



LAKESIDE VILLAS  
TAUPO RESORT

## NOVEMBER NEWSLETTER 2025

### From the Chairperson – 2025

Kia ora koutou Katoa,

Warm greetings to all our owners and whānau who are part of the Lakeside Villas community. What another busy and rewarding year it's been! Your Management Committee would like to give a huge thank you to Cherie and her awesome team for their dedication and aroha in keeping our resort running smoothly and looking fantastic.

Cherie and her crew continue to receive great feedback from owners and guests alike. Big thanks go to Cherie, our Resort Manager; Angela, our Assistant Manager; Amber our Part-time receptionist, Josie our weekend cover, Ruth and her hardworking cleaning team, who make sure every unit sparkles and that owners feel right at home.

We also acknowledge Tom and Graham, our on-the-ground maintenance team, who work tirelessly to keep everything in top shape. Their mahi behind the scenes makes a big difference, and it shows in the pride and presentation of our resort. It's always uplifting to see the improvements continuing year after year — a real reflection of our shared commitment to care for this special place.

This year, Villas 8 and 12 were fully refurbished and look stunning — a real credit to Cherie and the team for pulling it together.

Looking ahead, by 2026 all villas will be equipped with Weber BBQs and fold-down beds, making each unit even more comfortable and versatile. We're also reviewing the resort's exterior presentation, ensuring Lakeside Villas continues to look its best and uphold its reputation as one of the region's finest timeshare destinations.

At our October on-site committee meeting, we approved the 2026 budget which is included in this newsletter, showing a nominal net surplus of only \$2,902 on income of \$1,073,880. This reflects the impact of delinquent owners and your committees' attempts to reinvest directly back into the resort – focussing on long-term improvements while keeping levies stable. 2026 will require very careful financial management to ensure that we do not exceed the funds available. The 2026 forecast includes funding for major works such as the new lift for upstairs studios, exterior maintenance, and continued villa upgrades.

2025 also welcomed Bettina Smith and Graham Poucher to the Body Corporate Committee, joining Suzanne Hurn, Puka Te Rangi, Dawn Meredith, and Mike Oakes. The committee have also nominated Mike Oakes into the position of Deputy Chairman. A role well suited considering his contribution to the finance department here at Lakeside Villas. Mike works closely with Cherie regularly and voluntarily and is an asset to the committee. Together, we'll keep working with management to ensure Lakeside Villas remains a place we can all be proud of.

A friendly reminder that 2026 maintenance levies are due by 1 January 2026. With high occupancy and strong bookings, please make your reservations early to avoid missing out.

On behalf of the committee, thank you all for your ongoing support and connection to our community. Have a wonderful festive season and a fantastic year ahead.

Ngā mihi,  
Les Waimotu  
Chairperson

## **From the Committee**

### **Resort Refurbishments**

Following feedback from Villa owners, the committee has agreed to fast track the installation of Murphy fold down beds on all remaining Villas, as well as a queen bed in the second bedroom and replacing the fold out couch/beds with standard couches downstairs. These are all planned to be in place by the year end. We have been able to secure some very favourable prices for the couches.

We plan to refurbish Villas 7 and 14 around April next year. With careful planning and execution of the refurbishments, we have been able to reduce the price from 40k to around \$30k per Villa

### **Long Term Maintenance Plan**

The courtyard walls around the Villas are beginning to allow water through the top, which has resulted in water getting trapped under the paint. We have met with contractors to seek out a suitable long-term solution, which most likely will require the top of the wall being sealed with a metal strip and then replastering of the walls and repainting. We are still working through the logistics and costing. Doing nothing is not an option. We have budgeted to repair 1 courtyard wall in 2026 and will allocate funds for 2027 for building maintenance as there are no planned refurbishments in 2027.

### **Villa 3 Damage**

Unfortunately, there was severe water damage to Villa 3 which was caused by a break in the water line to the washing machine. The Villa was out of action for 5 weeks while we worked through with our insurance broker to get repairs completed. The loss of Villa 3 required that the owners who were due to use Villa 3 had to be relocated to alternative accommodation off site, fortunately our business interruption insurance covered that cost. New carpets were fitted throughout the Villa, as well as new paint, ceiling gib and light fittings, all were covered under our policy.

### **Tennis Courts**

We said last newsletter that we were looking to make better use of the tennis courts and we have agreed to replace the existing fixed net, with a net on wheels that can be rolled to the side to allow the court to be used as a more multi-function asset. This will be in place for Summer, if Summer arrives.

### **Squash Courts.**

The lights will be replaced with new LEDs, as well a basketball hoop installed on the back wall, again we are hopeful that owners and guest will get more use out of the facility. Unfortunately, the cost of replacement squash racquets has become prohibitive, so we must ask that you bring your own racquets if you want to make use of the facility.

### **Insurance Renewal**

Our existing insurance for the resort is up for renewal on the 31<sup>st</sup> of December 25. Lakeside is currently insured with AIG, with Gallagher acting on our behalf as broker. It has been some time since the cover for the resort has been reviewed, so it's timely to look at our coverage to ensure that it meets the needs of the business. Over the next two months, we will meet with Gallagher to ensure that the cover is fit for our resort

### **Access to the top floor Studios**

We have been reminded by several of our guests of the difficulty they sometimes have getting luggage let alone themselves onto the second level. Some of our owners have seen more than a few sunsets and it is important that we maintain accessibility to ensure that they remain active members of our community. We have talked about access for several years and our last committee meeting agreed to install a lift to the second level. We have budgeted circa \$60k for this in the 2026 budget year.

### **Governance Transition**

The transition of the Lakeside Villas Resort from a Body Corporate structure to a Company structure has been raised at AGM's and noted in Annual Reports in the past. Rick Martin of Lake Edge Resort has spoken at our AGM's and given talks to the NZHOC regarding the advantages of such a transition. Busby Manor Resort in Paihia has almost completed the transition and Sun Pacific Resort, at Mount Maunganui, are in the process of looking to do the same. Graham Poucher has been chosen to lead our strategy and will work with Rick Martin to develop our approach to this opportunity. The formation of a company has much to offer owners, not the least of which is a considerably cheaper way of transferring or disposing of their ownership in the timeshare as well as dealing with delinquent owners' bad debts.

As Les has made very clear, there is no intention for this to lead to the sale of the Resort that we all treasure and enjoy. The whole committee is committed to the long and successful life of our timeshare resort. We will keep you fully informed of progress and, especially, when decisions need to be made by you the owners in this process.

