

WAIPU COVE RESERVE(S) BOARD AGM

11am, Sunday 18th September 2022
The All-Purpose Room Camp Waipu Cove
ALL WELCOME

KARAKIA

PRESENT: G.Mclean, R.Pullan, P.Baker, L,Trist, A,Trist, R,King, E,Cook, R,Stolwerk, H,Kereopa

APOLOGIES: L. Minhinnick, D,Auld , M.Bell.

ATTENDING: K.Baker

MINUTES OF THE LAST MEETING: Sunday 3rd October 2021- Minutes of the last meeting as circulated and published

MATTERS ARISING: Motion- R.Stolwerk, R,King, All in favour

REPORTS:

- **Chair report (verbal)**

Rowan thanked everyone for attending and thanked the board for their time and new members Hollie and Lisa. Congratulated Lucy and Anton for their ongoing work and success.

Congratulated staff on long service at Camp Waipu Cove, some staff members have been with the camp for over ten years and a few staff close to the 10-year mark. A credit to all and a great year for the Camp and the Board in general.

- **Management report**

- **Financial report**

- **WCSLSC Report (verbal)**

WCSLSC had their AGM last month, appointed Heather Beaton Club House Manager.

Completed toilets 2021, kitchen 2022, plan to complete Bunkhouse project 2023. Discussed upcoming events, 3rd January is Club Day including the pub to club run, Langs to Cove swim. Junior registration day is October 16th, 2022. Rick acknowledged the Camp for their ongoing support they give to the Club.

-Motion, E.Cook, R,King, All in favour

GENERAL BUSINESS:

- Election of officers

The board currently operates 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.

- **Motion to elect Rowan Pullan as Chairperson of Waipu Cove Reserve Board**
R. Stolwerk/R. King/ All in favour.

AGM ended: 11.29 am

AGM MANAGER'S REPORT August 2022

We wrote last year's AGM report as the whole of New Zealand was in COVID alert level 4 lockdown. Although it would have been nice to be able to say 2022 has been an easier year so far, given lockdowns are a thing of the past, it would be accurate to say a different set of challenges have

presented themselves. Since the end of 2021, New Zealanders (catching up to the rest of the world) have been learning to “live with Covid”, which has meant operating as normally as possible, even with the disruption of increased sickness in the workforce. Despite this, the camp has continued to operate by adapting where necessary.

After a slow start to the shoulder season, we were fortunate to have high occupancy levels over the peak summer period, with Auckland’s lockdown finishing mid-December, just in time for the summer influx. Prior to July 2022, New Zealanders were opting to travel domestically, with decent occupancy levels across this period. The exception to this, was the noticeable absence of school camps. This affected our occupancy levels in February and March. The removal of international border restrictions since July 2022 will affect our occupancy levels going forward, with many New Zealanders choosing to travel internationally again.

Alert level changes, along with supply chain issues, resulted in delays with projects over the last 12 months. We are starting to catch up on these projects in 2022. Notably, the new cabin cluster was completed in November 2021, a little later than originally planned.

The camp did not trade for 33 days in 2021 and had heavily restricted trading during the period that Auckland remained in lockdown. For approximately three months, we relied solely on Northlanders to patronise the camp. Our end of financial year reflected these disruptions. Revenue was down \$123,176 YOY, with a surplus of \$543,828 (down \$56,945 YOY).

