



RIDGE RESORT

QUEENSTOWN



67 Goldfield Heights,
Queenstown East 9300, New Zealand

Tel: 03 442 6502

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MEMBERS' NEWSLETTER

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

November 2024

CHAIRMAN'S COMMENTARY

Hello to all Ridge Timeshare Owners. Summer is around the corner and hopefully it is a good one.

Your committee met recently on site at the Resort. That meant we were able to have a walk around the grounds and look at several units. This, of course, is very helpful for our decision making.

2024 Annual General Meeting

At the 2024 AGM, the previous committee members were re-elected and are Maurice Chave, Chris Cochrane, David Fisher, Bob Thayer and Christine Toner. The major point of decision was the Long Term Maintenance Plan and this was sent out to owners subsequent to the meeting for owners review. Thank you to owners who have commented. This plan will be front of mind for the committee at each future committee meeting.

Staffing

Our new Maintenance Assistant, Alejandro Herrera, resigned and replacement Allan Mitchell commenced in July. A couple of long-term housekeepers resigned this winter, however new replacement cleaners have been sourced so the cleaning position remains good for the Resort. Getting new tradespeople contractors onboard remains a challenge in Queenstown, however we now have new landscapers, roofers and builders. New Resort Manager Liz Lane has fitted in very well and is doing a great job.

Resort Update & Improvements

External refurbishment – cladding, painting and piles - of Units 5 and 6 is programmed for February. The guest lounge has been refurbished: wallpaper stripped, replastered and painted, ceiling painted, and new lighting and you should find a big difference (pictured right). Have a look next time you are at the Resort.

Facebook Buy Sell Page

A reminder that our Facebook Buy Sell group is now open for anyone on Facebook to join. We need to increase the potential audience of those who might buy to help those who want to divest their week. Help to get this message out there, by sharing the group address with friends and family who might be interested in taking over a title. We just need to portray our timeshare holiday ownership as a really positive and wonderful way to enjoy a reasonably priced week in Queenstown. Please recommend timeshare ownership to all your friends and acquaintances and send them these Facebook addresses. The name of the group to share and search is "The Ridge Resort Queenstown Timeshare Buy Sell Group". You can also search and share this link:

<https://www.facebook.com/groups/1143521623187106>

And if you or they find this challenging, email christine@toner.co.nz requesting a group invitation by email.



Survey

Attached to this newsletter are details of a survey that we promised to do to find out more about owners views on the Resort and its future. The committee would really appreciate as many owners as possible taking the time to complete and send back the survey. This will help the committee in its management of the Resort and decisions about the future.

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Levies

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

The 2024 levy was increased by 6% and your Body Corporate Committee has decided on a similar increase in the levy is needed for the 2025 year.

Our 2025 budget allows for:

- General cost increases.
- Wage rises for staff.
- Substantial increases in insurance premiums, rates and electricity.
- The continuing 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.

You will notice that there is no allowance for a prompt payment discount, which has been \$50 in the past if levies are paid before the due date. Very recently we have been advised of a decision by the Tenancy Tribunal that ruled prompt payment discounts cannot be applied to levies charged by Body Corporates under the Unit Titles Act. The Committee has decided to comply with the ruling now. We have therefore taken the prompt payment discount out of the 2025 Budget and reduced the gross levies by what would have been the estimated total prompt payment discount given.

If you have any issues with payment of the levy, please contact the Classic Management team as soon as possible.

Interest on Money Owning to the Body Corporate

In conjunction with the ruling on prompt payment discounts, the Tenancy Tribunal has confirmed that Body Corporates can only charge interest to assist in the collection of unpaid debt. Authority for this is contained in Section 128 of the Unit Titles Act 2010 which states that the amount of interest charged by a body corporate in relation to any unpaid debt must not exceed 10% per annum. The Committee has resolved that interest will be charged monthly at a rate of 10% per annum to any debt that remains unpaid after 1 January 2025.

Communications

A number of owners receive their communications from the Body Corporate via Classic Management by post. Postage is one of the costs of managing the Resort. Due to the Committee's endeavours to reduce costs where possible, we ask those owners not receiving communications by email to consider receiving their communications in the future by email. You can update your communication preferences at any time on the Classic Holidays website under the "Contact Us" page, select "Update my Communication Preferences":

<https://www.classicholidays.co.au/contact-us>

Once again, I remind you to plan your holiday at the Ridge Resort as early as you can and then book to give yourself the best chance to get the week you want. Occupancy continues to remain very high.

You are able to book up to 8 months in advance.

Sincere thanks to Nicola Warren, Liz Lane, 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

CHRISTMAS & NEW YEAR OFFICE CLOSURE

Please note that the Classic Holidays Christchurch Office will be closed for the Christmas and New Year period from Monday, 23 December 2024 (inclusive), re-opening from 9.00am (NZDT) on Monday, 6 January 2025. We look forward to assisting you with your holiday plans in 2025.

AUTO-BANKING

Did you know there is a safety net on your entitlement? Three months before your entitlement expires, Classic Holidays offers a service to all members whereby your entitlement is autobanked to Exchange & Play (subject to availability) to be utilised in the exchange system. This gives you another 3 years to exchange your credit to another property (exchange fees apply). This is an automated service, and members will receive a credit notice from Exchange & Play once this has occurred. If you do not wish for your entitlement to be banked to Exchange & Play, please contact Member Services to make alternative arrangements.

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

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the Payment Plan, you can pay your levy monthly in advance, ensuring a smaller payment before Christmas. Please note those owners with bookings for the first two weeks of January, must have their levies paid by the due date of 15 December and no later than 5 business days prior to your arrival.

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



ABOVE: View of Queenstown from the Ridge Resort.

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