### **Technology and Notice Boards.**

Cherie has engaged a website developer to further enhance our website, building on the recent updates. This work will include the creation of a secure Owners Portal where owner-only information, including financial and AGM details, will be accessible. Once the portal is established, our public noticeboard will go live. The Owners Portal also marks the first step toward future features that will allow owners to book and pay online safely, as well as verify entitlement details

### **Outstanding Levies**

As we advised in our last update, we are still behind in the payment of levies, and there has been little progress in getting these in, despite the follow up with owners. While many of the owners are not contactable, other outstanding levies are only two years old. If owners are unable to pay their levies, then an arrangement can be made to make small regular payments, however before a week can be used, the outstanding levy(s) must be fully paid up.

### **Budget**

There was considerable discussion around the budget for 2026, and the committee, working with Cherie will be working hard to advertise unused weeks for rent to owners and the public. We feel this is the only way that we can generate additional income off the weeks where levies are unpaid.

In preparing the 2026 budget, we know the power, rates and insurance will increase, which places pressure on our forecast expenditure.

### **2026 Levies**

In setting the budget for the forthcoming year, the Committee, after reviewing both past and projected financial positions, has agreed on a minimal 3% increase to the annual levies in line with CPI. The new levies will be as follows: Villas – \$983, Two Bedrooms – \$820, One Bedrooms – \$667, and Studios – \$559. Levy notices will be issued to owners by the end of November.

### **Booking School Holidays**

We provided an update on this in our last newsletter; we have had some feedback from owners and have since developed a School Holiday Ballot policy which will be available for owners to view on our website.

### **Timeshare sales and Purchase**

The resales department continues to be developed and is experiencing huge demand. Alongside the committee we are endeavouring to investigate options for marketing more sales to the wider public in the hopes to generate more interest. This is inclusive but not limited to social media, website and actively marketing direct sales on our website.

*On behalf of the **Body Corporate committee and the entire Team**, thank you for your continued support and engagement. We're committed to keeping your resort at the highest standard of comfort, safety, and enjoyment*

# Annual General Meeting 2026

Body corporate D.P.S 36074

Lakeside Villas Resort, Taupo

## Notice of Intention to hold the 2026 Annual General Meeting

### Issued pursuant to Regulation 5 of the Unit Titles Regulations 2011:

The Lakeside Villas Body Corporate AGM will be held on Saturday the 8<sup>th</sup> of August 2026 at 12.30 pm in the Resort Library.

The Owner of each timeshare entitlement may not vote unless all Body Corporate levies and other amounts due (if any), that are from time to time payable to the Body Corporate, in respect of the timeshare weeks have been paid.

Each timeshare week owner is invited to nominate candidates for election as

- i. The Chairperson of the Body Corporate
- ii. A member of the Body Corporate Committee

The Unit Titles Act 2010 created a new position, that of chairperson of the body corporate who is to be elected by the body corporate each year. It is not necessary that the two chairpersons be separate. The body corporate chairperson may also be the chairperson of the body corporate committee. At the 2024 AGM the body corporate resolved to elect a single chairperson for both the body corporate and the body corporate committee.

The Unit Titles Act 2010 requires that all members of body corporate committees be elected annually. That means all existing Committee members will cease to hold office at the end of the 2026 AGM. All of your current committee have expressed a willingness to accept nomination for the new committee.

The current Chairman has also indicated a willingness to accept nomination as the Chairperson for the 2026/27 year.

Candidates for election as the Chairperson of the Body Corporate and the Body Corporate Committee must be a timeshare owner at the Lakeside Villas Resort and in the case of the Body Corporate Chairperson must be nominated by another timeshare owner at Lakeside Villas Resort, or in the case of the Committee may be so nominated or may nominate him/herself. Except in the latter case, the person nominated must consent to the nomination.

Timeshare Owners can propose matters for discussion at the AGM.

Nominations of candidates for election as Chairperson of the Body Corporate and Body Corporate Committee and a proposal of matters for discussion at AGM must be received no later than Thursday 30<sup>th</sup> April 2026. This will allow adequate time for the preparation and distribution of the AGM order papers and distribution to all owners.

If you are interested in applying for committee membership or submitting matters for discussion, please ring or email the Resort Office for the necessary form and requirements.

Nominations close on Thursday 30<sup>th</sup> April 2026.

Lakeside Villas Body Corporate DPS 36074

*Les Waimotu*

*Chairperson*

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# Body Corporate Committee Minutes

To align with Unit Titles Act 2010 and Unit Titles Regulations 2011 we have included the minutes of the last committee meeting in this newsletter. In future all committee minutes will be published in the owner's portal on the website.

## MINUTES – 11<sup>TH</sup> OCTOBER 2025

LAKESIDE VILLAS RESORT – BODY CORPORATE COMMITTEE

MEETING HELD ON SATURDAY, 11<sup>TH</sup> OCTOBER 2025

IN THE LIBRARY, LAKESIDE VILLAS, 9.00 AM

**PRESENT:** Les Waimotu (Chairperson), Mike Oakes, Suzanne Hurn, Dawn Meredith, Puka Te Rangi, Graham Poucher, Bettina Smith, Cherie Gray (Manager), Angela Williamson (Assistant Manager).

**APOLOGIES:** None

**PREVIOUS MINUTES:**

**Motion:**

Moved by Les. Seconded by Mike

That the minutes of the BCC meeting held on 9<sup>th</sup> August 2025 and circulated to all committee members are accepted as a true and accurate record.

**Carried:** Unanimously

**MATTERS ARISING FROM PREVIOUS MINUTES:**

**Resort Mix and Mingle**

Owners Mix & Mingle will start again on 4<sup>th</sup> November with the Melbourne Cup and during fixed weeks we will trial each Monday morning, Cherie will attend for the first half hour.

**Finance**

Xero has multiple accounts for owners and contractors. Multiple accounts will need to be deleted and merged in Xero. Cherie will work with Heather before invoices go out.

**Property**

Squash court, Puka has looked at a suitable basketball hoop for the back wall, this will be purchased.

The lifejackets need to be upgraded. An option is trading old ones in with the coastguard if they still have that scheme.

**Action:** Cherie will check with the Coastguard to see if scheme is still running and confirm what sort they provide, if inflating cannister ones these wouldn't be suitable.

The paddle board goes out a lot, and the need is there for the purchase of another one, if we do purchase an additional one, we need to look at where we put it.

**Action:** Cherie to investigate options for purchase.

Bungs in the kayaks get pulled out and left on the beach.

**Action:** Cherie to put a reminder for owners into the newsletter.

## **Cleaners Pay**

Following on from a question at the last meeting regarding cleaners pay and noting that the cleaners had not had a pay raise for two years, Bettina reported back that the going rate for cleaners is between \$23.50 – \$25.00, which all our cleaners are between. The current minimum wage is \$23.50 an hour.

