



# Waipu Cove Reserve Board

c/o 869 Cove Road, Waipu Cove, 0582

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

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**WAIPU COVE RESERVE(S) BOARD**  
**Tuesday 29<sup>th</sup> August 2023, 7pm**  
Camp Waipu Cove all-weather room.  
**ALL WELCOME**

## **AGENDA (E & OE)**

**PRESENT** L.Trist, A.Trist, H.Kereopa, E.Cook, P.Baker. R.Stolwerk L.Minhinmick, Cameron Bartlett, Shilane Shirkey, Stanley Pethybridge,

**APOLOGIES.** R.King

## **MINUTES OF THE LAST MEETING:**

Motion to pass minutes as true and correct – E. Cook/P. Baker/All in favour

## **CONFLICT OF INTEREST:**

## **CORRESPONDENCE:**

### **Inwards:**

6/6/2023 - A. Kim – Wedding request

1/7/2023 – B. Brady – Wedding request

9/7/2023 – A. McCulloch – Cove Car park

### **Outwards:**

15/6/2023 – A. Kim – Re. wedding request

15/6/2023 – L. O'Neil

3/7/2023 – WDC – Dog management policy and bylaw feedback

1/7/2023 – B. Brady – Re. Wedding request

**Motion to pass correspondence: E.Cook / Second H.Kereopa / All in favour**

## **REPORTS:**

- **Management report (attached below)**

Quieter months with customers however been busy in the camp. Just completed a 5-year electrical WOF in the camp. Lock Block was reroofed. Meeting with Johnathan to go over the front entrance with Board members. Health safety audit. Some staff have just completed their first aid refresher. We are very happy to receive the Gold Qualmark rating and also the Spirit of Hospitality award.

- **Financial report**
- **WCSLSC Report (verbal)**

**Motion to pass all reports: R.Pullan / Second P.Baker / all in favour**

## **GENERAL BUSINESS**

- Ratify email discussion to accept quote to clear front entrance and metal in preparation for future front entrance development

**Motion: To accept quote to clear front entrance and metal in preparation for future development**

**R.Stolwerk / seconded R.Pullan / all in favour**



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- Front entrance development – design costs & Engineering consultancy  
**Motion: Managers to continue front entrance development design - engage Architectural costing and engineering consultancy**  
**R.Stolwerk / Seconded E.Cook / All in favour**
- Request to purchase bouncy pillow and shade sail  
**Motion: Managers to investigate, purchase and install bouncy pillow and shade sail to the cost of \$55k.**  
**R.Stolwerk / Seconded E.Cook / All in favour**
- Risk assessment with caravans plugging into our power supply while not staying.  
Discussion due to the serious incident involving an electrical fire that started in a casual caravan. Within 7 minutes, the caravan was burnt to the ground. Board discussion regarding future safety within the camp and the varying needs of caravans and ASH to remain plugged into power for lengthy periods of time.  
**Board supports the managers decision to advise campers that they must unplug power supply when not staying in the caravan or camper for a period greater than 7 days.**  
**Casual campers must unplug when not on site.**
- Boat ramp discussion. Legal opinion received, awaiting DoC response.

## CLOSING KARAKIA

### Upcoming events on the reserve and local area

- **Waipu Boutique Sunday Market** : 2nd Sunday of the Month, Waipu Coronation Hall 9-1pm
- **Waipu Street Market** – Saturday or Sunday on Long weekends 9-1pm
- **Waipu Antiques and Collectables Fair** – Sunday of Long weekends 9-4pm

**Meeting ended: 7.58p.m**

**Next meeting: November**

## Managers' Report for August 2023

We have spent the last couple of months getting cracking on our offseason to-do list. Between attending conferences, training courses, looking after maintenance around the camp, and progressing various projects, there has been plenty to keep us busy! The weather seems to be slowly improving (less rain) which has been helpful to completing several tasks around the grounds.

One of the bigger maintenance tasks on our list, the 5-year electrical inspection, took place on the 12<sup>th</sup> of June, with Tony Wilde undertaking this work. Any remedial work that was identified during the inspection has already been completed. We are compliant with all electrical regulations.



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The lock block reroofing project was completed on the 26<sup>th</sup> of June and is looking great. This work was undertaken by Northland Coastal Roofing. This project was managed well, and on-schedule with minimal disruption to guests.

Further to this work on the lock block, we will be tiling the shower area in this block, as well as the middle block, during August and September. The surface applied to the floor in these blocks has degraded somewhat in the shower areas and needs replacing. Non-slip tiles will replace the existing Terraflake flooring in the shower area. This will be done in stages to minimise disruption to our guests.

