

# SKI TRACKS

The Official Newsletter of Elouera Ski Club Ltd ACN 002 703 988  
Charlotte Pass, Kosciuszko National Park  
4 Leumeah Close, West Pennant Hills 2125

Issued: December 2008

Visit our website: [www.eloueraskiclub.asn.au](http://www.eloueraskiclub.asn.au)

The views expressed in this newsletter are not necessarily those of the Board of Directors nor of the members of Elouera Ski Club Ltd. The editor for this issue is Ross Sutherland 31 Beach Street Emu Plains 2750  
Phone: (02) 47353288

**THINK SNOW**

MERRY CHRISTMAS!!



**MEMBERS AND VISITORS TO THE  
LODGE - EQUIPMENT**

Of late, we have experienced some issues with equipment in our lodge. We need the support of members who use the lodge to

assist in making sure that any equipment (vacuum cleaners, furniture, crockery, cooking utensils, etc) that may be moved is returned to its original storage space.

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Your assistance with this minor but somewhat annoying issue will ensure that all users of our lodge enjoy their stay and find what they are searching for in the appropriate storage facility.

### **CREDITS**

There are times when members use credits for their booking. This is only ever an issue if you try to access more credits than you actually have. Please ensure that you check your available credits before using them for bookings. This may avoid an issue in completing the booking due to insufficient credits being available.

### **AROUND THE LODGE**

1. A cleaning and working spree in Oct - Nov brought to our notice some items worth reporting again.
  - a) Some thermostats have again been manipulated to suit some ones conception of what they think they ort to be, along with the time clocks as they couldn't be right either. Unfortunately these little exercises have cost us lots of money. The time clocks and the thermostats are set at these apparently stupid settings to utilise the most economic use of the cheapest electricity prices that prevail from 10.00 pm to 7.00 am. The main supply Hot Water Systems (in the downstairs toilets) are on all the time to ensure that guests do not go without. The 3 Hot Water Systems in the Drying Room are used as pre-heaters and will heat up after 10.00 pm each night ensuring a supply of hot water to the 2 Main HWSs. The Drying Room also heats up to a warmer temperature during this same period, a control unit in the Drying Room senses the humidity and temperature during the day and will increase the heating if required during the day.
  - b) Some thermostats in the Lodge are set at 5 degrees C (anti-freezing

protection) and are only there to ensure that should the temperature inside the Lodge drop to this level, and the lodge is unoccupied then the Heating and Hot Water Systems will automatically come on. If these thermostats are turned up to say 15 degrees (as has happened in the past) the heating and hot water will remain on while the Lodge is unoccupied.

- c) The time clocks downstairs outside the Drying Room should be set at ON 2200 (10.00 pm) ON 0200 (2.00 am) OFF 0700 (7.00am) and OFF 1600 (4.00 pm). This is NOT a misprint so don't argue. If you are experiencing difficulty with the heating or hot water there is a Telecard phone number (free call) in the telephone booth, please ring it before you cause havoc by rearranging the entire system
  - d) We have installed an Air Conditioner (Heat Pump) in the lounge area of each wing these are on a 2-year trial and are only to be used for heating purposes. Remember if you are having any trouble at all ring the Telecard number in the phone booth, you may only need to press a button and you will be instructed as to which one.
2. Please report all abuses to any of our (don't forget it is yours too) property immediately, to the director of your choice (there is a list in the phone booth).
  3. If something breaks (including plastic bits off refrigerator shelves) or stops working the way you think it should, please place it along with any parts that might have fallen off or broken, with a note in the workshop. We can then inform the wizard or one of his helpers to repair it immediately or at least as and when it may be convenient, remember we may have to make a new part, so any broken bits give us a clue as to what it looked like. Spare parts are quite often only

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available for 5 years, so we have to make them if need be. Remember help is only 500km away.

4. Telstra is upgrading its telephone service at the end of May 2009 to the extent that our Gold phone will no longer be able to make telephone calls (this is known as progress) as to available options that we are considering, local calls only, if you wish to make an STD call you may have to use a phone card or walk down to the Chalet. The cost of metered phones is quite high and no service is available at Charlotte Pass as Telstra have also removed their phone maintenance service.
5. This Summer there is still some good accommodation available The Chalet will be open during School Holidays so if you want to have an evening meal out (give them a few days notice).

Ring Garry 0425 256 255 and leave a message if you don't get through or you can go on line.