Projects completed August 2021 – July 2022

- A gate has been installed at the north end entrance north end gate to increase security for campers
- A concrete table tennis table is now available for use outside the all-weather room. This was well utilised over the summer by both adults and children alike
- The construction of three new deluxe self-contained cabins (K15, 16 and 17) was completed in November 2021. One of the cabins, K15 is a disability access cabin. These have had high occupancy levels ever since
- All beach accessways have undergone repairs and maintenance. The wooden stairs have been repaired where needed. The sand accessways have been contoured, with new posts and rope to separate the walkway from dune area. There was old wire in places that had been buried in the sand over the years, with the environment constantly shifting. This was a hazard, and has since been removed
- In addition to the maintenance on the beach accessways, dune maintenance of twice annual spraying has occurred, with weeding and planting where needed. Northland Regional Council visit throughout the year to assist the contractors who undertake the bulk of this work. Camp staff keep on top of it in between these visits
- The unsightly green waste area at the north end of the camp has been cleared and levelled. This area will become part of the proposed bike track, as outlined in the reserve board’s management plan

Current and future projects

- As mentioned earlier, a bike track will be located in the old green waste area that has recently been cleared. This will allow children to have a safe space for riding their bikes, which is a very popular pastime in the camp
- The Entranceway Development project is ongoing. It is progressing slowly given all the disruptions of the past 12 months. Management and the reserve board have been in multiple discussions with Steven Chambers of Stufken + Chambers Architects. The concept plans were presented to the board, with final changes made after their feedback. The architect is consulting with the Whangarei District Council on required building levels before this can progress further. This is a long-term project with construction not likely to commence until at least 2023/2024
- Car parks for cabins 3-11 will mostly be completed before the summer season. This will prevent the grass around the cabins from becoming a muddy or dusty mess.
- Plans are underway for a cycle rack to be installed on the reserve. This is to acknowledge the substantial number of cyclists that visit the Cove, with many using the cycleway. It is part of the current reserve board management plan to provide more facilities for recreational users, such as cyclists
- At the request of the reserve board, any future signage within the camp or reserve will be bilingual i.e in both English and Te Reo Māori

Covid Update

Like many other businesses, we've had high levels of staff illness over the last 12 months. Most staff have had Covid, with some contracting it for the second time. The flu has been another issue this winter, with some staff contracting both flu and Covid. We offer free flu shots for all staff, and although many have taken up this offer it's no guarantee of not catching it. Despite this, team morale has remained high. Everyone has helped each other out, covering shifts when needed. The camp staff are team players, and we appreciate we are lucky to have such a great team.

We applied for an "Essential Service Exemption" so we could continue operating with the minimum of disruption, which meant staff could come to work even if someone in their household was isolating with Covid. They had to provide a negative RAT test each day, and have no Covid symptoms. We ordered one hundred RAT tests which were distributed to staff, to make testing as easy as possible.

Covid has impacted us in other ways. As mentioned earlier, occupancy levels have suffered at times. Labour weekend 2021 was a non-event because the majority of those booked were either locked down in Auckland or could not travel through Auckland. We had to cancel a large volume of bookings, resulting in hundreds of credits and refunds that had to be processed. We implemented a more lenient cancellation policy in the case of covid disruptions, to give people peace of mind when booking. People found it difficult to make plans given the uncertainty, which often had to be

changed at short notice. Sadly, the school camps (which would usually be held in February and March) were cancelled due to this uncertainty.

On the 1st of December 2022, at the monthly reserve board meeting, a motion was passed requiring vaccine passes to be produced by all guests and visitors for entrance to the camp from December 12th 2021, onwards. This decision was made after careful consideration of all the facts available at the time. This included working through the Worksafe Risk Matrix and seeking advice from the Northland District Health Board 's Regional Public Health Medicine specialist. Most holiday parks in Northland made the same decision to require vaccination passes. This policy remained in place until the 4th of April 2022, when the requirement was removed, in line with the government announcing the removal of vaccination requirement for all previously mandated workers (exception health and disability workers). It was a huge undertaking for staff to check vaccine passes of all campers and visitors on entry. At times it proved controversial, as we expected it would. Feedback received (via the summer post stay survey) showed most guests were in support of the vaccine pass.