## **Levies**

The option to spread levy payments for the 2027 year will be put into the first newsletter next year. In an attempt to help reduce Christmas time financial pressure the option to pay 50% of maintenance levies in advance in June each year will be offered. This will commence from June 2026 for the 2027 levies.

## **Inflation**

Mike confirmed the CPI as at 30 June 2025 at 2.7%.

## **INCOMING CORRESPONDENCE:**

Cherie reported 400 responses to the newsletter

Email read out from Elizabeth Tremlett regarding school holiday ballot system, raising pertinent issues. It was noted that the committee needed to work on improving communication and clarity.

Balloted weeks: Rental pool and balloted weeks were discussed. Agreed that a clear policy needed to be drafted.

**Action:** Graham to continue work on School Holiday Ballot Policy and the Rental Policy.

Sue Guiniven email regarding the noticeboard and bad debt being made public gives a negative feel to new owners. This highlights the different information requirements of the Body Corporate (owners) and the general public. This situation will be resolved with the introduction of an owner's portal on the website. The newsletters will then be more of a publicity statement for what is happening at the resort.

**Action:** Cherie to make changes to current newsletter as necessary and put up again on the website.

Graham noted that he is working on refining our compliance with the Unit Titles Act and Regulations and the best method of disseminating information to Owners (i.e. to The Body Corporate) as against the general public, pending the introduction of an owner's portal on the website.

**Action:** Cherie and Les to respond to correspondence as required.

## **ENVIRONMENTAL SCAN REPORT:**

### **Rental Process**

Cherie received an email and phone call from owner Bruce Devonport regarding the recent sale of Korora Bay. Stephanie the old manager there, in handing over, had implemented a rental system through Booking.com. The high profit margin being put into a sinking fund to cover delinquent owners and also with moving to a company, purchasing weeks to make a profit.

Les thought it unwise to go down the Booking.com road because of the fees. Keeping the rental down to achieve what we want to achieve and how we want to market on our website.

**Action:** Les to draft a letter to Stephanie to obtain details of their rental system.

Graham has a meeting with Rick Martin, of Lake Edge Resort, on Wednesday to discuss what the first steps for transitioning to a company structure should be and how careful we have got to be in making statements which could be construed as marketing shares.

### **Motion:**

Moved: Dawn. Seconded: Bettina.

That the Environmental Scan Report be accepted.

**Carried:** Unanimously.

#### **MANAGER'S REPORT:**

Cherie's leave has approval for Christmas & New Year.

Staff morale has picked up. Spring cleaning has been completed.

#### **Property**

With the recent washing machine flood in Villa 3, it has identified certain problems. For example, the washing machine being wired into the wall, taps seized, toby boxes with inadequate access, floor waste drain with insufficient capacity, grade of the bathroom floor and pockets in the ground floor ceiling structure. A scope of work has been sent to the insurance company. Plumber to review pipes, taps and tobies, Villa 6 is awaiting new washing machine, and this will be installed in accordance with the new requirements.

The new dishwasher for Villa 4 should arrive soon.

Mike suggested a review of insurance cover.

**Action:** Mike and Cherie to review insurance cover considering recent claims and in preparation for meeting with the broker.

The well-kept resort grounds are often commented on, and we now have a trimmer and water blaster to keep up the standard. The office kitchen has been replaced (which was badly needed) and a door installed between the front office and back office which has benefitted the efficient use of both spaces.

Unit 22's hot water cylinder failed and flooded, needing to be replaced. Unit 14's cylinder had leaking issued and was repaired. Cherie added that our plumber, who has been with us for years, is retiring, and we need to find another that can work with him to ensure a successful changeover.

**Action:** Cherie to identify a new plumbing contractor.

Dimmers along the walkway of the studios have been set at 50% however it was felt this could still be too bright and could be reduced further.

Wormald has replaced all our fire extinguishers around the resort and bought them up to code. While we do have to have them, Graham questioned whether we should have a fire statement, so owners knew their responsibilities.

**Action:** Graham to draft a Fire Statement

**Action:** Les to send FENZ information to Cherie.

All our hand torches need to be replaced. Mike commented that the more attractive they are the more likely they are to get misappropriated.

**Action:** Cherie to purchase new torches

#### **Occupancy Matters**

Occupancy in studio's is down, availability to rent will see a vast improvement in income from these units next year. Puka asked for reasons for the low usage rates. Cherie advised that they are too small, mostly upstairs and the potential to exchange into other resorts is diminishing.

Self-check in Christmas, Boxing Day being a Friday. Owners will be notified in the newsletter and in the pre-arrival, email sent to all bookings.

## Communication

We are committed to a post meeting newsletter, being issued within one month of the Body Corporate Committees meetings (four per year), with each newsletter containing the information relevant to the next quarter. For example, Levy information will be in the November newsletter. It was noted that the upgraded website will resolve many communication issues.

Resales – we have the documentation we need now. Cherie looked at comparable charges to do transfers, a South Island company charges \$4,000 and our charges are \$1,250, so we are well under. 10 sales/transfers have been completed and De Graaf have accepted to do the other 50 sales/transfers. Cherie has received a couple of surrender forms.

Cherie has broken the debt list down further to identify aged debtors where it is not likely that Levies will be recovered and therefore weeks will be available for rental in the coming year.

### Motion:

Moved Bettina. Seconded: Puka

That Managers report be accepted.

**Carried:** Unanimously

### BUDGET & FINANCE:

Mike had provided a copy of the updated budget for 2026 prior to the meeting. (Copy attached.)

The budget was discussed in terms of likely income from levies and the ongoing issue of delinquent owners and bad debts.

Each year the shortfall in Maintenance levies (circa \$55,000) continues to put pressure on the committee's ability to work within the budgeted funds. While some of the shortfall is attributed to owners who can no longer be contacted, there are still some current owners who have not paid their levy, despite reminders being sent out regularly.

Based on our expected costs for the remainder of 2025, it is expected that the \$200,000 currently in a term deposit account will remain invested into 2026.

Graham asked when we sell do we deduct the non-paid levy. It was confirmed that we do. Debts against the property are not transferred to the new owner; no right offs are attributed to any unit.

The miscellaneous \$55,000 income in the 2026 budget is based on recoveries through rental income.

Interest rates have dropped. Cherie investing funds periodically to best advantage.

Wages cost for cleaning staff has reduced due to the use of contract cleaners for part of the work.

