

## 2014 BOOKINGS

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

### Winter Bookings Priority date is Tuesday 18th February 2014

Priority Bookings are to arrive at 4 Leumeah Close, West Pennant Hills by 5pm (1700hrs)

If you are posting please allow several days for delivery. All Bookings whether Online or Manual must be complete in **all** detail and be accompanied with payment including Food Store Deposit.

Payment is to be by cheque (or Money Order) payable to Elouera Ski Club Ltd or by Credit Card (Visa or MasterCard only). We do not have a Bpay or Direct Deposit facility. Credit Card details for online bookings or bookings totally paid for by credits may be faxed to 02 9875 2706 or emailed to [geoffmathie@bigpond.com](mailto:geoffmathie@bigpond.com). (You may pay by CASH if you wish, but these applications must be hand delivered).

Payment for bookings will not be processed till after 18<sup>th</sup> February bookings have been successfully allocated.

Members are reminded that they do get bonus points for taking non members to the Lodge, however the responsibility for that guest's behaviour rests with the member. If you have previously booked someone in and they have caused a problem, please do not book them in again as it takes up considerable time and effort to straighten out all the issues raised, and we have enough to do without these problems.

If you pay by Credit Card any refund of food store or any other money will be deposited back in that same Card, as long as it is still current.

Priority booking de-rating factor - Members and their dependant families is 2, non-member families is by the number of beds occupied

**If you require any information or explanation please ring Gary 0425 256 255 or Geoff 02 9875 2665**

Categories for ages this year for Charlotte Pass Resort packages a child is 13 years and under – an adult is 14 years and over – a senior is 65 years and over.

### REMINDER: BOOKINGS FOR PYGMY POSSUM AND CASTAWAYS ARE SUNDAY TO SUNDAY

**LOCKING UP.** There are a number of steps to be undertaken when you are leaving the lodge after your visit, some of these will automatically occur after 24 hours if you do not do so, but the locking of doors is not one of these. If you are the last booking and nobody is following you in, **ALL DOORS ARE TO BE LOCKED.**- 4 Rear Stairwell (2 each wing), 2 rear kitchen (1 each Wing), 2 Dining Room to Front Balcony (1 each wing with the slide bolt is engaged), 3 outside doors in Games Room and of course the Front Door. Please check both wings even if you did not use the other wing. There is no problem for the doors to be left unlocked while the Lodge is occupied.

## GRIPES

### FOOD STORE DOCKET GRIPES

Food Store Refunds if not sorted by the Lodge Captain are paid by the Treasurer to the person whose name appears on the Food Docket and posted to the address that is on the food docket if a deposit was paid by Credit Card then it goes back into the card that it came out of, **or a cheque is posted to the address that is on the food docket, i.e. no food docket no refund. NB no address no refund straight away, as it may take quite some time to find your address.** (I know perhaps it may be on your booking form in the archives, so we might be able to find it one day, (as long as you are the one who made the booking)).

Food Store Dockets must be complete in all detail and returned.

Common Complaints

- 1 **NO DOCKET** – To the Club that means that we have to assume that you spent the entire deposit on GST priced items then the club is liable for the GST component of the sales.

- 2     **REFUNDS SETTLED AT CLUB & NO DOCKET** – Unless we have the docket to prove that you purchased GST EXEMPT items we again are liable for GST on the total sales.
- 3     **THE GST COLUMN** is just that – the Treasurer has to calculate the amount of GST payable in order that we can complete our quarterly BAS return.
- 4     **NO ADDRESS** – The person doing the refund cheques is not the Booking Officer – so this requires backtracking through archives to find your address – providing of course that the booking is in your name.
- 5     **CREDIT CARD REFUNDS** – a space is provided at the bottom of the Food Docket for you to include your credit card number – this is the preferred method of refunds or paying extra if all has not been settled by the lodge captain.