Work on the Front Entranceway development has continued, with a site meeting taking place with our architect just prior to our last board meeting on the 12<sup>th</sup> of June. Jonathan Minnee from Stufkins + Chambers Architects came to site for a walkaround with us and several board members, pointing out entry and exit points, and pegging out the proposed footprint of the new reception building. The outcome was some aspects of the plan, in particular the entry and exit layout, have been revised. These changes have been approved by the board, and Stufkins + Chambers are currently drafting up working drawings. In the meantime, we have an upcoming meeting with RS Engineering and Hansens to discuss a plan to clear out the current entrance area and have it metalled before Labour weekend. This will enable the area to be useable year-round, as it's currently too wet to use for about 4- 6 months of the year.

Our resident gardener Ivan has done a fantastic job of tidying up the gardens around the camp. He will continue with this over the next few months as we head into spring.

Genesis have removed our gas bottle cage as we no longer stock the 9kg gas bottles for guest use. We were their only customer on 9kg bottles so it was uneconomical for them to continue this service for us, the Waipu Cove general store has a 9kg swap a bottle station.

On Wednesday the 26<sup>th</sup> of July we had a serious incident in the camp. A caravan on site 102 caught fire and burnt to the ground. The incident was handled quickly and professionally by our staff, with the fire brigade arriving within minutes, who put the fire out without further incident.

The CFO and Reservations manager from Experience Kaiteriteri came to visit us in late June. Experience Kaiteriteri is a busy holiday park in the Tasman district which operates in the same way we do, as a non-profit reporting to a DOC appointed reserve board. This was a great opportunity to compare the challenges and opportunities both holiday parks experience, as we are quite unique (along with Ruakaka Beach Holiday Park) in reporting to DOC appointed boards.

In July we collaborated on a promotion with the Cove Café, where customers who stayed with us in a cabin over the month of July, and dined at the Cove Café, went into the draw to win a "winter staycation" with one-nights' accommodation in one of our one-bedroom deluxe self-contained cabins and a \$200 voucher to dine at the Cove. The "winter staycation" has been well-promoted by both us and the Cove and there has been plenty of entries. The winner will be drawn shortly. It's been great working with the Cove and just confirmed what we have always known, which is, that our customers and their customers are often the same people.

We have been busy working with Audit NZ and our accountant to supply the auditor's with documentation for the 2021/2022 financial year, which is the year they are starting with. There's



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another 7 years to get through so they will work backwards, and it's going to take quite a while to get through all the testing. This will keep us busy for some time to come.

In June we undertook a Health and Safety audit with an H&S advisor from Employsure. This was a follow up to our original H & S audit we had when we joined Employsure in June 2021. The advisor has outlined items that require action, so we will be completing these over the next couple of months, prioritising the most urgent recommendations. He commented that overall, we have very good health and safety processes and policies in place.

We will be upgrading from our old-school paper timesheet and roster method of keeping track of employee hours worked/allocation of shifts, to a cloud-based time clocking system called Deputy. Staff will clock on and off using a PIN/facial recognition on a tablet. We aim to roll this out in September but must complete the training and preparation before we can go ahead with it.

Several staff have refreshed their first aid certificates, with Lucy, Tania, Victoria, and Lisa completing their refreshers in June. Jemma is doing her full first aid certificate this month. We always use Hone Hato St Johns for our first aid training.

In June we were contacted by the Unite Union and advised that bargaining has been initiated for a hospitality workers Fair Pay Agreement. We were instructed to supply all staff a letter from Unite Union advising they are within the proposed coverage of this Fair Pay Agreement. Letters went out to all staff in July. We then had to provide all staff contact details to Unite (unless they opted out), which we have done. According to employment lawyer Fiona MacMillan (Partner, Lane Neave) who spoke at the HAPNZ conference, this will be the biggest change to NZ workplace legislation since the 1991 Employment Contracts Act. If an ACT/National government is voted in at October's election, the Fair Pay Agreements legislation is likely to be scrapped. If not, and the proposed Fair Pay Agreement is ratified, the camp can expect significant increases to payroll costs.

The staff celebrated our recent Trip Advisor "Traveller Choice" award for 2023, with a trip to Auckland on the 5<sup>th</sup> of July to see the Cirque du soleil show "Crystal". It was a fabulous night out which was enjoyed by all.

To conclude our report on a positive note, we are thrilled to report that at the recent HAPNZ conference awards night we attended, we picked up the coveted "Spirit of Hospitality" award. This award goes to the holiday park that had the best overall score from online reviews and feedback. We beat 250 other parks in New Zealand, so we must be doing something right!

