



November 2021

Welcome to the November Lake Edge News.

We trust that you are all well and managing to live within your bubbles and the restrictions many of you have been forced to endure as we navigate our way through COVID. Our thoughts are with owners who have been in Level three lockdown. Hopefully there is light at the end of the tunnel and we will all be able to have our new form of freedom in time for the summer holidays.

We are pleased to inform you that all the team at the resort have been double vaccinated and some will be lining up for their booster jabs in December. With the Delta strain now in Taupo this has become even more important in order to ensure that the resort provides a safe environment for all. You may have read or seen in the news that the Lakes District Health Board area, that includes Taupo, is one of the DHB areas with a low vaccination rate. This means that extra care and vigilance needs to be taken by everyone in Taupo whether they are a resident or a visitor.

For this reason the Committee and Management of the resort are urging all owners coming to stay to be double vaccinated or be tested prior to staying. We respect the fact that as an owner you have the right to use your week/s at lake Edge in the same way you would come to a holiday home. The difference is that it is not possible to keep to your bubble while at the resort and so it is incumbent on everyone to think of your fellow owners. We do ask that should anyone in your family be feeling unwell prior to your stay you get tested and/or remain at home. Under the current level system should someone staying at Lake Edge have or develop Covid it is likely that the resort would need to closed for 14 days. No one wants that to happen.

2022 Levy

While it would be desirable to hold the levy at \$995 for another year, inflationary pressures have made this impossible. The committee has reluctantly approved an increase in the levy for 2022 to \$1045 incl GST per week of ownership. Increases in rates, insurance, power and wages have all impacted on operating costs this year.

Our power bill has increased significantly due to us coming off contract at a time of crazy spot pricing for power. This meant that the energy company we use was not able to ease us out of the lower price contract. We will however minimise increases over the next two years.

Our staff are paid at a rate only slightly above the minimum wage and so the government mandated increase in this minimum required us to maintain the margin in order to retain staff. We currently have a very competent team of cleaners and we need to keep them.

We plan to repaint the resort next year and swimming pool hot water heat pumps are also due to be replaced. These two items will make a significant dent in our reserves. The management team continue to keep all expenses tightly under control.

Levy notices will be sent out next week and we look forward to your prompt action. A reminder that our preference is payment by direct credit to our bank account. Credit Card payment will be accepted however there will be a 2.75% merchant service fee added to the levy should you prefer this payment option.

Proposal to move to a Company Structure

With the financial support of the New Zealand Holiday Ownership Council we have almost completed a draft company constitution. Hopefully this will in a final format early in the new year.

Our plan is then to sent all owners an information pack in order to progress this option. We will be following this up with a series of roadshow meetings around the North Island to enable the majority of owners to attend and discuss this important proposal prior to a vote. We will also hold Zoom meetings for those unable to attend a roadshow meeting.

We will be in touch early in 2022 with more details.

Managers Round up

The past few months have proved to be a bit of a juggling act with many of our owners having to cancel their holiday bookings due to Covid lockdowns. We've certainly missed our people from the North and will be pleased to see things

returning to some form of normality in the very near future.

We've managed to offer a few owners who were affected in the first lockdown around the country, these weeks that have been left vacant by our Auckland/Northland and Hamilton owners. Even so, there have still been some weeks when the resort has not been full, and it's always a shame to see empty apartments.

WIN a FREE week in Apartment 14 (Terms and conditions apply).

Provided your levy is paid in full by 1 January 2022 you will go in the draw to win a bonus week in Apartment 14 during 2022. Once you receive your levy notice simply pay in full and you are in the draw. Each week of ownership paid in full by 1 January 2022 will count as one entry. The bonus week will be available to be used between 1 May and 31 September 2021.

Health & Safety

We have implemented a few safety precautions to aspects of owners/guests stay at the resort with the current level 2 Covid status in Taupo – these are emailed out to owners/guests prior to their arrival.

