



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 2023

CHAIRMAN'S COMMENTARY

Hello to all Ridge Owners. Another year is drawing near to an end and hopefully we can have a nice summer with no major weather events.

RESORT UPDATES

You will remember in previous newsletters I have mentioned the issues there have been with cleaners. Nicola has advised that while there are still some staffing issues, availability of cleaning staff has improved, and the Resort is in a reasonable to good position for cleaning of units. This is a mixture of employed staff and contractors. If necessary, one or two units may be made not available for owners if sufficient cleaners are not available, but we hope this does not happen often, if at all. Please remember to treat all staff with respect and courtesy when dealing with them during your stay.

At the last committee meeting it was agreed that the TVs be upgraded in all units. These will be larger flat screen smart TVs with chrome cast built in. We hope these will be purchased and installed over the next few months.

At the same meeting the charging of electric equipment, bikes and cars was discussed after concern was raised where there were situations elsewhere where batteries caught on fire. It was agreed that electric bike batteries can be charged within your unit after being taken off the bike. However, owners and guests must take the appropriate care when charging and this applies to any other electrical equipment such as phones. It was agreed that electric vehicles cannot be charged at the Resort. Please check with reception staff where the nearest charging units are located. You cannot plug an extension cord into the unit to charge your vehicle.

2023 AGM

At the 2023 AGM the previous committee members were re-elected and are Maurice Chave, Chris Cochrane, David Fisher, Bob Thayer and Christine Toner. Voting numbers were not mentioned at the meeting and have been included in the AGM minutes that are posted on the Members Portal. At the meeting, the relationship with Classic Holidays was mentioned. I have prepared a memorandum on the relationship – refer paragraph below.

RELATIONSHIP WITH CLASSIC HOLIDAYS LIMITED

A few owners have raised concerns about Classic Holidays Limited and, in particular, their purchase of timeshare weeks.

The following gives a summary of the relationship that Ridge Resort has with Classic Holidays Limited.

Classic Holidays Limited (CHL) has a contract with the Ridge Resort Body Corporate (RR) and this contract was a new contract signed in September 2016. CHL was originally known as Monad Pacific Management and has managed the Ridge Resort for over 20 years.

Relevant details of the current contract are:

- CHL is appointed as manager of the Body Corporate to carry out the duties of the body corporate and chairperson. There are some duties of the body corporate and chairperson listed that CHL will not carry out.
- CHL is appointed to manage the timeshare operations.
- They are the employer of the Resort Maintenance Person and Resort Head Housekeeper and are reimbursed in full by RR.
- CHL owns timeshare weeks and are likely to continue to add to their portfolio of timeshare weeks.
- The initial term of the contract was for 3 years ending 31 December 2019.
- This was renewed for a further term of 3 years ending on 31 December 2022. At that date, there was a further right of renewal of 4 years ending on 31 December 2026 which was exercised.
- The final expiry of the contract is on 31 December 2026.
- The management services fees are increased yearly by the change in the CPI (All Groups) for the year ended 30 June immediately before the end of that year.
- A review of the fee is also available at the commencement of each renewal period.

CHL is entitled to 1 vote for each timeshare week that they own. CHL has provided written confirmation that, as long as they are manager of Ridge Resort, CHL will not vote its weeks and will give its proxy to the body corporate chairperson, apart from voting on:

- Nomination of 1 committee member if CHL chooses to do so
- Change in body corporate rules
- Winding up

Timeshare weeks are also owned by other entities that are related to CHL, where the relationship may be direct or indirect. Ownership of timeshare weeks is recorded annually in the Notes to the Financial Statements in the Related Party Transactions note. Details of this ownership is also advised by CHL at each Ridge Resort Body Corporate Committee meeting.

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Annual fees for all timeshare weeks owned by CHL and related parties have been paid in full.

CHL and related parties currently will take over timeshare weeks in the following circumstances:

- Distressed owners who wish to relinquish their ownership of timeshare weeks due to hardship
- Trade ins
- Timeshare weeks sent to Public Trust for transfer from the current owners due to non-payment of annual fees where all avenues of payment and contact with the owners have been exhausted

Should another party wish to take over these weeks, particularly the weeks dealt with by Public Trust, this can be organized however the legal fees and any other fees involved with the transfer will need to be reimbursed to CHL along with payment of the annual fees associated with the timeshare weeks.

Where timeshare weeks are transferred to CHL in the above circumstances, the first annual fees for those weeks are paid by CHL for the year when the timeshare weeks are first used by CHL.

ANNUAL LEVY

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

The 2023 levy was increased by 10% and your Body Corporate Committee has decided to increase the levy by 6% for the 2024 year which is in line with annual inflation for the last year.

Our 2024 budget allows for:

- General cost increases.
- Wage rises for staff.
- Increase in insurance premiums and electricity.

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.

LONG TERM MAINTENANCE

External maintenance of Units 3 and 4 has recently commenced which will involve painting, cladding and roof repairs and skylight replacement.

The committee had hoped to include in this newsletter an update on the Long Term Maintenance Plan and, in particular, the funding of this plan. Unfortunately, we are not quite in a position to do this now and will get this out as soon as we are comfortable that it is ready.

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.

SELLING YOUR TIMESHARE WEEK

For over 40 years Ridge Resort timeshare owners have enjoyed our holidays in Queenstown and all over the world through exchanges.

Now, some of us are ready to hand on this wonderful holiday experience to a new owner. And new owners are waiting for the opportunity to buy.

There are several ways to sell (or gift) your timeshare week. We have listed most of these below.