## **ACCOMMODATION GRIPEs**

### **FAILURE TO OCCUPY ROOMS ALLOCATED –**

- 1     Guests should assume that the Lodge is fully booked at all times irrespective of what your accommodation allocation sheet states (issued weeks before) as circumstances can change by the minute.
- 2     First task on arrival is to ensure that you have entered your name against your allocated accommodation in the Lodge Register. This will let the next arrival (be it guests, Police, National Parks Ranger, Fire Brigade, Maintenance Persons or whatever) know that you are in residence.
- 3     If you assume that because a room is empty, it is not being used or has not been booked, so you move in, then the legitimate occupant turns up in the middle of the night, only to find someone else has taken over their booking. This is guaranteed to create disharmony that will probably continue for the rest of your stay (not good for a pleasant holiday).
- 4     If you have a problem with the room you have been allocated, you must ring the Booking Officer on 0425 256 255 to state your grievance and seek remedial action.
- 5     Please remember accommodation is sold on a twin share basis and if you want sole occupancy to a room you are obliged to pay the single supplement.
- 6     Bookings are to be paid for prior to arrival at the Lodge.

No Accommodation is to be let to any one coming in off the street unless the Booking Officer has OKd it. Ring 0425 026 255 - payment is to be made by Cash or Credit Card (Bankcard, Mastercard or Visacard only accepted).

## **DO WE REALLY WANT A NEW LEASE?**

When Elouera Ski Club was formed in the early 1980s the majority of persons involved were aged in their 30 to 40s, and collectively invested \$1,200,000 in Subscribed Capital plus an additional \$350,000 in premiums for those joining later (Total \$1,550,000) with additional bank loan of \$200,000 to construct Pygmy Possum Lodge. At that time the majority of Board members were also aged in their 40s.

The ages of nine of the current board of 12 people, range from 65 to well over 70 years.

The club is about to enter negotiations to secure a new lease, the cost of which is presently unknown but it is expected to be in excess of \$240,000.00 along with legal, surveys & upgrades. After 28 years of operation the club has no available funds to finance this new lease so we have to secure funds from the present membership or attempt to gain an additional loan from our bank.

We purchased membership in the club in the 1980s for \$2,000 plus premium for full membership, there were 600 memberships available and they were fully subscribed, giving the club \$1,550,000 with which to establish the Lodge. If it is not possible to obtain a new lease, this investment will be lost to the present 391 members.

The Lodge usage has been low by members over the past years; a commitment from members is needed to utilize the lodge and to invest a new financial amount to ensure future viability. We have a great asset in Pygmy Possum Lodge but our original investment of \$2,000 per membership, (amounting to \$71.00 per year), needs to be reconfirmed.

The annual membership fee has been \$5.00 per year (discounted if paying 10years in advance) and has been fully paid up to the end of the current lease March 2015. The annual membership needs to increase to at least \$30.00 plus GST per year, this would be \$300 for 10 years, if the annual Fee increased by \$1.00 per year but the

10 year fee was set at 10 times the annual fee in the year it was paid this would give both the members and the club benefits by giving a discount for paying 10 years membership in advance, \$300.00 times 400, would amount to \$120,000, providing approximately 50% of the money needed to secure the new lease.

The current club membership needs to show the interest that the original people did in purchasing the 600 memberships back in the 1980s by becoming involved.

Over the past 6 years, the number of members using Pygmy Possum has been:-

2007 - 86      2008 - 86      2009 - 93      2010 - 85      2011 - 76      2012 - 85

And in 2013 - 67, to Oct.

The total number of different members was 195, approx. 49% of total membership over 7 years.

The Directors are there to look after the interests of the members, the members are there to look after the interests of the club and make it viable, to acquire a new lease a substantial amount of money is required to keep the club operating, we still owe the bank money and for us to borrow money Castaways can be used as security for any loans, Castaways could be sold and pay for a new lease and remove all our debts, unfortunately Pygmy Possum Lodge's annual expenditure is more than Pygmy Possum's income, Castaways was purchased out of the Ski Lodges cash surpluses many years ago, however snowfield charges on the Ski Lodge have risen by over 100% and under present occupancy figures requires the Castaways Asset to subsidise it.

Members have lent the club money and received accommodation credits in lieu of interest.

If members were to lend the club money to receive a dividend payment the club could offer an interest rate of 5%. This should be of interest of those members below the Tax threshold as these amounts would have to be reported to the Tax Office (as tax is payable on these returns).

