



RIDGE RESORT

QUEENSTOWN



67 Goldfield Heights,
Queenstown East 9300, New Zealand

Tel: 03 442 6502

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classic.holidays

MEMBERS' NEWSLETTER

Welcome to our newsletter, we hope you enjoy this update from your Committee

April 2023

COMMENTARY FROM THE CHAIRMAN

Hello Ridge Owners

Use of the Resort continues to remain high. We are now three months into this year so remember to plan when you want to use your week/s. Book as early as you can to give yourself the best chance to get the week/s that you want. You can book up to eight months prior to the week/s you want either online or by phoning Classic (refer overleaf for further information).

Staffing

There is no change to the cleaning situation for the Resort that I outlined in the last newsletter. Contractors clean up to 8 units that make up most of the shortfall in staffing and sometimes one or two units are made not available for owners if sufficient cleaners are not available.

We have a new Maintenance Manager, Jason Dela Cruz, who commenced in mid-January. There is a lot for the maintenance team to catch up on due to the gap between when Juan left, and Jason was employed. Our new maintenance assistant, Ryan Brennan, is working well. He is assisting with routine weekly maintenance. We lost the contract arborist used before winter last year. As we haven't been able to get an arborist yet, the trees were not trimmed last winter and of course are overdue for a trim. Nicola is very hopeful of engaging a replacement soon, but availability and cost are the issues here.

Positive Feedback

As most of you would know, having holidayed at the Resort, owners and guests are sent a guest survey after their stay via email. We as a Committee read those comments at each of our meeting in order to understand where we can improve the Resort standards and facilities. We are pleased to report that many of those comments are positive, which are a direct reflection on the good work from the Resort Manager and staff and would like to take this opportunity to share our appreciation for Nicola and her team, as well as thanking you for sharing those comments.

Value for Money with your Levies

Looking at the current market and constant cost increase, we are proud that we can offer great value for money for owners and guests with the maintenance levies well below what you would need to pay if staying in similar accommodation (3 bedrooms, 2 bathrooms, sleeps 8 with private spa) in that area. In fact, I

struggled to find anything at all available of that size with similar facilities to provide you with a comparison. The best I could find was a 2 bedroom with similar facilities which was more than double what owners are currently paying for their maintenance levies.



ABOVE: The Committee met onsite in March for their meeting, left to right: David Fisher (Chairman), Christine Toner, Maurice Chave, Chris Cochrane and Bob Thayer.

Resort Update & Improvements

If you have stayed at the Resort over the last four months, you will have noticed two changes. Firstly, there is now no limits on the use of Wi-Fi in each unit, use is now unlimited. Secondly, the landline telephones have been removed from the units. These telephones along with the associated technology are at the end of their lives and considered not necessary to replace them due to most people using cell phones and the cost.

For the Timeshare, internal refurbishment of Units 11 and 28 has been completed. The next internal refurbishment is for Units 4 and 5 later this year and is expected to include new furniture, carpet and curtain replacement, plastering and painting. Two new spa pools to be installed in Units 2 and 29 as well. For the Private Units, external refurbishment has been completed on Units 17 and 18 at the end of last year and included painting, cladding repairs and roof re-screw.

Public Trust

As mentioned last newsletter, a number of entitlements to weeks with long outstanding levies not paid were sent to the Public Trust

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to transfer ownership and this action was completed. Levies will now be received for these weeks. With the Classic Holidays management team, we will continue to review the balance of owners with outstanding levies to take what further action we can.

2023 Annual General Meeting

More work has been completed on the Long Term Maintenance Plans and there will be an update on this at the AGM.

Sincere thanks to Nicola Warren, Erika Gleave, Resort staff and the wider Classic management team for their continued management support to the committee, owners and guests.

The Annual General Meeting is coming up and will be held on 31 May 2023. We look forward to seeing owners who are able to attend. Remember that the positions on the Body Corporate Committee are all up for election, with the current team standing for re-election. Any owner can stand for one of these positions. Think about the skills and experience you can offer, which could include a legal/management/governance background, and a willingness to work as a team.

Kind regards,

David Fisher
Chairman

CHANGES TO THE UNIT TITLES ACT

The Unit Titles Amendment Act now permanently allows for general meetings to take place via audio link and/or via audio-visual link (as well as in person). Therefore, the webinar option is here to stay and will be available for all Annual General Meetings going forward. We are currently planning to hold the 2023 Annual General Meeting in May, in Christchurch. Although the electronic voting facility isn't required until 2024, this will be trialled at this AGM. The format for the voting process at the AGM will include a recess to count the votes and allow owners to get all the information before voting. Further information along with the formal Agenda and Resolutions, Annual Reports and Financial Statements will be forwarded to owners later in May.