Puka has approached a local plasterer regarding urgent plaster work. Horizontal crack lines are evident to the front of villas where the walls are of timber construction. This means a chance of water ingress resulting in damage to the timber framing and internal linings etc. A potential solution could be a Resene Construction systems proprietary band tape system with plastered finish over. This could provide protection until such time as walls can be replastered. A Resene construction system representative will visit the property to confirm this solution is acceptable. A budget figure of \$50,000 has been proposed for this solution at this stage. A metal capping/flushing will also be put over the external plastered walls to prevent water ingress and accelerated water damage to the plaster system, however this capping would be done in conjunction with the exterior refurbishments. Puka recommended that the committee, ideally, look to complete a full replaster to all of the villa units with the wall metal capping added which would extend the life of the plaster system for 50+years if a regular maintenance programme of annual washing and 8 yearly painting is put in place. Costing for full replastering and painting is underway and once received can be structured to meet funding availability.

Mike advised that there will be a minor change to the long-term plan to enable a majority of the Villa walls to be repaired during 2027, while there are no Villa refurbishments planned.

With rental sales improving we will have another stream of income.

Cherie asked for approval for purchasing 6 x fold down beds, Sofas and chairs as required to facilitate fold down beds, 3 x queen beds and the squash court lights in the current financial period.

**Motion:**

Moved: Mike. Seconded: Bettina.

That Cherie be authorised to purchase 6 x Fold Down Beds, Sofas and Chair to each lounge to suit, 3 x Queen Beds for second bedrooms, and squash court lights from 2025 budget.

**Carried:** Unanimously.

The mobile tennis net quote was incorrect in the previous minutes Puka has a quote for \$4000 and will check if that is GST inclusive. Squash court lights came in at \$1,983, and we can do away with the cost of replacing the cages as the new lights are rated for high impact.

The quote for replacement of guttering to the studio block came in at just under \$10,000, and the work is to be done in 2026.

Puka proposed an annual building clean. \$12,000 is an indicative cost and would include a bug spray. We have employed Chemwash to complete this sort of work in the past.

**Action:** Mike to add a line for building clean and cut back common property maintenance to \$4,500.

Puka has a quote of \$43,930 + approx. \$10,000 installation cost for a passenger/luggage lift, which could be located on one of the exterior corners of the two-storey block, perhaps the centre one closest to the stairs.

Agreed that \$55,000 should go in the 2026 budget. Mike confirmed that \$55,000 is included in the 2026 budget. A swipe keypad, to stop excessive use by children, would be \$350 extra.

Price for a new commercial dryer for the Resort laundry would be \$8,250 + GST, this will be replaced when necessary. The second washing machine will need replacing at some time which would be \$18,850. Dawn suggested we look at a company like Laundromat who offer a lease option.

**Action:** Puka to investigate Laundromat or other lease options.

Agreed that: We will leave a \$10,000 allowance in the 2026 budget for legal expenses, to cover the ongoing legal costs of transitioning to a company structure.

It was noted that our 3-year contract with Genesis Energy comes up for renewal in April 2027 and Mike suggested that next year we investigate the installation of solar power, he suggested a ballpark estimated cost of \$100,000 to install such a system.

It was noted that Rates have increased in Taupo for the 2025/26 year by an average of 8.4%.

Insurance at \$37,000 Mike questioned where we are with this, December is our renewal, do we need total loss. Under the UTA there is nothing on this, 2019 was our last valuation. Mike and Puka to liaise, look at another broker and get back before December. See also comment above regarding liaison with Cherie on recent claims experience.

**Post Meeting Note:** Section 135 of the Unit Titles Act covers insurance and specifically, at subsection (1), states that: "The body corporate must insure and keep insured all buildings and other improvements on the base land to their full insurable value."

Our potential rental income could be as high as \$236,000, according to Debts list and forecasting long term debtor's rentals. We are conservatively aiming for a quarter of this amount. The options for setting up an online Rental

procedure are that we could buy an off-the shelf package or get our local IT company to build our own booking system. JVS (our IT advisor) have advised that to build a system would be approximately \$10,000, this would be included in our current service agreement and provide good tech support. Cherie commented that Viewpoint is hard to navigate, and the inclusion of our own booking system would be a preferable option. Key points to factor in are; get allotments of availability for rental, owners access to rental weeks available and timeframes for booking, plug-in's preferred like Expedia, Air BnB, monthly fees, and ability to integrate payment services and Xero. Bettina suggested that there may be some IP property rights associated with the development of the package.

The committee discussed the annual levy in the context of the 2026 budget and likely costs beyond 2026. Noting that the June 2025 CPI was 2.7% the committee agreed that a 3% increase was justified for 2026 levies. It was further noted that there would be no extra levy for the installation of the lift.

**Motion:**

Moved: Les. Seconded: Mike.

That the levies for the 2026 year are set at a rate 3% higher than the 2025 levies.

**Carried:** Unanimously

Les brought attention to the fact that the mileage rate paid was well under that set by the Automobile Association which is \$1.17 per kilometre.

**Motion:**

Moved: Graham. Seconded: Bettina

That the reimbursable mileage rate for committee members be increased to \$1.17 per kilometre in accordance with the current AA rate.

**Carried:** Unanimously

Cherie is attending local Destination Taupo meetings for tourist operators and is keeping up to date with 3 events next year. These events may provide income through the rental of vacant units and, thereby, reduce resort losses from unpaid levies.

**GENERAL BUSINESS:**

**Long Term Maintenance Plan**

Units 7 and 14 are to be refurbished in 2026 with a budget of \$55,200. The 2027 LTMP budget will include for the first phase of external maintenance (plaster repairs and painting) with consideration given to a potential one-off levy to cover if necessary to cover the repairs of the remaining Villa's walls. It is noted that any additional levy would be subject to a vote by the Body Corporate at an AGM.

The one-bedroom unit refurbishments will be moved from 2027 to 2029 with external maintenance being brought forward to 2027. Replacement of the Fold out couches in the one-bedroom units will be completed this year.

**Deputy Chairman**

Graham outlined concerns that there was no deputy for Les i.e. someone on the committee who could help spread his workload, keep up to date with day-to-day decisions and stand in for Les should for any reason there be a need to do so. Graham proposed that we nominate a deputy chairperson. Les had spoken to Mike and he had confirmed he was willing to be nominated.

**Motion:**

Moved: Les. Seconded: Graham.

That Mike be appointed as Deputy Chairperson.

**Carried:** Unanimously

Bettina confirmed that, had no one put up their hand for this additional responsibility, she would have been willing to.

### **Surrender Form**

Suzanne requested confirmation that the surrender form was all legal. It was confirmed that it is and that a number of surrender forms have been sent out to bad debtors.

### **Property, Sustainability & Environmental Initiatives- Puka**

Puka commented that a lot of his items had already been covered in the Finance & Budget report.

He noted that, with the external painting, there will be associated costs such as removing and replacing heat pumps, pergolas, washing lines, trees to work around. Suggested we remove plantings and replant. Puka will work on costings for landscaping. It was suggested that some kind of greenery would be nice in the courtyards.