There are some 200 members who do not use Pygmy Possum so Accommodation Credits are of no interest to them, however they may be interested in a 5% dividend payment each year, this payment would be taxable and the ATO will be notified of the amounts paid, for many persons under the tax threshold, this is of no consequence.

***The time has come where it is not what your club can do for you; it is what you can do for your club.***

## **TREASURERS REPORT**

Unfortunately we had a lull in bookings end of July to mid August with only a few guests using the best snow we have had for many years. This resulted in poor winter booking money (better than last year though) still not enough to make large inroads into our debt reduction.

Due to the success of the new system our priority Bookings, whereby bookings open in mid February with the priority discounted price remaining till mid March this will give those members wishing to get the benefit of the Ski Packages before end of February and also gives members the opportunity to look at the bookings on the website and invite friends to join them even it means changing the bookings from one week to another with no penalty in rates. If you take your friends with you, you earn extra credit points for their booking.

### **LODGE EXPENSES**

Our Expenses are **high**. Most of our expenses are Flat Charges that we cannot control (Depreciation, amortisation, Insurance, Rent, NSW National Park Community Services, Bank Repayments, Bank Interest, etc.) Gross around \$285,000 pa. including Credits, with our actual Operating Expenses around \$55,000 a total of around \$340,000. Our Gross Income including Credits and appreciation is about \$340,000. It is essential that our properties are fully utilised, especially during the off seasons.

So all our members should be actively promoting their club by encouraging their friends and business associates to utilise the facilities that we provide. Remember credits for bookings that you provide to the club (2 points for every \$110 @ non member rate). Members can also assist by reducing our interest paid to the bank (ring Geoff Mathie for more details on 02 9875 2665).

Hopefully with the reduced value of the Australian Dollar we would like to see more of you using the facilities that are yours to enjoy in 2014.

### **MEMBERS LOANS TO THE CLUB (credits)**

Due to the success of the Loan Scheme the Board will continue this while ever we have a Bank loan (this will benefit members rather than the bank). This scheme will add accommodation credits to your credits. From time to time some members wish to withdraw some of their money and other members lend the money to cover the money exchange. If Members wish to lend the club money or add additional money to their Loan now, Credits earned to the end of March will be added to your Balance and will be available for 2014 Bookings.. Thank you again for all those members who have participated, your credits have been added to your accommodation credits list.

### **MEMBERS LOANS TO THE CLUB (dividend cheques)**

A new Loan Scheme has been introduced by the board whereby members may invest money with the club and receive dividend cheques one in March and one in June the interest rate offered is 5% based on daily balances, to be eligible for this plan you are required to supply us with all your relevant details for the Tax Office, (Tax File Number, date of birth, and address) this information is then supplied to the ATO with our annual tax Return, NB. so the money is taxable with this scheme.

For any member interested in this type of loan please ring the Treasurer Geoff Mathie on 02 9875 2665 as this needs to be explained fully before we can accept money for this type of loan.

Money lent to the club is used to reduce the money that we owe the bank, interest is granted in the form of accommodation credits or dividend cheques.

The equivalent interest rate for credit loans as from 15/8/2013 is 5.3%, this rate is determined by the bank Interest charged on our Loan Accounts at the time, Loans are till the 1<sup>st</sup> April in the following year and notice to withdraw should be made in writing prior to 31<sup>st</sup> March in the current year otherwise the loan is reinvested till the following year.

If Members wish to lend the club money for either scheme, please ring Treasurer Geoff Mathie 02 9875 2665 or email [geoffmathie@bigpond.com](mailto:geoffmathie@bigpond.com) and the required forms will be sent to you.

In the meantime all the best for Christmas and the New Year

## **WORK PARTY 18 - 25 OCTOBER 2013**

When we arrived at Pygmy Possum Lodge on Friday we were pleasantly surprised to find the lodge to be in very clean. However we found the door to the verandah in the West Wing was open! It seems that it had not been secured correctly and had been blown open by the high winds in the previous week. During the week there were up to seven members or guests present, they worked enthusiastically and achieved an excellent result.

### **The following work should not have had to be done:**

Two collapsed Single bed bases repaired after guests had used them for diving practice.