We had a busy summer, defying earlier predictions that many people would choose to stay home over summer. It slowed down in late February, due to the covid wave sweeping the country. Once again, there were a lot of cancellations to process. There were no organised activities or events over the peak period, as gatherings of people were discouraged, and event organisers found planning difficult under the circumstances. Sadly, the annual women's fishing competition did not go ahead. Hopefully, next summer the usual activities will return.

As mentioned, since the international borders reopened in July, we have noticed a slight drop in occupancy, and this is due to some people choosing to travel overseas, having been unable to for the last couple of years. We will begin to see a few more international guests over the coming months as tourists return to New Zealand. Although international tourists only account for around 5% of our guests, we welcome their return. New airlines (such as American Airlines) will start flying into New Zealand later this year and some existing airlines (such as Air NZ) will begin operating additional routes. This means more flight capacity to and from New Zealand overall. Australia and the USA are tipped to be New Zealand's biggest tourist markets over the next 12 months. For the time being, China remains out of the mix. It's a relief to see an increase in group bookings, which we have missed out on in the past 12 months. School camps are resuming, with Belmont Intermediate back in November. We recently hosted the North Harbour Women's Rugby team, and we are looking forward to Liston College's first fifteen rugby team staying at the camp in September.

Awards

This year we were again fortunate enough to be awarded with Trip Advisor's "Traveler's Choice" because of the large number of positive reviews we received over the last 12 months. This is the 9th year running we have received this award, so is a great indication customers have a positive experience when they stay with us. We also received a Booking.Com "Traveler Review" award for 2022, with a score of 9.2 out of 10. This score puts us in the "Superb" category of properties. Prospective guests take notice of reviews on sites such as these when deciding where to stay. In May 2022 we were evaluated by Qualmark. Because of Covid delays, our last assessment was in 2019. We were awarded a 4 star plus Holiday Park and Motel rating, which assessed the standard of accommodation and facilities as very good or excellent. In addition, we were awarded an Enviro Silver Sustainable tourism award. According to Qualmark, a Silver Award is

“evidence of a sophisticated tourism business that consistently exceeds visitor expectations. Proactive leadership and management ensure that a culture of high performance is evident throughout the entire business. The business will have a real focus on continuously improving their economic, social and environmental performance to ensure the tourism product they deliver is a genuine, constantly improving sustainable experience.”

The Qualmark assessor noted we were close to being awarded Gold status, and gave some recommendations to enable us to achieve this when we are next assessed. Offsetting our carbon footprint via guest initiatives will be the next step to achieving this.

Community

We have continued with our community involvement and sponsorship over the last 12 months. Currently the camp is sponsoring a golf buggy at the Waipu Golf Club. The signwriting for this was completed in July and is looking smart. We continue to work with the 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. The camp has made a substantial donation to the Waipu Cycleway Trust to help fund the next stage of the cycleway. We continue to have a close relationship with the Waipu Cove Surf Life Saving Club, including working together to facilitate the hire of the new beach wheelchairs to the public.

Disability Access

The addition of the new accessible cabin, the beach wheelchairs, and the concrete paths on the reserve, led to “Stuff.co.nz” naming Waipu Cove beach and the reserve in the top 10 accessible beaches in New Zealand. Our accessible cabin has been well received by guests needing disability access. We had some helpful initial feedback that enabled us to fine-tune several aspects of the cabin to make it more user friendly. The cabin is wheelchair accessible, with a ramp for access and enough space for a wheelchair to move around inside unobstructed. The kitchen bench is slightly lower, and the shower is designed for easier access. This cabin is designed so the user can be independent of any help throughout their stay.

With the addition of the concrete paths, wheelchair users can make their way around the camp and reserve. Using the Waipu Cove Surf Club’s beach wheelchairs, users can now easily access the beach. Aside from the fact people with disabilities (and their families/companions) form a growing segment of the travelling public, it’s also opening up access to the reserve and beach for more people, which fits with our aim of being accessible to as many of the public as possible.