We have also finally received back our Qualmark grading. We have retained our strong 4 star plus holiday park rating but upgraded to a gold enviro sustainable tourism business rating, which we are excited about. We had been sitting on silver for quite a few years! The Qualmark report also lists several opportunities for improving further. The assessor brings a fresh set of eyes which often generates some good ideas. We mentioned that the camp was interested in providing better group facilities in the future, so on the assessor's recommendation, we visited Cambridge TOP 10 Holiday Park to view their group facilities, which are some of the best that he has seen in NZ.

Both recent awards/ratings provide great marketing opportunities for the camp. We have enlisted the help of Dubbz Digital Marketing to get some leverage from both, with a recent newsletter sent out to our database of customers that mentioned these successes, along with encouragement to



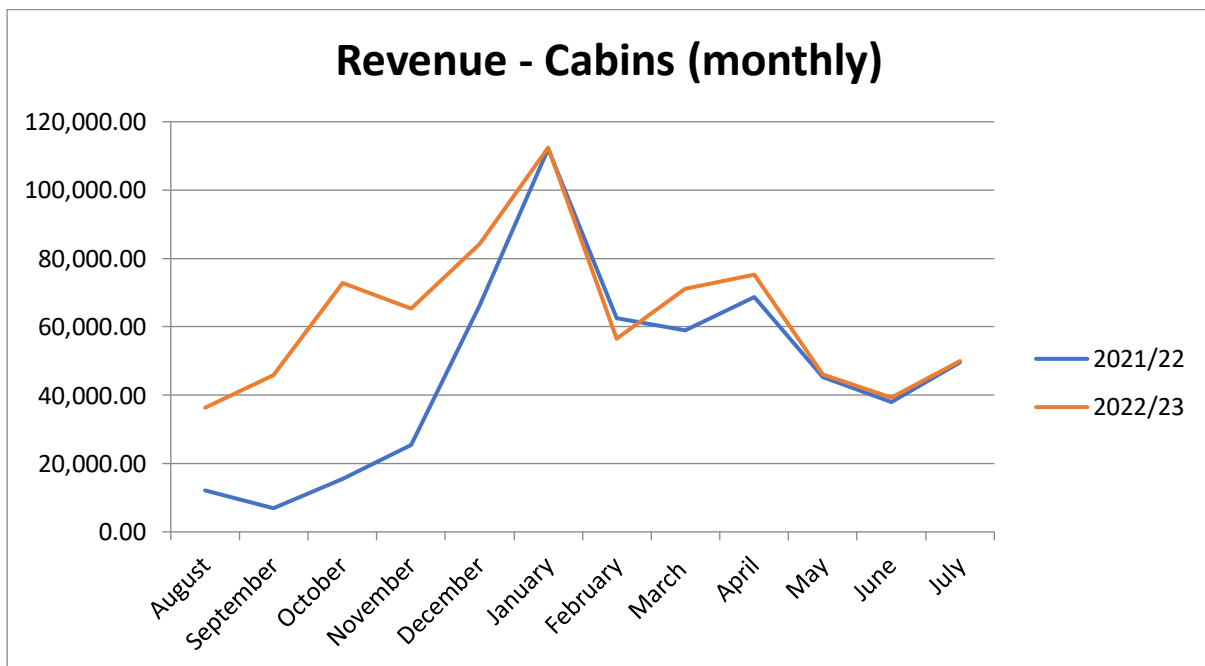
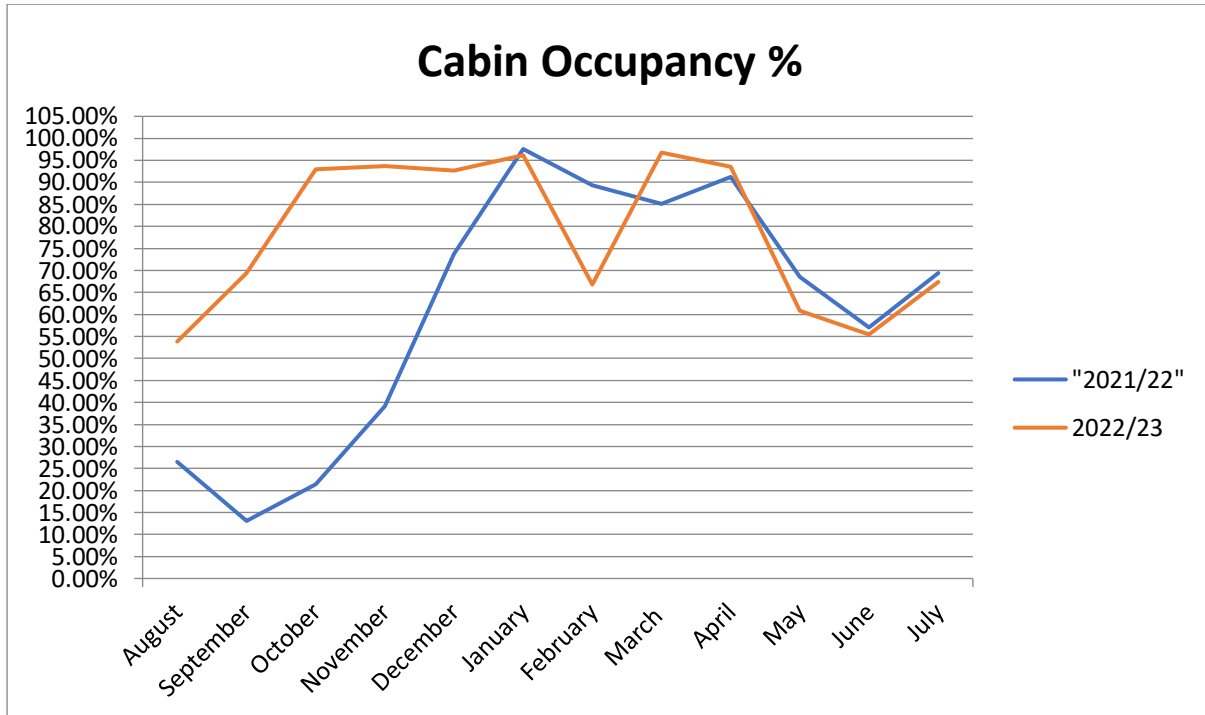
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book a break away at the camp. From now on, Dubbz Marketing will also take on our online marketing, google ads and search engine optimisation (SEO). Online marketing is time consuming, and if you want it to be effective, it is best left to the experts.