Desk Lamp in EW quiet lounge repaired after it was forcibly removed from its desk leaving the live wires dangling (It was not even switched off).

Remote control for Heater Exchangers secured to wall in an attempt to prevent members/guests using it, altering the temperature and turning the A/C off in both wings

Repaired the best way possible three Pool cues that were physical broken; Four Pool cues which were damaged were repaired but three are now very short; Fitted new cue holder to replace damaged unit;

### **Routine work undertaken (it just shows how much wear and tear there is):**

Washed all bedding underlays and pillow protectors: Washed and ironed all pillow cases: Washed all shower curtains: Cleaned all kitchen cupboards: Stocktaking all kitchen items and distributed them evenly between and in each wing; Stocktaking of food store, community cupboard and toilet paper supply: Wrong lamps in east wing dining room replaced with 4 x 18W Compact Florescent globes;; Broken Steam vented knob on 3 saucepans lids replaced in East wing; Relocated weather strip on bottom of verandah door and realigned slide bolt correctly in East wing; Thermostat on Heater in lower hall reset & unit cleaned in East wing; Cover of one Lounge in lounge room replaced with last spare cover in East wing; Three other lounges were patched, there are five covers that

will need to be replaced in the near future; Checked emergency lightning for correct operation and found 3 batteries deficient, new batteries will be purchased and installed; A number of broken chairs were taken to the workshop for repair, if possible, in March 2014: Oven doors were adjusted to close properly in East wing; Pipe to tray in Refrigerator E3/4/5/ was blocked, the blockage was cleared & pipe was disinfected in East wing; Hot Water Heater 4 removed, heater 3 replaced with new unit, Heater 4 replaced, both units fitted with trays in East wing; Slide bolt on verandah door relocate correctly in East wing; Replaced Time clock in east foyer distribution board which was not working; Ensuite base siliconed to floor with Roof & Gutter silicone in rooms E1 & E4; Fitted new washers to shower head & new element in heater of room E12; Lock nut tightened on Bed Lamp and strengthening wire placed in arm of bed lamp in E12; Fitted New Lock to door of room E13; Fitted new 50mm black double skirt cone to toilets in E2, E5, W2, W5; Locked front window & fitted winder to middle of side window in rooms E1 & W1; Window winder secured at half way point on side of window in rooms E2,3,4,5,6 & W2,3,4,5,6; Rehung door to E5 which was jamming; Lock reported faulty but was OK, however door sand papered to removes sticking of room E6; Carpet wet in the corner of E9, E11, & E13 near window, will need to be investigated in March 2014; All medication removed from 1st Aid cabinet;; Curtain rod on west front window of Games room was broken and was replaced; Batteries topped up with 28Lof water to replace electrolyte; Trees rubbing on roof of lodge were pruned; Door to West wing Lounge room from verandah had not been secured correctly and had blown open damaging curtain track & curtains, track and curtains repaired and door slide bolt realigned correctly; Replaced Starter and one end tube fitting of one drying room light; Replaced ladies Toilet entry Light which was not working with 60W globe; Thermostat on Quiet Lounge turned down, Needs a knob which are not available; Repaired W1/2 fridge broken shelf, had been repaired but broken again; Fitted new washers to Shower arm in W1; Taped up shower rail to stop movement in W11; Reading lamp refitted to wall in room W6; Replaced broken 1100W element in heater in room W6; Lock of Food store lubricated and key edges were sandpapered;; Vacuum cleaners lost wheel found in its hiding place and put back on its rightful owner;

Peter Quinnell  
Property Maintenance Pygmy Possum

### **ALTERATION TO PYGMY POSSUM LODGE HEATING**

Pygmy Possum lodge heating was again tampered with, meaning the lodge was running from May to June at normal running temperature making our May to mid August bill around \$8500.00 about \$4000.00 attributed to this tampering. Anti freeze thermostats are for preventing freezing and are set at 5 degrees C for that purpose, the normal operating temperature is around 20 Degrees C.

The Air Conditioner remotes are set at 28 degrees C and the thermostats on the Switchboards control the room temperatures. The thermostat on the side of the switchboard actually turns the AIR Conditioners on and off (not the remote) the remote is not to be used it is only available if someone has tampered with the Air Conditioner Controls and it may be required to reactivate the entire system.