NOTE: In **ALL** cases, whether you are selling your week or gifting it to family or friends, your legal Unit Title to the week must be transferred to the new owner, so you will need the help of a lawyer. And to fulfil the requirements of the Unit Titles Act 2010 <https://www.legislation.govt.nz/act/public/2010/0022/latest/whole.html> you will need to enlist the help of Classic Holidays to provide the necessary documents to the buyer. Contact Classic Holidays about this on mpa@classicholidays.com.au. Linwood Law provides legal services for ownership transfers at a cost of \$1,700 including GST and expenses, if they are acting for both the seller and purchaser. Additionally, under the recent changes to the Unit Titles Act sellers need to provide purchasers with pre-contract and pre-settlement disclosure statements, these are provided by Classic Holidays as the Body Corporate Manager at a cost of \$400 for both disclosure statements.

Trade Me: Just list your week on Trade Me in the "Travel, events and activities" category. This will be a normal auction listing, or you can offer a 'Buy Now' option. Note that the actual sale with Unit Title transfer cannot be completed on this site – you will need your lawyer and Classic Holidays involved to fulfil all the legal requirements. Give as much detail as you can. Say how a Ridge Resort Timeshare week is a 3- bedroom, sleeps 8, house with two bathrooms and a large living/dining space, with all linen provided and a lovely view of Frankton Arm and The Remarkables. Mention the private spa on the deck. Look at other listings there to get an idea of the detail to include.

Be very clear that your week's TITLE is for sale, and about who will pay the legal transfer fees. (You will also see people offering just a week's holiday on Trade Me as well, so be very clear in your listing that you are selling the actual ownership of the Title which will involve the buyer taking on the annual Member Levy.)

Newspaper: You will be paying for space in a newspaper ad, unless you find a 'free classifieds' section. So make this a brief invitation and be prepared to continue your negotiations by email or through your lawyer.

Facebook: Write a post about your available timeshare week Title

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on your own Facebook page, by writing in the box that says 'What's on your mind'.

Say the same information as you would do for the Trade Me listing. You can share it to all your Facebook friends or make your setting Public so anyone in the world can see your post.

Our Facebook Group: This is still in its infancy and is a 'private' Facebook discussion group managed by voluntary Ridge owners. Ridge owners can post a message about their desire to sell, with the same information as described above. At this stage, for privacy reasons, other Ridge owners will see this at the moment. However, other owners might be your best advertisers – we encourage all owners to tell their friends about their wonderful Ridge Resort holidays and suggest that they buy a week.

SO EVEN IF YOU ARE NOT SELLING YOUR WEEK, JOIN THIS GROUP AND CONNECT YOUR FRIENDS WITH AN OWNER WHO WANTS TO SELL.

To join the group, you will need to be a Facebook member. Search for <https://www.facebook.com/groups/1143521623187106> or search for "The Ridge Resort Queenstown Timeshare Owners' Buy Sell Group". You can also email christine@toner.co.nz and request to be invited to join the group.

Royale Timeshare Resales (RTR): RTR is a full-service resale broker for the industry (not just for Classic) and has staff to assist customers in the process to sell. It also provides a resale upgrade option to Classic Escapes membership and offers owners a guaranteed release from timeshare ownership. Refer flyer enclosed for further details.

Timeshare Brokers (TSB): TSB is a self-service online listing service where members can create an ad to advertise your timeshare for sale on the timeshare brokers website (no sales process and no salespeople). TSB puts buyers in touch with sellers. Free 30 days of advertising, then a monthly listing fee: <https://www.timesharebrokers.com.au>

All the best for selling your timeshare week. Remember that there are many people seeking to buy a week, who see the opportunity of a beautiful week long holiday in Queenstown at about a third of the cost (or less) of a rental house or motel, along with the exchange opportunities all over the world.

Let's all speak proudly and positively about the benefits of owning a timeshare week especially at the Ridge Resort Queenstown with its cozy units perfect for winter and its location meaning lots of activities right by its doorsteps (*refer pictures right*).

In closing I would like to give my 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, I extend to you and your families a very safe and happy Christmas and New Year. Safe travels and happy holidays.

Kind regards,

David Fisher, Chairman

For and on behalf of

THE RIDGE RESORT BODY CORPORATE COMMITTEE



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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 midday Friday, 22 December 2023, re-opening from 9.00am (NZDT) on Wednesday, 3 January 2024. We look forward to assisting you with your holiday plans in 2024.

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!

PAYING YOUR LEVY EARLY

To make the most of your ownership, be sure to pay your levies on time and book early. In order to book and secure your week or even deposit your week with your exchange company, you are required to pay your levy first. Although your levy is set in November you can pay in advance by paying the same amount as the last levy - then your invoice will only show the increase for that year. By choosing the Payment Plan, you can pay your levy monthly in advance, ensuring a smaller payment before Christmas as well as qualifying for a possible discount.

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).

BOOKING WINDOW

Your resort books 32 weeks (eight months) in advance, so be sure to familiarise yourself with your Booking Calendar. A copy of which can be found in the "Documents" tab when logged in as a member on www.classicholidays.co.nz. 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!

BOOK EARLY - ADVANCE WAITLIST

Despite your resort having a booking window, you can always place a request in advance. We offer an advance waitlist, so simply call or email us with details of your resort, plus the week you would like to request and we will add you to the waitlist. Once the week has opened for booking, an electronic ballot is run. If you are successful in the ballot, a letter will be sent informing you of your booking. In the event there are more requests than available weeks, you will receive a confirmation of this. Some weeks are more popular than others, but this is your best opportunity to secure the week you want.

COMMITTEE DETAILS

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

- **David Fisher** (Chairman) - Email: djfisher@xtra.co.nz
- **Maurice Chave** - Email: mpchave@xtra.co.nz
- **Chris Cochrane** - Email: cc@kjl.co.nz
- **Bob Thayer** - Email: bobthayer1@gmail.com
- **Christine Toner** - Email: christine@toner.co.nz

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