Sports equipment – multi use of the tennis court and squash court, a price for a mobile football net, pickle ball, and projection screen for movies were suggested. An indoor badminton net was discussed. It would cost \$2,006 but wouldn't really work on the squash court with sockets in the floor.

Suzanne raised the Health & Safety aspect of not wearing footwear on the tennis court. It is a recognised injury risk particularly to children. She recommended that a sign be placed at the entrance to the tennis court advising of the requirement to wear footwear.

**Action:** Cherie will arrange a sign for the Tennis Court regarding footwear.

It was noted that the cost of replacing squash rackets was prohibitive. Owners will be advised that if they want to play squash, they will have to bring their own rackets.

**Action:** Cherie to include in the newsletter.

Cherie noted that the local Squash Club occasionally have to shut the club courts down for maintenance and may be interested in renting ours.

**Action:** Cherie to approach the local Squash Club to offer the rental of our court during shutdowns.

With one paddleboard there has been a problem with the booking system and monitoring the time that the board is out, giving out a tag to return the items and the use of a refundable deposit could work, this could also work with spa towels.

**Action:** Cherie to investigate potential of a tag/refundable deposit system.

The pool table baize top needs to be replaced on both tables.

**Action:** Dawn to get a price for reupholstering the pool tables.

It was suggested that a camera is needed to monitor the upstairs of the rec room and help to reduce the damage.

**Action:** Cherie to investigate.

Puka touched on the feasibility of interconnecting studio's, suggested we get some feedback from studio owners.

**Action:** Cherie to look at using Survey Monkey to obtain feedback.

Puka suggested the installation of acoustic panels in the swimming pool building, as it can be very noisy at times.

**Action:** Puka to investigate viability and cost.

The power box behind the maintenance shed needs a paint but this is not the property of Lakeside.

Renewing the painted lines on the carpark. We had an unreliable person who failed to turn up to provide a quote. David Hurn has offered to provide a quote for this work including looking at the feasibility of adding arrows to allow “entry only” up the driveway for safety reasons with exit always being onto Huia Street. A no parking sign outside Unit 19 should also be included to improve safety for manoeuvring cars in the carpark.

Dawn noted that the additional parking area, in the grass crescent opposite the Villas, does get muddy in some places.

**Action:** Puka to look at the best way to remedy this.

The inclusion of a wallpaper feature wall behind the dining table could be considered in the next refurbishments of the Villas.

David Hurn will provide a sample of Miracle Clean for the tiles.

### **Accounting, Day-to-Day Office Functions, ICT and Systems- Bettina**

Bettina talked about her efforts to rationalise the Xero accounting system, and, in particular, trying to get some consistency with account code names, and clear visibility of upgrade fees, and rental income. She has renamed codes to group related income and expenses for reporting purposes.

An asset register has been created showing purchases made over the past 10 years for each unit type. Bettina is going to keep this updated using Xero.

Bettina and Puka will work on the Asset Register.

### **Policy, BCC Manuals, and Governance Transition- Graham**

Most papers to be discussed had been circulated before the meeting. Graham noted that all papers were in draft form and open for discussion.

#### **School Holiday Ballot Policy**

The draft School Holiday Ballot Policy was distributed to committee members on 30/09/25 for consideration.

Graham requested clarification regarding the ballots from the perspective of owners who owned multiple weeks. It was confirmed that, if an owner had an appropriate week or weeks to enter into the ballot then they could enter such weeks. If they owned multiple weeks and were successful in multiple ballots they could end up with consecutive weeks in a holiday period.

The points raised by Elizabeth Tremlett in her email were discussed. It was confirmed that, other than for school holiday weeks, Lakeside has never balloted any other floating weeks. It has always been considered that a one year booking window provided sufficient flexibility.

Graham noted that the current policy calls for a \$200 deposit regardless of the type of unit. This seems unfair as it represents 21% of a Villa levy, 25% of a Two-Bedroom Levy, 31% for a One-Bedroom Levy and 37% of a studio levy. To be equitable, all unit types should have ballot or booking deposits set at 20% of the appropriate levy. Graham will utilise a rounded 20% deposit in all future calculations. It was confirmed that successful ballots were to be cancelled after 7 days if deposit not paid.

Graham recommended better communication and putting the whole policy in the November newsletter.

#### **Rental Policy – Rental Rates**

Background papers were issued on 30/08/25.

Graham outlined that the papers provided showed the basis of calculating comparable rates using AI. This looked at the seasonal rate differentials across accommodation generally in Taupo and from this developed peak and off-peak nightly rates. These were then reverse engineered to provide nightly rates that equated to these but were calculated

based on a percentage increase on Levy rates. Hence, the off-peak tariff for public rental, ranges from 150% to 180% of the Owners Levy rate and peak tariffs are based on 170% to 240% of the Owners Levy rates.

Graham noted that more bookings would possibly come in if we set the minimum stay at 2 nights, however, given the very reasonable rates for owners most of the demand for rentals may perhaps come from owners.

### **Code of Conduct**

Graham circulated copies of the Schedules 1A and 1B from the Unit Titles Regulations 2011 at the meeting. These are the Code of Conduct requirements for Body Corporate Committee Members and Body Corporate Managers. Graham highlighted the sections on knowledge of the act and regulations, compliance with same and the requirements to note any conflicts of interest.

Future meeting agendas should provide sufficient detail so that committee members can identify any potential conflicts of interest. Conflict of interest declarations should be completed prior to each meeting.

A question had been raised regarding the identification of the names of proxies and names of AGM attendees in the minutes of AGM meetings.

**Action:** Cherie to look into the requirement to publish names of proxies and AGM attendees.

### **Committee Portfolios and Annual Plans**

Background papers were issued on 30/08/25.

Graham called for any comments on the circulated papers. It was agreed that it was useful to have a clear statement on the responsibilities for each member and an outline annual action plan broken down quarterly.

Graham raised the issue of a formal Body Corporate Secretary for the BCC. He noted that this did not need to be a permanent position but would provide assistance on and around BCC meetings and the AGM. The work would consist of assistance preparing papers prior to the particular meeting, taking the minutes, drafting the minutes and assisting with any post meeting paperwork such as newsletters. It could amount to a week over each BCC meeting and two weeks over the AGM/BCC meetings. The final time allowance would be determined after a job description has been drafted.

**Action:** Cherie to investigate the availability of such a service from companies or individuals in Taupo and a likely cost.

Dawn put forward that there be no rental villas until May through to October. While trying to recover funds through commitment to rent but not reducing flexibility.

### **Communications Policy and Plan**

Background papers were issued on 3/10/25.

It was noted that certain communications can only be released by Les.