Annual Site Holders

ASH numbers have reduced from 60 in 2021, down to 46 in 2022 - 14 less than the last contract year. Site repairs have kept the ground’s staff busy over the last couple of months, so the grass is ready in time for summer. ASH were given a 5% reduction in their annual site fees for the 2021/2022 contract

year to acknowledge that many were unable to use them for around 3 months of the year (September, October, November 2022). This was deducted off their final January instalment.

Algae Update

The red algae was not a significant issue this summer. The Cawthron Institute put together an algae survey which enables the public to get involved with monitoring the algae when it occurs. These surveys are used by the Cawthron Institute to monitor the frequency and levels of algae over the long term. This should provide an answer to the question of why this is occurring, although it won't be a silver bullet solving the issue.

Financial Report Year end 30th June 2022

Total operating revenue: \$1,450,702

Total operating expenses: \$1,025,463

Total operating surplus: \$543,828

Other income: \$118,589

Cash reserves: \$1,049,187

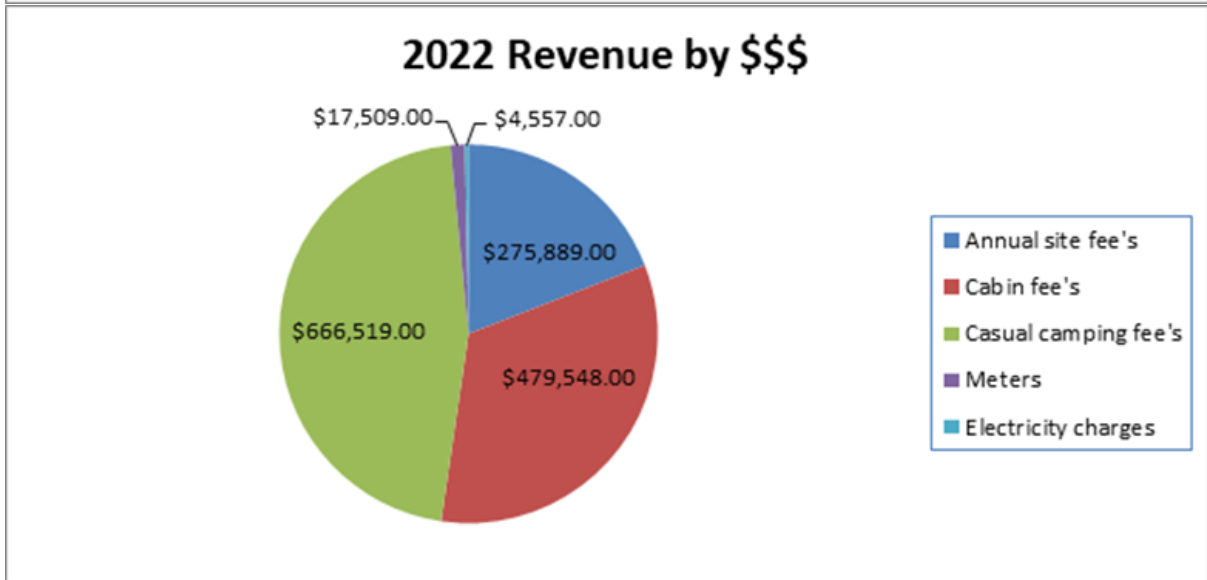
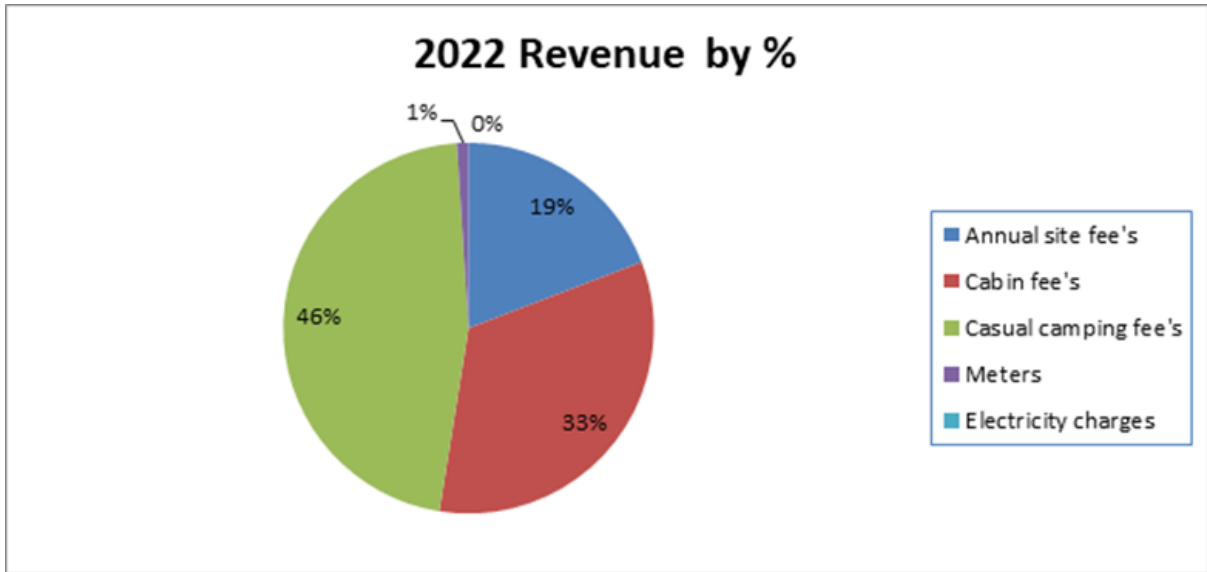
This year's financial reports have again been largely affected by COVID lockdowns, the camp was heavily impacted when Auckland was placed in lockdown last year until the 15th December. We were lucky to get a full PEAK summer period where the camp generates around 30% of it's total income.