If you think that the heating is not working properly, check that all units are plugged in and turned on (except the heater under the Air Conditioner in the lounge area which is only to be used if the Air Conditioner fails). Persons have been known to unplug the air conditioner so that they could plug in their computer or computer games unfortunately they have not re-plugged the air conditioner (this power point is controlled by a thermostat so that it will only work when everybody is getting cold, 4 outlet GPOs have been installed in this area hopefully to eliminate this problem.

**Remember that if the lodge temperature is 20°C then do not expect any heating to come on**

COIN PHONE: A reminder to all lodge users there are toll free buttons on the telephone in the telephone booth (You are required to use a 50c (at least) coin to make the call but it will be returned to you when you hang up) if you are concerned about any of the heating in the lodge please ring these numbers, failure to report a problem may require getting someone to come in to repair or readjust something that has been tampered with, which may even require someone to have to come down from Sydney (it is only 500 kms away) (no problem) to try and find out what has been changed and then repair any damage that has been caused.

Most of the power points in the Lodge are now controlled by RCDs (Safety Switches) as required by the latest Wiring Rules. RCDs (safety switches) trip on a very small leakage current and can inadvertently trip when a toaster, a kettle and a Frypan are all switched on at the same time, please turn off all the appliances affected, then reset the breaker by turning it completely off (the Breakers trip to a half way position and will not turn on from this

position), then turn each appliance on individually to find out if the appliance is faulty, careless washing of Frypans can cause this (the electrical connection parts should not even be damp). Remember things do go wrong from time to time, so please ring and a simple solution may be all that is required.

## **TO GO IN IF THERE IS SPACE**

**VISITS BY LOCAL NATIVES:** Should you be visited by any of our little furry friends this winter (we do have an Elliott Trap in the Lodge ((Stored in Food Store and they seem to like peanut butter), so if you manage to catch one, (either a Pygmy Possum or a Dusky Antechinus they are both about the same size (similar to a mouse)) please ring National Parks and Wildlife and ask for Dave Woods, he will brief you on what to do and will probably come up to the Lodge to do the rescue.

Pygmy Possums (*Burramus parvus*) built up body fat in summer to enable them to hibernate in winter (their body temperature drops to about 2 degrees C) and should they come out of hibernation in winter they tend to burn up their excess body weight, so to put them back outside, if they have lost too much weight is not very kind (i.e. the poor little buggers will probably die).

So a call to Dave at NPWS will probably save its life and you will feel good about helping to saving a life.

**MISSING KEYS:** We still have some keys out there somewhere that have not been returned yet, and while you are sending the keys back you might also have some food docketts, so maybe you could send them back too, then the Treasurer might be able to get around to fixing up some food refunds that have not been processed yet.

**ARRIVAL AND DEPARTURE:** If arriving early, please ensure that your luggage is left in the games room. This will make it easier for guests/members who are leaving to finalise their packing and cleaning. Guests/members arriving early should not attempt to move into their allocated accommodation until 12.00 noon, you can however take up your accommodation if it has been vacated early. If you arrive at the Lodge and you find it is already occupied by somebody that is not on your bed allocation, ring back immediately, do not challenge them as they are probably genuine guests and this could spoil the rest of both yours and their stays as well, we do get last minute bookings

When ready to leave take your luggage down to the area outside the Drying rooms until near the time of your transport departure then move it out to the road ready for loading.

Please introduce yourself to the Lodge Captain if you have not met previously and assist the Lodge Captain in making everyone's stay at the Lodge enjoyable for all guests/members.

**IMPORTANT** for owners of Diesel powered vehicles apparently ALPINE MIX FUEL is now only good down to -3 degrees Centigrade so if you are intending to book early in winter you could consider leaving your vehicle with Allan at Jindabyne Taxis and taking the taxi to Perisher not sure of the cost but last year was \$230.00 return per car (Last week of July 2011 it was reported that 93 diesels froze at Bullocks requiring transporting them into Jindabyne to warm up), if you do not use Alpine mix, Diesel turns to wax above 0 degrees C