### **Huia Street Frontage and Magnolia Trees**

Graham circulated a paper at the meeting regarding a concept to improve the Huia Street Frontage to the resort. He noted that this is our main visual point for the resort which needs tidying up. The plan showed a hedge with a sign on the Lake Terrace and Huia Street corner. The paper outlined the importance of the development with respect to brand identity and the opportunity for enhancement.

Cherie noted that her dad could supply timber and carve the sign. We would need to get a cost for the erection of the sign.

**Action:** Puka to look at landscaping and building work required and pricing.

### **Governance Transition**

Graham is meeting with Rick Martin (Lake Edge) on Wednesday and will also broach remuneration requirements with him. He has been given a lot of documentation from Rick as well as building a good relationship with Chris Birch of Busby Manor. Chris passed on that every transaction with FMA takes about 3 months, and they don't seem to take their own decisions as precedents. Busby Manor is close to finishing their "journey" and it's felt that we can shorten the length of time taken by utilising the experiences of both Lake Edge and Busby Manor.

### **Body Corporate Rules**

Copies of the rules currently registered with LINZ were circulated on 29/09/25.

Graham advised that there had only been three registrations of rules with LINZ and that these were the only ones registered against the title. The registrations or rules and rule changes were dated 28 August 1984, 10 July 1987 and 17 April 2003. These all remain extant despite the requirement to provide new rules following the Unit Titles Act in 2010. There have been a number of AGM votes over the years to change the rules but, as these have not been registered with LINZ, they are not currently incorporated in the official Resort Rules.

**Action:** Graham to review registered rules, AGM motions and Unit Titles Act 2010 requirements and provide a summary of the current situation and a recommendation to rectify the situation.

### **Three Manuals**

Graham advised the meeting that he was now working on three manuals for the resort, as follows:

Body Corporate Operational Rules (Statutory Requirements) – Red Book

Governance Manual (Body Corporate Committee) – Blue Book

Operating Manual (Management of LVR) – Green Book

He noted that this would provide a structure for onboarding, training and handovers.

### **Resort Manager Job Description**

A draft Job Description for the Resort Manager was issued on 30/09/25.

Graham noted that this aligned with the recent Employment Contract.

### **Health and Safety- Suzanne**

Suzanne felt she would like some training to bring her up to speed with regulations and requirements for example PPE gear policy.

**Action:** Les will look into available training on Health and Safety for Suzanne.

### **OTHER BUSINESS:**

**Action:** Cherie to organise 3 folders for each committee member. BC Rules (Red Book), Governance Manual (Blue Book) and Operational Manual (Green Book).

Final copies of papers to go in the appropriate manual – operational rules, governance or operating. The papers/sections of the manuals will be issued progressively over at least the next 18 months. Old folders to be given back and the new folders will be available to everyone at the next meeting.

Suzanne raised the security of the one-bedroom ranch sliders, the deadbolts have snapped. Just a piece of wood would suffice.

Corner security lights have been installed around carpark/studio block. The moss has been sprayed but can be water blasted now.

Fraud policy – follow up to the audit report – Graham provided a booklet to Cherie for discussion.

**MEETINGS FOR 2026:**

Meeting dates for 2026 were confirmed as:

21<sup>st</sup> February 2026,

2<sup>nd</sup> May 2026,

1<sup>st</sup> August 2026 and

17<sup>th</sup> October 2026

Les thanked the meeting and said how proud he was of all that the committee has achieved since the AGM and looked forward to them continuing to move in the right direction. He reiterated that he is very happy to have Mike as his deputy.

Meeting closed at 4.37 pm

Lakeside Villas Body Corporate Budget  
For the year ended 31 December 2026

Account	2025 Budget	2026 Budget
<b>Trading Income</b>		
Maintenance Levies	966,423	1,011,332
Maintenance Levies past 2 years		(64,250)
Maintenance Levies outstanding less than 2 years		51,750
Rental Income from Staff Accommodation	20,048	20,048
External Use	0.00	0.00
Other Rental Income and Miscellaneous Charges	0.00	55,000
<b>Total Trading Income</b>	<b>986,471</b>	<b>1,073,880</b>
<b>Other Income</b>		
Interest Earned	18,000	10,000
Other Revenue	0.00	0.00
<b>Total Other Income</b>	<b>18,000</b>	<b>10,000</b>
<b>Operating Expenses</b>		
<b>Ownership Costs</b>		
Management Salaries	99,632	99,632
Wages - Resort Office Assistant (Angela & Amber)	70,000	75,000
Wages - Resort Maintenance	45,000	45,000
Wages - Laundry (Josie)	31,000	31,000
Wages - Cleaning (Casual staff)	160,000	100,000
<b>Sub total</b>	<b>405,632</b>	<b>350,632</b>
<b>Repairs &amp; Maintenance</b>		
R & M Common Property	12,500	4,500

R & M External Building cleaning		12,000
R & M Heatpump Replacement	4,600	7,500
R & M Managers Residence	3,000	3,000
R & M One Bedroom	2,000	3,500
R & M Studio includes replacement guttering	1,200	12,000
Installation of Lift to upstairs Studios		55,000
R & M Two Bedroom	2,000	2,000
R & M Villa	12,000	17,000
Villa Fold down beds (deposit paid Oct)		12,000
Extraordinary maintenance		50,000
R & M Whiteware	3,800	3,800
Swimming & Spa Pools	7,000	5,000
Grounds and Gardens	7,000	7,000
Stock Replacement units	10,000	7,500
<b>Sub total</b>	<b>65,100</b>	<b>201,800</b>

#### **Refurbishment**

Refurbishment	73,000	55,000
<b>Sub total</b>	<b>73,000</b>	<b>55,000</b>

#### **Occupancy Costs**

Laundry supplies	2,500	2,500
Cleaning Products and Contractors	9,000	9,000
Cleaning Contractors		80,000
Replacement Dryer		8,250
Housekeeping Complimentary	12,000	12,000
Waste	3,500	3,500
Staff Training	720	720
Hospitality	3,600	1,200
Security	3,000	3,000
<b>Subtotal</b>	<b>34,320</b>	<b>120,170</b>

**General & Administration Costs**

Accounting Costs	5,500	3,500
Audit Fees	3,500	4,200
ACC Levy	0	0
Bank Fees	2,500	2,500
Book Keeper	17,000	15,000
Computer Expense	6,000	6,000
Eftpos Fees	756	756
Postage Printing & Stationery	2,500	2,500
AGM Expenses	1,000	1,000
Legal expenses	10,000	10,000
Motor Vehicle Expenses	3,000	3,000
Office Expenses ( includes lease of equipment)	4,500	4,500
Subscriptions	2,000	2,000
General Expenses	0	0
Committee Meeting Expenses	16,000	16,000
Staff Expenses	3,000	3,000
Recreation	0.	0.
Television Sky Rental	25,920	25,920
Telephone & Internet	8,000	8,000
IT support	10,000	10,000
Electricity - Light, Power, Heating	100,232	105,000
Rates including Environment Waikato	68,552	80,000
Insurance	33,000	37,000
RWT Paid	4,500	3,500
<b>Sub total</b>	<b>327,460</b>	<b>343,376</b>

<b>Total Operating Expenses</b>	<b>905,512</b>	<b>1,070,978</b>
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<b>Net Profit</b>	<b>80,959</b>	<b>2,902</b>
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## INFORMATION AVAILABLE ON WEBSITE

Copies of all newsletters and reports can be found on the website. [www.lakesidevillas.co.nz](http://www.lakesidevillas.co.nz)

See below images for assistance in locating these. Members portal under construction.