Total assets are now \$5,059,586 which is up \$311,397 on last year. A healthy surplus of \$543,828 down \$56,945 on last year. Casual site fee's \$666,519 down \$117,568 on last year, self contained cabins \$364,781 up \$44,908, ASH \$268,713 down \$3,174.

Revenue per casual site: \$4,015

Revenue per cabin: \$29,971

Revenue per ASH: \$4,478



With our 3 new self contained cabins now fully operational (from October 2021), this revenue stream will continue to grow as the popularity of these cabins all year round is getting stronger and stronger by the year. As our ASH revenue declines and then stops in 2025 we will see casual camping fee's grow, the revenue produced by a casual camper is now very similar to what an ASH site generates per year. We have 46 ASH this year down from 66 the previous year. We currently have \$784,819 on term deposit.

Expenses were in-line with last year only being \$236 more, again COVID lockdowns affected this. We have seen a big saving with solar, saving \$17,572 on last year's electricity accounts, fuel and oil we saved \$11,331 as our diesel boiler was converted to hot water electric heat pumps, these heat pumps work on solar power during daylight hours. This financial year our solar produced 69,382 kwh with the majority of this being consumed with in the camps power supply, we exported \$1,856 back into the grid, this export only takes place if the solar being produced cannot be consumed within the camp, it is sent out to the grid where we receive .09c per kwh. Salary and wages up \$50,292, this is due to an increase in cleaning costs of our new

cabins as additional staff are required, extra staff required for COVID related checks/monitoring over the PEAK period, extra cleaners for PEAK due to COVID processes, along with pay increases and increases to the minimum wage and finally a large increase in sick leave being taken due to flu and covid related issue's. Water rates down \$10,122 which was a timing issue with invoicing which was mentioned in last year's report, this is now corrected and will be easy to compare YOY from now on.

All in all a pretty good result for the camp considering the current climate, we are looking forward to a more positive year ahead with covid being a distant memory.

**Ngā mihi nui,
Anton and Lucy Trist
Managers**