Bookings for Unit 8 at Castaways are pretty heavy however units 2, 3, & 5 are not as heavily booked so you can ring Natalie on 0425 247 616 leave a message if you don't get through.

Castaways was to be upgraded last winter with the car park being concreted and new carports for all units, as Port Stephen Council is hopelessly under staffed, it takes a while for approvals to eventually come through, so maybe next winter.

### **IMPORTANT INFORMATION TO HELP YOU ENJOY HOLIDAYS AT THE LODGE**

If you experience an Power Failure (blackout), - (they are becoming more frequent) - while at the Lodge, all the Electrical Systems have to be restarted (One start button on each level in each

wing plus the Games Room) in order to maintain Hot Water and Heating.

Please remember to take your towel with you when you have your shower.

**DO NOT** open the bathroom door and let any steam escape into the bedroom, or else the **FIRE ALARM WILL** go off which requires evacuation of the Lodge.

**NB The hot water temperature in the bathrooms does not get very hot (max.55 C by Law).**

It is however hot enough to generate enough steam to set off the fire alarm.

Your Lodge Captain is a Conscripted Volunteer who is also on **HOLIDAYS**, Please offer your assistance whenever you can, and encourage others to help as well.

It is hoped that all necessary repairs and upgrades will be attended to our annual Maintenance fortnight in March / April 2009 (as long as they are reported).

If too many Electric Frypans are used at the same time on the same circuit the RCD, (Residual Current Device) i.e. Safety Switch may trip, to reset them; they must be switched right off, and then turned on again.

The Frypans are not necessarily faulty, to test, turn each Frypan on individually.

We are still one of the most sustainable Lodges in the Mountains (it is a requirement for all lodges to prove their sustainability before obtaining a new lease). Whilst it may appear that there is plenty of water during winter the water supply for the village has to last till next winter and with increased usage during the summer months it is often getting scarce around Easter each year.

The only snow clearing required around the building (for safety reasons) is the front entrance and the Fire Exits designated with

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an Exit Sign, (the kitchen doors are not Fire Exits) (considerable damage is being done to the timberwork around the building due to over indulgent snow shovellers. If someone accidentally hits one of the new air conditioners with a shovel it could cost \$1,000.00s to fix

Please familiarise yourself with the lodge layout, as you should always plan your escape out of any building should a firebreak out. The Lodge is equipped with a large number of fire appliances and hose reels, please note their locations and methods of operation so that you are prepared for the unlikely event.

In summer unfortunately some doors and windows are left open which lets the Bogong Moths and March Flies in, and expensive heat out (it is still quite cool some mornings).

So reiterating if you are having a problem with the heating (or anything else) a FREE phone call should be made using the Telecard phone number on the wall in the phone booth. If nobody answers leave a message and we will get back to you.

As we have not yet dispensed with our bank loan, we encourage our members to lend the Club money, it is a good way to build up Accommodation Credit Points (present interest rate at 7.0%). Loan money.

Loans should be in multiples of \$100.00, with the recommendation that deposits of amounts of more than \$5,000.00 be made in multiple deposits.

Security for the Loans is the Castaways Units after the Bank (Bank Loan currently approx \$135,000.00) (Units value around \$2,000,000.00).

Further details available from any of your Directors or ring the Treasurer Geoff Mathie on 0425 216 477

We have some missing Members if you can help us locate them it would be very helpful

M/S 48 Trevor Henry  
Previously of Centennial Park 2021  
M/S 302 Robyn Brennan  
Previously of Ettalong NSW 2257  
M/S 348 Stephen Holloway  
Previously of Fraser ACT 2615

### **INCREASED ACCOMMODATION CHARGES FOR 2009**

Whilst we try to keep our running costs to a minimum, most of our expenses are out of our control, our water, sewage, garbage and rent to Parks last year was approx \$29,700.00 this has been increased to approx \$65,800.00 an increase of about \$36,100.00 (about 120%) these are costs that have been calculated as the actual costs incurred. This represents about \$75.00 per person per week and with our insurance about \$35.00 per person per week (\$110.00 p.p.p.w.) without any other expenses (Depreciation, Energy, Repairs & Maintenance, Bank Interest, and Admin charges etc.)

We have increased member's rates by approx 3% where as non-member rates have been increased by approx 6%.

We are hopeful that the increased charges will help to turn around the large loss that is expected this year due to the increases imposed on us.