The image displays three sequential screenshots of the Lakeside Villas website. The top screenshot shows the homepage with a navigation menu (HOME, APARTMENTS, FACILITIES, INFORMATION, CONTACT) and a large hero image of a villa with the text "LAKESSIDE VILLAS RESORT" and "EMBRACE SERENITY, DISCOVER LUXURY". The middle screenshot shows the "NEWSLETTERS" page, featuring a sub-header "Newsletters: Your Insight into Lakeside Villas", a paragraph of introductory text, and a "CONTACT LAKESIDE VILLAS" button. The bottom screenshot shows the "REPORTS" page, featuring a sub-header "Ownership Reports: Your insight into Lakeside Villas", a paragraph of introductory text, and a "CONTACT LAKESIDE VILLAS" button. At the very bottom, a grey banner contains the text "PLEASE VIEW ALL REPORTS HERE" and a horizontal list of years from 2025 to 2018, with 2025 highlighted.

## Lakeside Villas Resort

5 YEAR CALENDAR					
WEEK	2025	2026	2027	2028	2029
1 FX	3-Jan - 10-Jan	2-Jan - 9-Jan	1-Jan - 8-Jan	7-Jan - 14-Jan	5-Jan - 12-Jan
2 FX	10-Jan - 17-Jan	9-Jan - 16-Jan	8-Jan - 15-Jan	14-Jan - 21-Jan	12-Jan - 19-Jan
3 FX	17-Jan - 24-Jan	16-Jan - 23-Jan	15-Jan - 22-Jan	21-Jan - 28-Jan	19-Jan - 26-Jan
4 FX	24-Jan - 31-Jan	23-Jan - 30-Jan	22-Jan - 29-Jan	28-Jan - 4-Feb	26-Jan - 2-Feb
5	31-Jan - 7-Feb	30-Jan - 6-Feb	29-Jan - 5-Feb	4-Feb - 11-Feb	2-Feb - 9-Feb
6	7-Feb - 14-Feb	6-Feb - 13-Feb	5-Feb - 12-Feb	11-Feb - 18-Feb	9-Feb - 16-Feb
7	14-Feb - 21-Feb	13-Feb - 20-Feb	12-Feb - 19-Feb	18-Feb - 25-Feb	16-Feb - 23-Feb
8	21-Feb - 28-Feb	20-Feb - 27-Feb	19-Feb - 26-Feb	25-Feb - 3-Mar	23-Feb - 2-Mar
9	28-Feb - 7-Mar	27-Feb - 6-Mar	26-Feb - 5-Mar	3-Mar - 10-Mar	2-Mar - 9-Mar
10	7-Mar - 14-Mar	6-Mar - 13-Mar	5-Mar - 12-Mar	10-Mar - 17-Mar	9-Mar - 16-Mar
11	14-Mar - 21-Mar	13-Mar - 20-Mar	12-Mar - 19-Mar	17-Mar - 24-Mar	16-Mar - 23-Mar
12	21-Mar - 28-Mar	20-Mar - 27-Mar	19-Mar - 26-Mar	24-Mar - 31-Mar	23-Mar - 30-Mar
13	28-Mar - 4-Apr	27-Mar - 3-Apr	26-Mar - 2-Apr	31-Mar - 7-Apr	30-Mar - 6-Apr
14	4-Apr - 11-Apr	3-Apr - 10-Apr	2-Apr - 9-Apr	7-Apr - 14-Apr	6-Apr - 13-Apr
15	11-Apr - 18-Apr	10-Apr - 17-Apr	9-Apr - 16-Apr	14-Apr - 21-Apr	13-Apr - 20-Apr
16	18-Apr - 25-Apr	17-Apr - 24-Apr	16-Apr - 23-Apr	21-Apr - 28-Apr	20-Apr - 27-Apr
17	25-Apr - 2-May	24-Apr - 1-May	23-Apr - 30-Apr	28-Apr - 5-May	27-Apr - 4-May
18	2-May - 9-May	1-May - 8-May	30-Apr - 7-May	5-May - 12-May	4-May - 11-May
19	9-May - 16-May	8-May - 15-May	7-May - 14-May	12-May - 19-May	11-May - 18-May
20	16-May - 23-May	15-May - 22-May	14-May - 21-May	19-May - 26-May	18-May - 25-May
21	23-May - 30-May	22-May - 29-May	21-May - 28-May	26-May - 2-Jun	25-May - 1-Jun
22	30-May - 6-Jun	29-May - 5-Jun	28-May - 4-Jun	2-Jun - 9-Jun	1-Jun - 8-Jun
23	6-Jun - 13-Jun	5-Jun - 12-Jun	4-Jun - 11-Jun	9-Jun - 16-Jun	8-Jun - 15-Jun
24	13-Jun - 20-Jun	12-Jun - 19-Jun	11-Jun - 18-Jun	16-Jun - 23-Jun	15-Jun - 22-Jun
25	20-Jun - 27-Jun	19-Jun - 26-Jun	18-Jun - 25-Jun	23-Jun - 30-Jun	22-Jun - 29-Jun
26	27-Jun - 4-Jul	26-Jun - 3-Jul	25-Jun - 2-Jul	30-Jun - 7-Jul	29-Jun - 6-Jul
27	4-Jul - 11-Jul	3-Jul - 10-Jul	2-Jul - 9-Jul	7-Jul - 14-Jul	6-Jul - 13-Jul
28	11-Jul - 18-Jul	10-Jul - 17-Jul	9-Jul - 16-Jul	14-Jul - 21-Jul	13-Jul - 20-Jul
29	18-Jul - 25-Jul	17-Jul - 24-Jul	16-Jul - 23-Jul	21-Jul - 28-Jul	20-Jul - 27-Jul
30	25-Jul - 1-Aug	24-Jul - 31-Jul	23-Jul - 30-Jul	28-Jul - 4-Aug	27-Jul - 3-Aug
31	1-Aug - 8-Aug	31-Jul - 7-Aug	30-Jul - 6-Aug	4-Aug - 11-Aug	3-Aug - 10-Aug
32	8-Aug - 15-Aug	7-Aug - 14-Aug	6-Aug - 13-Aug	11-Aug - 18-Aug	10-Aug - 17-Aug
33	15-Aug - 22-Aug	14-Aug - 21-Aug	13-Aug - 20-Aug	18-Aug - 25-Aug	17-Aug - 24-Aug
34	22-Aug - 29-Aug	21-Aug - 28-Aug	20-Aug - 27-Aug	25-Aug - 1-Sep	24-Aug - 31-Aug
35	29-Aug - 5-Sep	28-Aug - 4-Sep	27-Aug - 3-Sep	1-Sep - 8-Sep	31-Aug - 7-Sep
36	5-Sep - 12-Sep	4-Sep - 11-Sep	3-Sep - 10-Sep	8-Sep - 15-Sep	7-Sep - 14-Sep
37	12-Sep - 19-Sep	11-Sep - 18-Sep	10-Sep - 17-Sep	15-Sep - 22-Sep	14-Sep - 21-Sep
38	19-Sep - 26-Sep	18-Sep - 25-Sep	17-Sep - 24-Sep	22-Sep - 29-Sep	21-Sep - 28-Sep
39	26-Sep - 3-Oct	25-Sep - 2-Oct	24-Sep - 1-Oct	29-Sep - 6-Oct	28-Sep - 5-Oct
40	3-Oct - 10-Oct	2-Oct - 9-Oct	1-Oct - 8-Oct	6-Oct - 13-Oct	5-Oct - 12-Oct
41	10-Oct - 17-Oct	9-Oct - 16-Oct	8-Oct - 15-Oct	13-Oct - 20-Oct	12-Oct - 19-Oct
42	17-Oct - 24-Oct	16-Oct - 23-Oct	15-Oct - 22-Oct	20-Oct - 27-Oct	19-Oct - 26-Oct
43	24-Oct - 31-Oct	23-Oct - 30-Oct	22-Oct - 29-Oct	27-Oct - 3-Nov	26-Oct - 2-Nov
44	31-Oct - 7-Nov	30-Oct - 6-Nov	29-Oct - 5-Nov	3-Nov - 10-Nov	2-Nov - 9-Nov
45	7-Nov - 14-Nov	6-Nov - 13-Nov	5-Nov - 12-Nov	10-Nov - 17-Nov	9-Nov - 16-Nov
46	14-Nov - 21-Nov	13-Nov - 20-Nov	12-Nov - 19-Nov	17-Nov - 24-Nov	16-Nov - 23-Nov
47	21-Nov - 28-Nov	20-Nov - 27-Nov	19-Nov - 26-Nov	24-Nov - 1-Dec	23-Nov - 30-Nov
48	28-Nov - 5-Dec	27-Nov - 4-Dec	26-Nov - 3-Dec	1-Dec - 8-Dec	30-Nov - 7-Dec
49	5-Dec - 12-Dec	4-Dec - 11-Dec	3-Dec - 10-Dec	8-Dec - 15-Dec	7-Dec - 14-Dec
50	12-Dec - 19-Dec	11-Dec - 18-Dec	10-Dec - 17-Dec	15-Dec - 22-Dec	14-Dec - 21-Dec
51 FX*	19-Dec - 26-Dec	18-Dec - 25-Dec	17-Dec - 24-Dec	22-Dec - 29-Dec	21-Dec - 28-Dec
52 FX	26-Dec - 2-Jan	25-Dec - 1-Jan	24-Dec - 31-Dec	29-Dec - 5-Jan	28-Dec - 4-Jan
53 FX			31-Dec - 7-Jan		

