

# St George Alpine Club Ltd – Directors' Reports

## Building Manager's Report – Hotham

### Electrical Work Completed

- 1) Test and tag all electrical appliances - completed
- 2) Check fan in room (1) not working - replaced
- 3) Some bed lights not working - replaced

### Building Works Approved but not yet completed

- 1) Kitchen kick boards to be replaced
- 2) Timber between windows needs repair, including staining/painting

Work to be done by end of July.

### Building Works – Pending

- 1) Inside door in room (4) not closing
- 2) Outside sliding door needs new tracks and rollers in lounge room
- 3) Supplies not checked for this year
- 4) No cleaning done as yet for this year.

- Robert Philp

## Building Manager's Report – Jindabyne

### Building Works

- 1) The major water leak from the dishwasher, that occurred in September 2019, was the subject of an insurance claim. Critical work was completed at the time, including lifting & drying the carpets and replacing the underlay, purchase and installation of a new dishwasher (purchase not on the claim, installation is), and testing and certification of power distribution board (water had leaked down into it). Replacement of the floor-level cabinetry in both kitchens was finally approved by Insurer, in May 2020, and work has now commenced on this. Estimated to be completed by the end of June. The wall-mounted cupboards are being replaced at the same time, to match the floor level ones, and the large exhaust fan box is being removed as part of the kitchen refurbishments.
- 2) Part of the damage caused by the leak was to the electrical distribution board. While an electrician came in and made it safe, he noted that most of the components in it were very old and should be replaced. We have a quote for updating the distribution board which will be undertaken as soon as possible.
- 3) The planned addition of a deck, on the northern side of the lodge, has been approved by the board, but work was held up pending location of a suitable builder. Now postponed because of Covid-19. Estimated completed not currently available.

- Juha Sillan

## Membership Director's Report

Current Membership numbers:

(A) Jindabyne	79
(B) Both	30
(C) Hotham	58
	167

Currently only 2 memberships are unfinancial for 2020.

Currently there are no memberships for sale at either lodge and there is only one person waiting for a (C) membership, if anyone wants to sell, or split a (B).

- Robert Philp

## Accommodation Director's Report

What a season we had in 2019, We had one of the longest seasons we have had in a while with resorts opening a week earlier than expected and closing in the middle of October. For us, this meant we had good utilisation of both lodges with early bookings coming in fast. Thank you for all using the online booking system, we still had a few little bugs to sort out but with each day we are getting there.

We, unfortunately, had one incident during the season which involved a group of guests threatening another guest while they were trying to sleep in the bunk room. The individual who felt threatened approached the lodge captain who then had to proceed to remove the group from the lodge with the help of another member. Disciplinary actions were made by the board which involved in one being banned for life and the rest being banned for 2 years.

In wake of this behaviour of this group a code of conduct was created and has been posted on the website, please ensure you have a read of it. Rude, aggressive, or offensive behaviour will not be tolerated in the lodges and if anyone breaches the code of conduct disciplinary actions will be taken by the board.

Again, I would like to thank all the members who continually do the right thing while staying at the lodges. I won't touch on the 2020 season but and let's hope we can get back to utilising our facilities soon.

- Matt Boseley

## Booking Officer's Report

I was delighted to be appointed as Booking Officer for the Club at the start of 2019.

Although with the implementation of the new online booking system my job is essentially much easier than the work Eunice Philp has done over the years, I know I have very big shoes to fill and I hope I can offer the same help to members that she has always achieved.

As with the introduction of any new system the online booking system did not start without any glitches. We needed to build a data base that included not only members but their eligible family members; we had strange links within our system to another ski club on whose system ours was built; we experienced problems with some internet browsers that were not compatible; That names just a few of the problems we found as we started but with the help of the provider we worked through the problems and solved them as they were brought to our attention. On the whole members have found the system user friendly and if there have been problems, I have been able to assist manually to ensure their booking was completed.

The biggest advantage with the system, that I see, is how easily rooms that have been vacated early, for instance on weekends in the season, can be freed up and rebooked. A phone call or email to me from the Club Captain can ensure that these rooms can be seen online as vacant by anyone checking for a last-minute stay.

Last year we continued with Hotham being booked by non-members through our agent. It was decided this year that system allowed for me to be able to do those bookings in the 2020 season without the cost of the agent because of the new system. This saves the club the agent fee and the confusion that surrounded selling beds in shared rooms rather than rooms – leaving more rooms available for members to use for last minute stays.

Everyone, myself included, is bitterly disappointed that our season has been interrupted due to the COVID19 restrictions. Overall though I have found our members to be incredibly understanding and although full refunds have been offered very few have applied to date for them, leaving their accounts in credit for next year.

Thank you to everyone I have dealt with this past year or so for your understanding as I learnt the system and the culture of the club. I hope to continue my role for as long as Eunice did!

- Karen Johnson