As Telstra are upgrading their network to world standards and there is no room for Gold Phones in their future Service?????? So at this stage as of the 30<sup>th</sup> May 2009 there will be no Gold phone service from our Lodge (or any where else for that matter)(you might be able to complain to your local federal polly) so as mobile coverage is practically non existent at Charlotte Pass we may have to revert to

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phone cards, your own Telecard, or walk down to the Chalet and use their public phone if that has not been also disconnected. Calls should still be able to be made to the Lodge and possibly local calls only out of the Lodge.

Due extensive delays in getting our approval for concreting and carparks at Castaways from Port Stephens Council and the steep increase in the cost of steel, the costs will have increased by about 50% by the time the work could be done, so further discussion and planning will have to take place for a decision as to where we go from here

Please encourage your reliable friends to use our facilities (being aware that you are responsible for the way they treat the Lodge), you will however get credits for introducing them to our lodge you can also gain credits by lending the club money (multiples of \$100.00) contact Geoff Mathie on 0425 216 477.

Geoff Mathie Hon Treas.

### **ONLINE BOOKING - Why you should use it (if you can)**

For those who have access to the Internet, it should be easier and quicker to make bookings via the online form than it is to use the paper versions of the forms. (If you don't have Internet access, rest assured the paper versions are still possible, and no need to read on.)

The online form can be accessed at <http://www.eloueraskiclub.asn.au/bookings/>

The online form has been available for a few years now but has only been mentioned in passing in these newsletters. This year your committee has decided to make the online system the "system of choice" so I thought I would give it a bit of a

push to encourage more people to give it a go.

The process of using the form is explained on the web page itself and like all things computer based, gets easier with a bit of familiarity.

The huge advantages of the online form are

- 1/ You get to enter your own name and details such that they go direct into the booking system. Nobody needs to transcribe them from the hand written paper copy, getting the spelling wrong, mistyping dates, or otherwise making errors. Your small typing effort multiplied across all the online bookings made saves the booking officer many hours of work.
- 2/ The online form ensures that you enter sufficient detail for the booking officer to do the job with the least headaches and greatest accuracy.
- 3/ The online form calculates the correct accommodation fees using the parameters supplied by the committee - no need for you to calculate it and worry about getting it wrong.
- 4/ As soon as you have submitted the form your booking application is registered in the system. There is no delay for it to travel by snail mail then again a further delay for it to be manually entered by the booking officer.
- 5/ The club is not yet set up to accept online payments, so you do need to print off the completed form to send in with your payment. For those nervous of online payments, this is a good thing. As the developer of the system, I do hope the club will accept BPay payments in the future. This would mean you could use your own internet or telephone banking to make the payment - you would not have to trust the

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club web site with your precious bank details.

and this is the best bit I like about it:

6/ If you are booking a large group, you do not need to enter all their details, or worry about getting their payments to the treasurer in time for priority bookings yourself. Instead, make a booking for yourself and immediate family, then inform the rest of the people in your group of the booking identification number (id) they need to quote to link their bookings to yours. Let them worry about entering their own details and getting their printed copy plus money to the treasurer in time.

7/ Use the separate booking forms (with same booking id to link them as necessary) to help make it clear to the bookings officer who will be sharing rooms etc. Use the "Extra notes for the booking officer" box to also specify this information. Don't leave it to the booking officer to guess who wants to bed share with who!

If you have you any questions or feedback on the online system please contact:  
[booking.officer@eloueraskiclub.asn.au](mailto:booking.officer@eloueraskiclub.asn.au)

### **LODGE MANAGEMENT**

The role of the lodge captain is vital in the self-management of the lodge that we all enjoy. To assist the lodge captain in their role, information improvements are currently being undertaken.

1. Lodge Captains Manual and forms will shortly be available on-line through the club website.
2. Installation of a fax machine at Pygmy Possum Lodge is being investigated (Lodge management purposes only). The fax will provide better communication between lodge captain, booking officer and committee members.

### **THE ENVIRONMENT**

The head lessee at Charlotte Pass Village has committed to environmental management for all aspects of village activity. Our committee fully supports improvements in overall environmental performance including those of our lodge. The committee has approved a Club Environmental Policy (see our website shortly) and is developing documents to assess our current environmental performance and look at where improvements can be made. The committee seeks the support of all members in consideration of our mountain environment.

Have a restful and healthy Christmas break wherever your vacation takes you.

Regards  
Ross Sutherland

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