



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

November 2022

CHAIRMAN'S COMMENTARY

Greetings Ridge Owners, as we approach the summer and festive season which means a busy period for our resort.

Staffing

The main challenge for the Resort during 2022 has been securing adequate staffing. Cleaners have been in short supply and remuneration rates have accordingly had to increase. We are still understaffed internally. We have been able to secure contractors to clean up to 9 units to make up most of this shortfall in staffing and sometimes make one or two units not available for owners if sufficient cleaners are not available. Please remember to treat all staff with respect and courtesy when dealing with them during your stay.

Our Maintenance Manager, Juan Fernandez, resigned and finished with us during October. We were all sad to see him go as he has done a wonderful job during his time with us. A search is ongoing for a replacement for him. In the meantime a contractor has been temporarily employed to fill this role and is working well. A new maintenance assistant, Ryan Brennan, commenced in August on a part time basis. He is assisting with routine weekly maintenance.

Body Corporate Committee

At the 2022 AGM we said goodbye to Graeme Sutherland who had been on the Committee for 25 years, part of which was as Chairperson. A small presentation was made to Graeme at the meeting and we thank Graeme for his commitment and dedication over this time. Bob Thayer was elected to the committee along with previous committee members Maurice Chave, Chris Cochrane, David Fisher and Christine Toner.

Annual Levy & Budget

Once again it is time for us to pay our Maintenance Levies.

The 2022 levy was increased by 10% and your Body Corporate Committee has decided to increase the levy by 10% again for the 2023 year to ensure increasing costs are covered. Remember that there was no increase in the levies for 2021 due to Covid.

Our 2023 budget allows for:

- General cost increases. The CPI for the September 2022 year recently published was 7.2%. Some cost increases are higher than this.
- Wage rises for staff.
- More contract cleaners needed. The contract cleaners cost more than in house staff.
- Increase in insurance premiums with new insurance valuation of the buildings to be done.
- The cost of unpaid levies by owners who have abandoned their

week and 'gone no address' or simply have not paid for several years despite debt collection efforts. (see our note below).

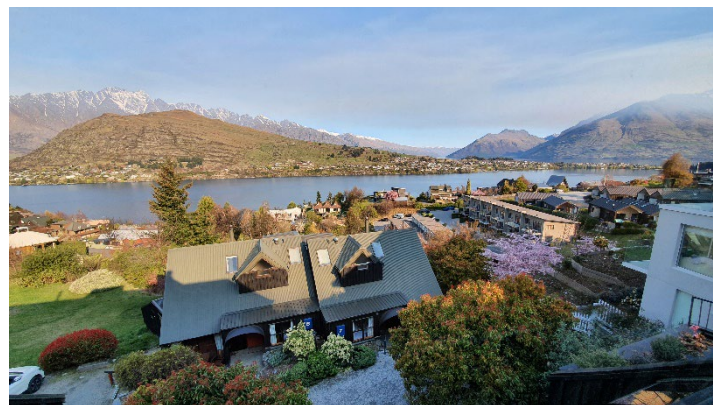
With the Classic Holidays management team, we are continuing to work hard to reduce the number of owners with outstanding levies. A number have been sent to the Public Trust and we hope these will be completed by the end of the year.

Remember there is a prompt payment discount of \$50 if your levies are paid before the due date. If you have any issues with payment of the levy please contact the Classic Management team as soon as possible.

Resort Update & Improvements

External maintenance of Units 13 and 14 has been completed which involved painting, cladding repairs and skylight replacement. Internal refurbishment of Units 11 and 28 is in progress and includes new furniture, carpet and curtain replacement, plastering and painting.

With occupancy rates at close to 100%, remember that you need to book as early as you can to give yourself the best chance to get the week you want. You are able to book up to 8 months in advance.



ABOVE: Beautiful view of Lake Wakatipu and surroundings from one of the Resort's units.

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.

On behalf of your Body Corporate Committee we extend to you and your families a very safe, prosperous Christmas and New Year. Safe travels and happy holidays.

David Fisher, **Chairperson**

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MEMBER SERVICES

Tel: 0508 578 888

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CHRISTMAS & NEW YEAR OFFICE CLOSURE

Please note that the Classic Holidays Christchurch Office will be closed for the Christmas and New Year period from Wednesday, 21 December 2022, re-opening from 9.00am (NZDT) on Wednesday, 4 January 2023. We look forward to assisting you with your holiday plans in 2023.

SKIP THE QUEUE

You can now generate your current year Levy Notice and pay your fees online, quick and easy! Go to www.classicholidays.co.nz, log in to the Members Portal and click 'Make A Payment'!

You can also update your contact information, deposit your week with Exchange & Play, check your Exchange credit balance (*weeks deposited with Exchange & Play only*), book your Owners Week or an Exchange Week using an Exchange Credit, and access important member documents including previous mailouts, and much more – all online!

UPCOMING BOOKINGS

If you have an upcoming booking, we encourage you to make sure you have everything in place ready for your arrival.

- Confirm check-in times.
- Check the arrival/departure dates on your Booking Confirmation letter. You would be surprised how many people book flights to arrive a week early!
- 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).

You are **not required** to wear masks within the resort any longer, but we do ask that you still sanitise your hands before entering reception.

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

DID YOU KNOW THESE ARE CLASSIC'S TOP 5 MOST FREQUENTLY ASKED QUESTIONS?

How do I reset my password to login online? Using the <https://members.classicholidays.co.nz/password-reset> link, provide your Member Number and the Primary Contact email address on your account. You will then receive an email that will allow you to reset your password. Don't forget to check your junk email box.

I have put in a request in exchange for a particular Resort, however, I haven't heard anything. How long will it take?

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.

You have recently taken over management of East Coast Vacations. What does that mean for me?

This means Classic members now have priority access to exchange and rentals at any East Coast Vacations property at a discounted member rate. These properties can be viewed at: www.classicholidays.com.au/resorts

How do I change my address online? This is now an option on the **Contact Us** page of the website.

What happens if I need to cancel my booking? Classic Holidays offers you the option of taking out a Cancellation Protection Option (CPO) at the time of confirming your holiday. CPO ensures that you can cancel your booking up to 72hrs prior to check-in or make amendments to your booking without penalties inside the regular cancellation period. CPO is non-transferable to another booking and any date changes made to a booking count as a cancellation. To read more about CPO head to:

<https://www.classicholidays.co.nz/cancellation-protection-option2>

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