- If you are unwell – stay at home
 - On arrival, your key & registration form will be in an envelope and can be picked up from just outside the office door – please let us know if you are arriving after 5pm
 - Wearing of masks in all areas of the resort outside of your apartment is highly recommended
 - Please use email or phone in the first instance rather than enter the office
 - A booking system is now in place when using the spas – ½ hour slots with your own bubble
 - A booking system is now in place for all bike, Kayak & paddle board use
- These recommendations have been put in place for yours and our staff's safety

Fixed Week's January Rental

We have a few weeks available for rent through January due to a few fixed week owners not able to utilise for one reason or another. The dates available are:

31 – 7 January

14 – 21 January

21 – 28 January

Please contact us at the office if you are interested in renting any of these summer holiday weeks.

2022 bookings are already filling up Please think about when you would like to come for your next holiday and contact us at the office with your preferred dates.

Remember you can book through our website as well www.lakeedgeresort.co.nz - go to 'members tab' and log in with your account no. and password – put in the date that you would like to book and search.

Booking Window is up 12 months in advance You can email us your request in advance and we will hold it until we are 12 months out from that date, and then book for you. If there are 2 or more people wanting the same apartment, you will then go into ballot for this apartment.

Cancelling your booked week If you are unable to use your booked week you must give a minimum of **4 weeks' notice** in writing to cancel your booking. If you cancel inside of this 4 weeks we cannot change or bank your booking. (This does not apply to those people that have been prevented from coming due to their area being put into a Covid lockdown).

Banking your week If you have been unable to utilise your week 2021 week and would like to use it elsewhere at another resort, then banking it with either 7Across or RCI is a great option. There is a small fee associated when you exchange, but you will have many wonderful options of resorts to choice from.

Boat Parking Please contact us in advance if you intend to bring a boat or jetski to the resort. Any Boat, Trailer or Motorhome needs to be booked prior to your arrival as space is at a premium during peak summer months.

Boats, trailers or motorhomes that are over **5 meters** in length will now need to be stored off site. We have had a great offer from a storage company just a few kilometers away at

Stag Park – 140 Napier Taupo Road Hilltop Taupo

We can offer a short term contract of the following -

\$36.50 per week for 6x3m parking space

\$45.00 per week for 8.5x3m parking space

- Please be advised that prices are valid for 14 days.

- All prices include GST If you have any questions or would like to reserve a unit

To reserve your unit, please contact us on: 0800 111 777 or email us at reservations@allsecure.co.nz

Paddle Boards We have recently purchased two stand up paddle boards for the resort and are awaiting their arrival (hopefully they will arrive before the holiday season begins). These will be stored in the bike & kayak shed and will need to be booked out using the booking whiteboard that is in the bike shed

AGM Dates these will be decided in the new year – we will keep you posted

Maintenance Apartment 10 is now back up and running after a long hiatus due to persistent leaks. We have now replaced the roof, the bottom plates, the internal gib board on the north/west facing walls in the master and 2nd bedrooms. Eyebrows have been installed above the windows, all affected areas have been plastered and painted, and the master bedroom has new carpet laid. The entire outside of apartment 10 has now been painted with several coats of elastomeric paint which was sprayed onto the walls to ensure all potential gaps were filled. To date no more leaks!!

Apartment 3's oven & hob have been replaced due to the oven giving up the ghost. As this was connected to the hob by an umbilical cord, both had to be replaced. The new oven has been installed as a separate entity from the new hob, so if either of these breaks down in the future, they won't both need replacing.

Apartment 3 is due to have a new double glazed ranch slider installed on the week of the 29 November, this requires a builder to install due to the dismantling of the cladding that currently holds the existing slider in place. Heat pumps for the swimming pool are showing signs of deterioration and age. Parts are no longer available for these models and a part had to be sourced from an old heat pump by Taupo Refrigeration to keep one of the heat pumps going. We will need to consider the replacement of these heat pumps in the near future.

A new information hub cabinet that houses all of our wireless, computer and phone cables has been installed in the office.

More wifi - antennas around the resort due to complaints around signal and coverage, this has made a big difference.

New outdoor tables are gradually being installed. They are looking very sharp as an outdoor setting with the new white outdoor chairs.

New Compendiums have replaced the old ones that were well out of date.

Newly Painted Apartment 10 below



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We look forward to a happy festive season - now just around the corner.

Happy travelling

Jen Vandenberg

Resort Manager