is an obligation under the Health & Safety Act 2015 to take all practicable steps to keep all staff and guests healthy and safe. This policy will cover anyone that enters the camp. This summer, wrist bands will be implemented to show who has permission to be in camp. Security guards will be employed, as in previous years, to support staff and management as required. The board has always had a share with care attitude. Discussion around whether there is a more inclusive option that would still be workable for the camp. Managers advised that this was the most workable solution to ensure the safety of all visitors, guests and staff at Camp Waipu Cove. Board hopes this is a short-term policy and acknowledges the huge amount of work the managers have put in over the past few weeks in assessing and formulating a plan to move forward with. Managers will communicate this policy to staff, guests and ASH and will also do a letterbox drop to inform Cove residents.

Motion to approve Camp Waipu Cove implementing a vaccination policy requiring that all eligible guests, visitors, and campers over the age of 12 years and 3 months are required to show their My Vaccine Pass on arrival for entry to Camp Waipu Cove. This will be effective from 15th December 2021 – R. Pullan/ R. Stolwerk/5 in favour, 1 against.

Board acknowledges this has not been an easy decision and it will likely not be an easy summer. The Board appreciate everything the camp managers and staff have done so far and continue to do. A zero-tolerance policy is already in place regarding abuse and rudeness towards staff.

CLOSING KARAKIA

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** - Sundays of long weekends (Saturday at Easter) 9-1pm
- **Waipu Antiques and Collectables Fair** – Sunday of Long weekends 9-4pm

Meeting ended: 7.10pm

Next meeting: Monday 24th January at 6pm at the Waipu Cove Surf Club.

Managers' Report for November 2021

It's nearing the end of November and almost approaching peak season. We've gone from wondering if we would have the quietest peak season ever, to having at least some reassurance that we in Northland will be able to welcome back guests from other parts of New Zealand. In the last two weeks we've had higher occupancy, and it's a good feeling to know that we will likely have another busy summer. Now we are busy planning how we will make this work under the new traffic light restrictions we all move to on the 3rd of December.

As the government has released more snippets of information around what the traffic light system will look like, we have been busy working on an operation plan going forward. The exact details of how this will work are still being finalised. It has been very difficult to try and plan with limited information and guidance so far as it relates to our industry. We will be working with the Waipu Cove Reserve Board to come to a decision on whether CVC's will be required to stay at the camp, with a decision needing to be made in early December so all guests can be notified as soon as possible. This involves conducting a risk assessment. We have already decided to implement measures such as social distancing, mask use in facilities, additional cleaning in the communal facilities, and keeping closer track of campers and visitors via the issue of wristbands. Further guidance will be provided by our industry body HAPNZ, and we are expecting more information from the government in the coming days. We have already advised our summer guests of the high likelihood of needing to be vaccinated to stay this summer, with so far very positive feedback overall.

Business has picked up a little in the last couple of weeks. The fantastic weather has certainly helped with this. We've been lucky enough to have our Northland customers choosing to stay with us. We've had lots of phone calls

with booking enquiries and people reconfirming existing bookings. We have had plenty of interest in bookings for the new cabin cluster. We remain heavily booked for the peak season.

There has still been a large volume of refunds to process with the Northland/Auckland border still in place. Up until now, anyone who has had a booking who doesn't reside in Northland has had to cancel it.

