

GHMVRA Quality Manual

Approved and Authorised by:

GHMVRA Committee

June 2026

Web site: ghmvra.co.nz

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Table 1: Amendment Record

Amendment No	Amendment Date	AMENDED By	Comments

This Quality Manual is an operational governance document approved and amended by
Committee resolution and does not amend the Constitution or Bylaws

1.0 Quality Policy

This Quality Manual establishes consistent procedures and governance practices for the Gulf Harbour Marine Village Residents' Association (GHMVRA), ensuring compliance with the 2026 Constitution, good governance standards, and operational consistency.

In the event of any inconsistency between this Quality Manual and the GHMVRA Constitution, the Constitution prevails. This Manual is intended as an operational guide only for members benefit and does not create any rights, powers or obligations additional to those contained in the Constitution.

1.1. Scope

Applies to:

- Committee members
- Members
- Contractors
- Service providers
- Users of Common Facilities and Waterway

1.2. Governing Framework

GHMVRA Constitution Sections (2026)

- Powers: Section 16
- Meetings: Sections 18–21
- Finance: Section 17

Incorporated Societies Act 2022 (ISA 2022)

- **ISA 2022 s26–33** – Constitution and amendments
- **ISA 2022 ss54–59** – Officer duties (good faith, proper purpose, care)
- **ISA 2022 ss62–73** – Conflict of Interest

Applicable NZ legislation

Health and Safety at Work Act 2015 (HSWA)

Privacy Act 2020

2.0 Document Control and Record Keeping

This procedure references where electronic and hard copies of documents are filed to detail storage and traceability of all relevant Association documentation.

Every document or part of a document that forms part of this Quality Manual is to be filed electronically:

- a. dated with the version number;
- b. highlighted in yellow to clearly indicate any minor changes made to the manual;

Each issue of this manual will be given a consecutive version number. The footer will contain this document control information and will also include the date of the final amendment version.

The controlled version of this manual is maintained electronically. If this manual, or part of this manual, is printed as hard copy then it is an uncontrolled copy.

Electronic copies of documents and records are backed up by a hosted service on the cloud protected from corruption, damage or loss.

Only the secure electronic documents are considered to be controlled versions. Any printed versions are uncontrolled.

The controlled version of this Manual is maintained electronically by the Secretary/Treasurer or delegated person appointed by the Committee.

2.1. Records

- Member register
- Financial statements
- General meeting minutes
- Committee meeting minutes
- Correspondence

3.0 Review

The review process ensures this manual remains in compliance with regulatory requirements; and that the documented systems are being followed.

A full review of this Quality Manual is to be completed annually. They may be more frequent if required.

4.0 Member Feedback

This applies to:

- All Members of the Association
- All Committee Members
- All feedback relating to:
 - Governance
 - Services or activities
 - Meetings
 - Communications
 - Compliance or performance concerns

4.1. Process

Members may provide feedback via:

- Email to the Secretary
- Written correspondence to the Secretary
- Verbal input at meetings (recorded in minutes)

Or any process approved by the Committee from time to time.

In accordance with Clause 5.7(c) of the Constitution, Members must act in good faith towards the Association and other Members. Feedback must be provided responsibly and must not include harassment, vexatious content, or knowingly false or misleading statements.

The Association will ensure that member feedback processes are:

- **Accessible** – Members can easily provide feedback through multiple channels
- **Transparent** – Processes and outcomes are clear and documented
- **Responsive** – Feedback is acknowledged and addressed promptly
- **Impartial** – Feedback is considered fairly and without bias
- **Confidential** – Sensitive information is handled appropriately

4.2. Response

Secretary

- Receives and records feedback in a register
- Acknowledges receipt within 5 working days
- Refers feedback as appropriate

Committee

- Reviews feedback and determines actions
- Ensures outcomes are recorded

All feedback received, and any responses provided, shall be recorded in the Committee meeting minutes as inward and outward correspondence. Feedback received less than five (5) working days prior to a scheduled monthly Committee meeting will be deferred and included in the agenda for the following monthly meeting. Committee meetings are generally held on the second Tuesday of each month or as determined by the Committee.