From 9 May 2023, new pre-contract and pre-settlement disclosure requirements are also coming into place. Therefore, for those planning to sell their ownership, please make sure to contact the Classic's Member & Property Administration Department, via the contact details below, for more information on how to navigate those changes including access to the relevant forms you may need.

Email: mpa@classicholidays.com.au

Phone: +61 (0)7 5595 7525

Post: Member & Property Administration, Classic Holidays, PO Box 384, Coolangatta QLD 4225

RENTAL WEEKS AVAILABLE

There are currently rental weeks available at some of Classic Managed properties in the North Island, price list below for the full week. Booking conditions apply.

Resort Name	One Bed	Two Bed	Penthouses
The Bishop Selwyn	from \$790	from \$885	from \$1,105
Fairway Lodge	-	from \$850	-



BOOKING EARLY

By the end of May annually the booking year is fully open for all 32 week booking window properties such as the Ridge Resort. Owners are encouraged to book early to avoid disappointment!

You can book online (*under Book Accommodation*) and access a copy of your Booking Calendar (*under My Account > Member Documents*) on the Classic Holidays website www.classicholidays.co.nz when logged in as a member. The increase in members planning in advance means the bookings are coming in

quickly, plus with weeks out for maintenance at several resorts, bookings are filling fast!

RECOGNITION

Every year RCI recognises resorts that have gone above and beyond in providing outstanding vacation experience. Award selection is based on a 12-month compilation of comment card scores completed by RCI exchange guests assessing resort quality, service delivery and the overall holiday experience. For consistently providing high levels of service and outstanding hospitality to exchange members, we are excited to announce that Ridge Resort has retained its RCI Silver Crown Resort award for another year.

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IMPORTANT INFORMATION

UPCOMING BOOKINGS

Recently we have experienced a number of check-in issues across NZ resorts as a result of owners and guests arriving 'assuming' they have a booking, without having checked their confirmation letters before departure and in addition not having the confirmation letter with them to present at check in. To avoid delays and check in issues, we therefore encourage you to:

- Confirm check-in times.
- **Check the arrival / departure dates on your Booking Confirmation letter.**
- Phone or email the resort to let us know if you are checking in late (after-hours), so that we can make the necessary arrangements for you.
- **Take your Booking Confirmation letter to present at check-in** (this applies to all owners, including fixed week owners, and if guests are using the unit – they will also be required to bring a Guest Certificate).

Please note that if you do not have a confirmation letter and the resort does not have a booking for you, it will be your responsibility to find alternate accommodation.

EXCHANGE AND PLAY – DON'T MISS OUT!

If you are unable to use your week, you can bank your entitlement with your preferred exchange company and use it at a later date! All members of a Classic Managed Resort have a free membership to Classic's Exchange Program - 'Exchange & Play' (facilitated by 7Across).

Once banked with Exchange & Play, you have 3 years to use your week. You can book at your home resort or exchange to any of the resorts managed by Classic Holidays in Australia or New Zealand or to 7Across timeshare resorts worldwide.

Make sure to put in a request early for your exchange as you will be matched before these weeks are made available to other ENP members.

If your request is met, you will get a phone call and an email. It is essential that your details in exchange are up to date to allow our team to contact you when/if this becomes available as we will only hold the week for 72 hours before offering to the next in line. If you do not hear anything from us, it, unfortunately, means we were unable to meet your request this time.

ELECTRONIC COMMUNICATION

If you have already opted in to receive meeting notices by email, you will receive your AGM papers electronically. To avoid these emails being detected as spam / junk and missing out on important information, please ensure to add the following email addresses to your "safe senders list" / "address book":

no-reply@classicholidays.com.au,
reservations@classicholidays.co.nz

Timeshare owners can update your communication preference at any time once logged into the Member's Portal on the Classic Holidays website under the personal details menu (select *My Account > My Profile > Account Details > Edit* and tick the *Annual General Meetings* check box).

COMMITTEE DETAILS

If you have any queries or concerns, please do not hesitate to contact one of your elected committee members:

- **David Fisher** (Chairman)
Ph. 0274 378 804 - Email: djfisher@xtra.co.nz
- **Maurice Chave**
Ph. 027 286 6011 - Email: mpchave@xtra.co.nz
- **Chris Cochrane**
Ph. 021 194 4836 - Email: cc@kjl.co.nz
- **Bob Thayer**
Ph. 0274 338 666 - Email: bobthayer1@gmail.com
- **Christine Toner**
Ph. 0274 339 598 - Email: Christine@toner.co.nz

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