## OCCUPANCY & REVENUE FOR JULY 2023



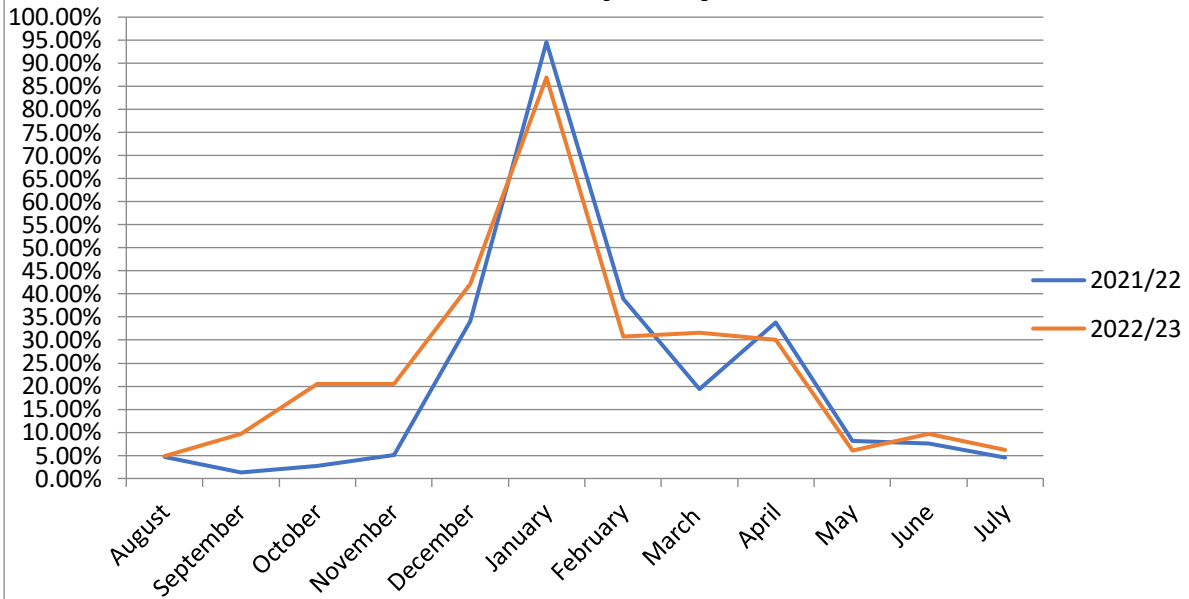


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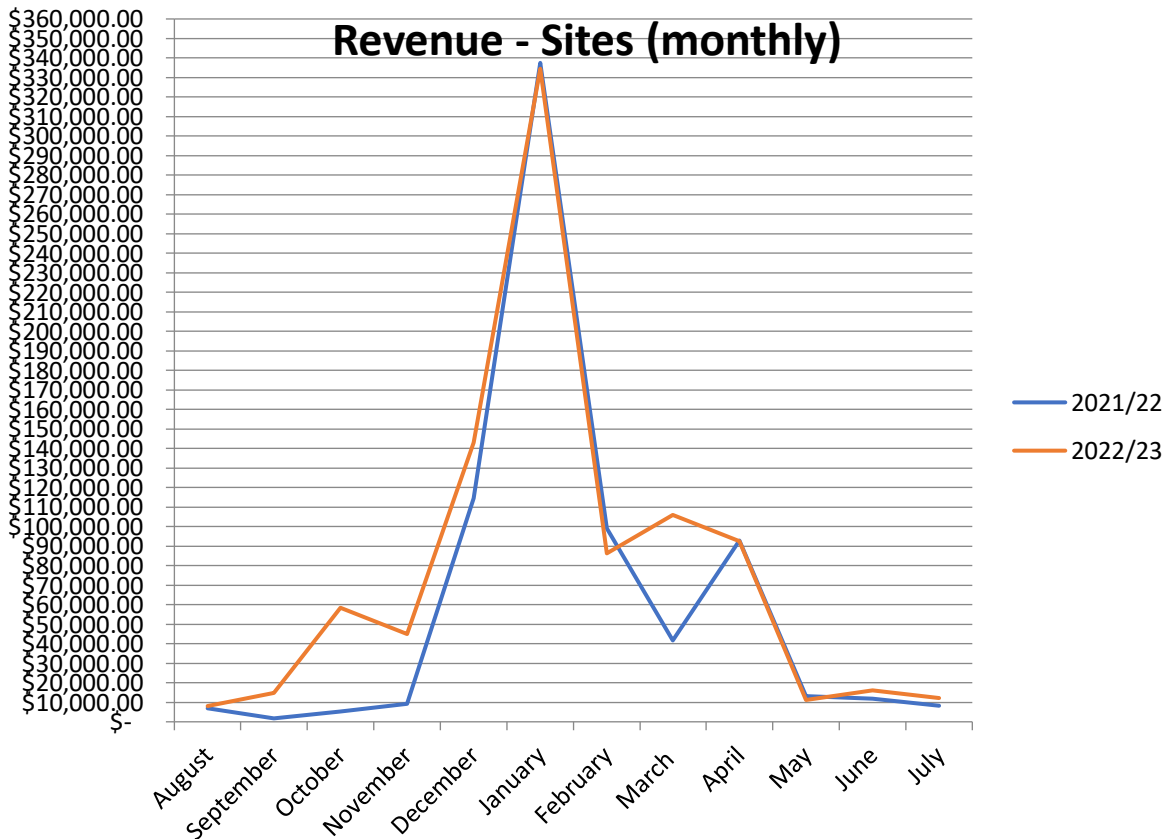
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## Site Occupancy %



## Revenue - Sites (monthly)





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## June 2023 Financials

	June 2023	June 2022	Comments
<b>Revenue</b>	\$ 59,398	\$ 72,947	Down \$13,099
<b>Payroll</b>	\$ 43,733	\$ 44,908	Down \$1,175
<b>Expenses</b>	\$ 66,110	\$ 76,094	Down \$9,984
<b>Surplus/deficit</b>	\$ (1,906)	\$ 224	Down \$1,682
<b>Wage Subsidy</b>	\$ 0.00	\$ 0.00	

### Financial report June 2023

Revenue per ASH (44): \$0

Revenue per camp site (182): \$92.91

Revenue per cabin (16): \$2,146

Actual funds available in all bank accounts 30/07/23 = \$1,583,507.00 which includes \$1,483,248.00 on term deposit @ varying interest rates and terms. Our next term deposit of \$303,511 matures 11<sup>th</sup> August 2023.

### Revenue:

Revenue for the month is down only because of the adjustment made by our account in 2022 of \$27,871 for year end figures. Year end revenue is up \$300,461 and the total revenue for the year is \$1,778,885, our year end surplus is \$658,362 which is up \$84,698 on LY.

### Expenses

Expenses well controlled and down \$9,984 for the month. Year end our expenses are \$1,142,962 which is up \$117,250 on last year