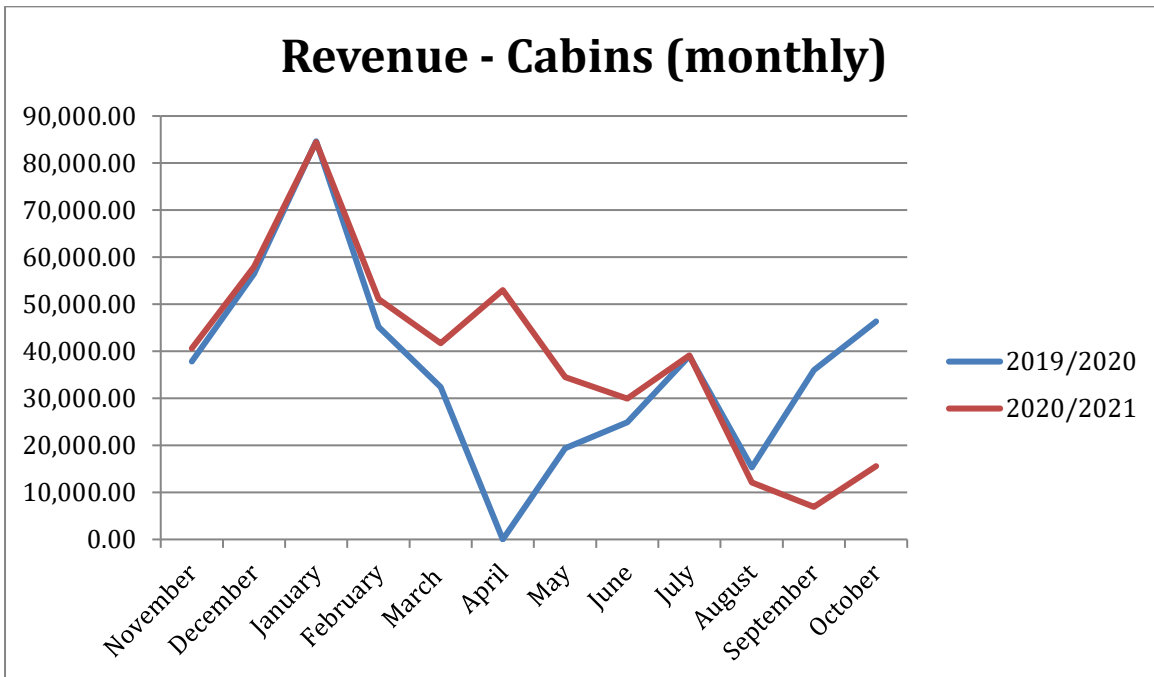
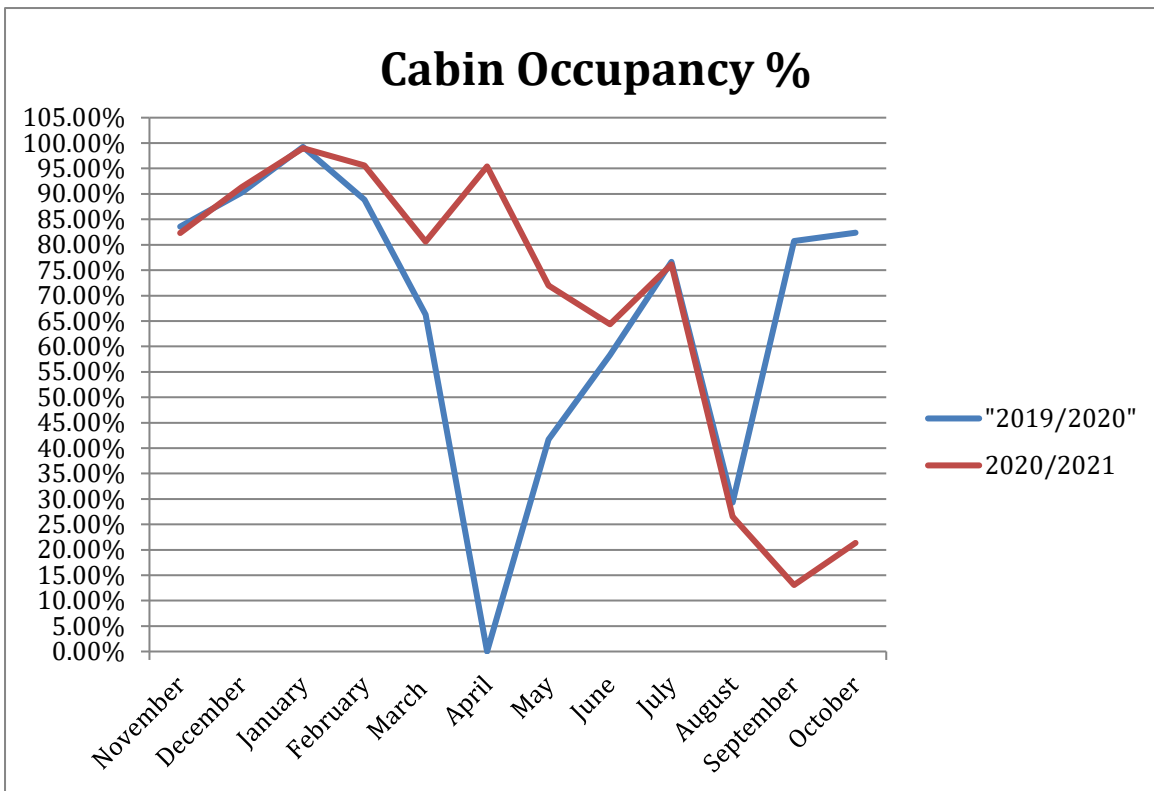
After having to postpone the first date due to lockdown, we managed to reschedule our Kiwihost training, which took place on the 8th of November. This is a whole day of customer service training. This was well received by staff. They feel more comfortable having to the tools to deal with difficult customers and situations. We are anticipating there may be some tense situations this summer so staff will need to know how to diffuse these situations.