Note: \* = Week 51 partially fixed - Villas Only

## IMPORTANT DATES & SCHOOL HOLIDAYS

	2026	2027
<b>WAITANGI DAY</b>	<b>Friday 6<sup>th</sup> February</b> Office open on shortened hours Friday. Self Check In May be required.	<b>Saturday 6<sup>th</sup> February</b> Observed Monday 8 <sup>th</sup>
<b>IRONMAN</b>	<b>Sat 7<sup>th</sup> March</b>	<b>Sat 6<sup>th</sup> March TBC</b>
<b>EASTER WEEKEND</b>	<b>3<sup>rd</sup> April — 7<sup>th</sup> April</b> Office open on shortened hours Good Friday. Closed Sun & Monday Self Check In May be required.	<b>26<sup>th</sup>—29<sup>th</sup> March</b> Office open on shortened hours Good Friday. Closed Sun & Monday Self Check In May be required.
<b>SCHOOL HOLS</b> (Resort wks shown)	<b>3<sup>rd</sup> April— 10<sup>th</sup> April</b> <b>10<sup>th</sup> April— 17<sup>th</sup> April</b>	<b>9<sup>th</sup> April— 16<sup>th</sup> April</b> <b>16<sup>th</sup> April— 23<sup>rd</sup> April</b>
<b>ANZAC DAY</b> (To be Observed on)	<b>Monday 27<sup>th</sup> April</b> Office Closed	<b>Sunday 25<sup>th</sup> April</b> Observed Monday 28 <sup>th</sup>
<b>KINGS BIRTHDAY</b>	<b>Monday 1<sup>st</sup> June</b> Office Closed	<b>Monday 7<sup>th</sup> June</b> Office Closed
<b>MATARIKI</b>	<b>Friday 10<sup>th</sup> July</b> Office open on shortened hours Friday. Self Check In may be required.	<b>Friday 25<sup>th</sup> June</b> Office open on shortened hours Friday. Self Check In may be required.
<b>SCHOOL HOLS</b> (Resort wks shown)	<b>3<sup>rd</sup> July—10<sup>th</sup> July</b> <b>10<sup>th</sup> July—17<sup>th</sup> July</b>	<b>2<sup>nd</sup> July—9<sup>th</sup> July</b> <b>9<sup>th</sup> July—16<sup>th</sup> July</b>
	<b>26<sup>th</sup> Sep—03<sup>rd</sup> Oct</b> <b>03<sup>rd</sup> Oct—10<sup>th</sup> Oct</b>	<b>24<sup>th</sup> Sep—1<sup>st</sup> Oct</b> <b>01<sup>st</sup> Oct—8<sup>th</sup> Oct</b>
<b>LABOUR WEEK- END</b>	<b>Monday 26<sup>th</sup> October</b> Office Closed	<b>Monday 25<sup>th</sup> October</b> Office Closed
<b>AROUND THE LAKE CYCLE CHALLENGE</b>	<b>29<sup>th</sup> November</b>	<b>27<sup>th</sup> November TBC</b>