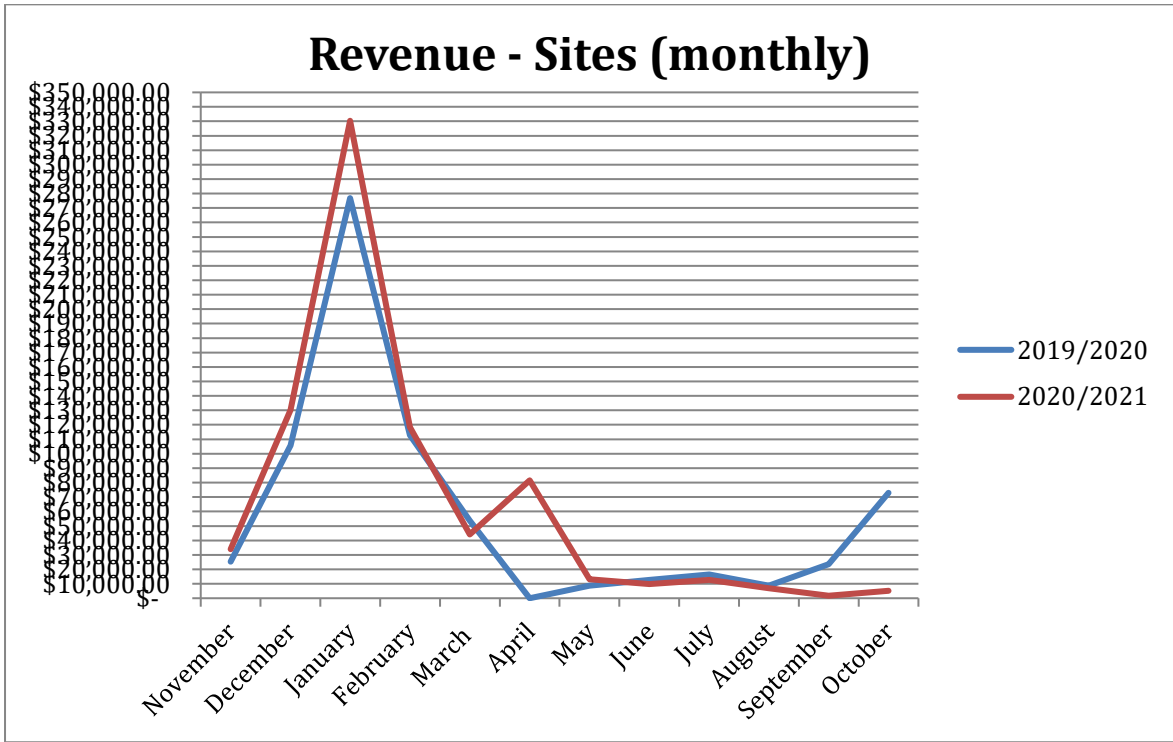
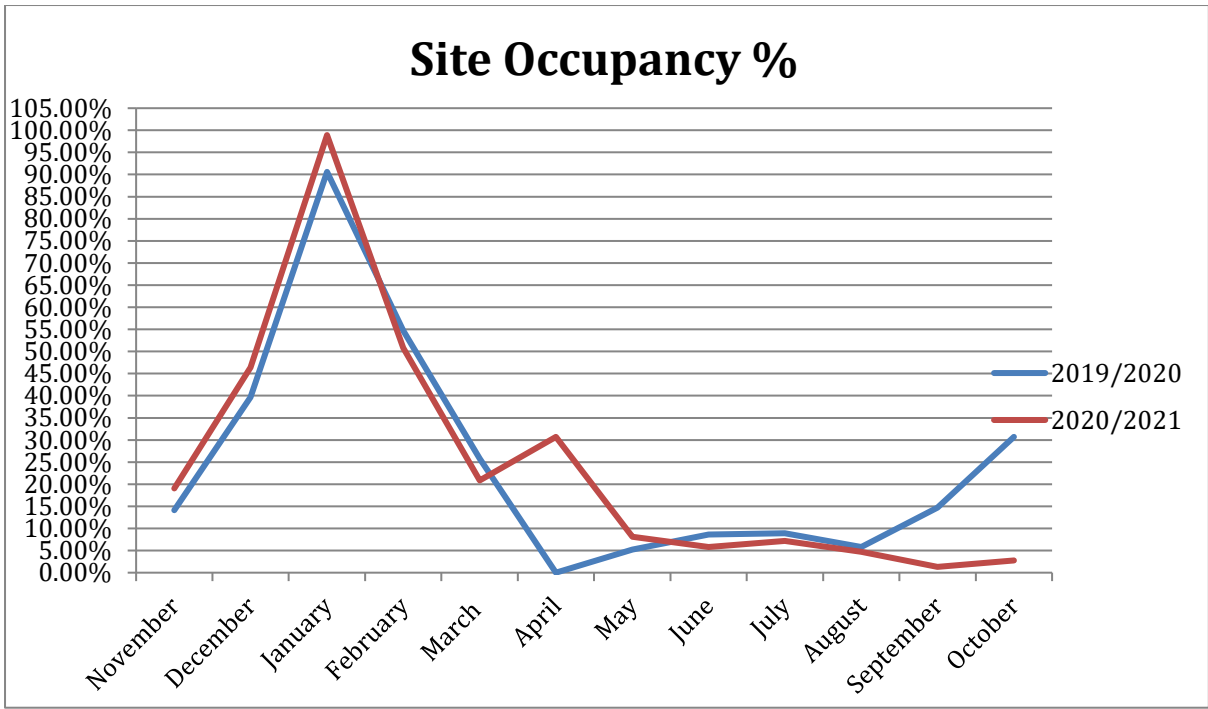
We are now busy getting on to recruiting summer staff and training them, rostering, and ordering summer supplies. We have left it a lot later than usual to get onto this, but a month ago we weren't even sure if we would be welcoming guests this summer. Now that we know what is happening, we can finally get onto planning for summer.

Regards

Anton and Lucy

Occupancy and Revenue for October 2021.





October 2021 Financials

	October 2021	October 2020	Comments
Revenue	\$ 51,431	\$ 143,909	Down\$92,478
Payroll	\$ 45,597	\$ 33,920	Up \$11,677
Expenses	\$ 70,408	\$ 77,392	Down\$6984
Surplus/deficit	\$ 8,320	\$ 66,942	Down\$58,622

Revenue per ASH (60): \$530

Revenue per camp site (166): \$33

Revenue per cabin (16): \$857

Actual funds available in all bank accounts 30/11/21 = \$600,266 which includes \$140,232 on term deposit @ varying interest rates and terms.

Revenue:

Again our financials are largely effected by COVID lockdowns, the camp is extremely quiet and being cut off from Auckland and the rest of the country is proving difficult. Revenue down \$92,478 on LY for the month. On a positive note we are now making a surplus, albeit a small one of \$8,320 for the month. We are looking forward to more positive months ahead.

Expenses

Expenses down on LY by \$6,984. Our operating expenses have been kept to a bare minimum during lockdowns. Again with COVID situation it is difficult to do YOY comparisons.