5.0 Complaints and Disputes

5.1. Process Flow

1. Feedback / Complaint Received
↓
2. Initial Review by Secretary / Committee
 - Is it general feedback?
 - Or does it allege misconduct, breach, or harm?↓
3. Classification
 - IF feedback only:
 - Manage under Member Feedback Policy
 - Record and respond
 - CLOSE
 - IF allegation meets Clause 22 definition:
 - Escalate to Dispute↓
4. Formal Complaint Initiated (Clause 22.6 / 22.7)
 - Written notice provided
 - Allegations clearly stated

- Respondent identified



5. Natural Justice Requirements Applied

- All parties informed with sufficient detail
- Right to respond ensured
- Opportunity to be heard (written/oral)



6. Initial Assessment (Clause 22.17)

- Is the complaint:
 - trivial?
 - unsupported?
 - already addressed?
 - materially relevant?

IF not proceeding:

- Record decision with reasons
- Notify parties
- CLOSE

IF proceeding:



7. Investigation Stage (Clause 22.16)

- Committee, subcommittee, or independent party reviews matter



8. Resolution Pathway (Clause 22.18)

One of the following:

- Committee determination
- Referral to independent investigator (costs if any may be apportioned)
- Mediation / facilitated resolution (costs if any may be apportioned)
- External decision maker / arbitrator (costs if any may be apportioned)



9. Decision and Outcome

- Based on evidence and submissions
- Must be impartial (Clause 22.19)



10. Communication of Outcome

- Parties notified
- Records retained

↓
11. CLOSE

5.2. Complaint Process

5.2.1.Purpose

To provide a clear, fair, and respectful procedure for managing observed breaches of GHMVRA bylaws or rules, while maintaining community harmony, safety, and the principles of natural justice. This procedure also ensures consistent use of approved breach correspondence templates.

5.2.2.Scope

This procedure applies to all GHMVRA members, residents, committee members, and contractors where reports relate to alleged breaches of the Association's Constitution, Bylaws, or rules within the Gulf Harbour Marine Village area.

5.2.3.Procedure

Step 1 – Initial Observation

If a member or committee member observes a potential breach of bylaws or rules, they may, if safe and appropriate to do so, politely make the person aware of the relevant rule. If this is not comfortable, not appropriate, or if the issue remains unresolved, the matter should move to Step 2.

Step 2 – Lodging a Complaint

Details of the alleged breach should be emailed to the Secretary (the current email is published on the website). The complaint should include, where possible:

- Date and time of the incident
- Location
- Nature of the alleged breach

All complaints will be logged in the GHMVRA Complaints Register.

Step 3 – Committee Review

The Committee will review the complaint at its next meeting or, where appropriate, via email. The Committee will determine:

- Whether the complaint is valid
- Whether further information is required
- What action, if any, should be taken

Step 4 – Initial Contact (Template 1)

If the Committee determines that follow-up is required, the Secretary (or delegate) will issue the “**Initial Notice – Friendly Reminder**” using **Breach Template 1: Initial Contact**.

This initial contact is informal and non-disciplinary. Its purpose is to:

- Advise the member of the matter identified
- Reference the relevant Constitution clause or Bylaw
- Invite the member to provide context or remedy the issue

No formal breach determination is made at this stage.

Step 5 – Formal Breach Notice (Template 2)

If the matter is not resolved following the initial contact, or if no response is received within the specified timeframe, if the Committee considers there is evidence of a breach, it may issue a Formal Breach Notice.

In this case, the Secretary (or delegate) may issue a **Formal Breach Notice** using **Breach Template 2: Formal Breach Notice**. This notice will:

- Specify the clause(s) or bylaw(s) breached
- Clearly describe the breach
- Set out the action required and a timeframe for remedy
- Advise the member of their right to be heard, including the option to provide a written response or request an oral hearing

Step 6 – Escalation / Second Notice (Template 3)

If the breach remains unresolved after the Formal Breach Notice process, the Committee may issue a further notice using

Breach Template 3: Second / Escalation Breach Notice.

This notice may:

- Confirm that the breach remains ongoing
- Advise of enforcement action being taken in accordance with the Constitution
- Provide a final opportunity for the member to remedy the breach

Any enforcement action does not remove the member’s ongoing obligations under the Constitution, including payment of levies and compliance with all bylaws.

Step 7 – Dispute Resolution GHMVRA Complaints and Breaches Procedure Version

Where the matter remains unresolved, the member will be invited to participate in the formal dispute resolution process as set out in the GHMVRA Constitution. All reasonable efforts will be made to resolve matters constructively and proportionately.

4. Confidentiality

All complaints and breach matters will be handled confidentially and in accordance with the Privacy Act 2020. The identity of complainants will be disclosed only where reasonably necessary to address the issue or where required by law.

5. Record Keeping

The Secretary is responsible for maintaining the Complaints Register, including a summary of complaints received, correspondence issued (including which template was used), and actions taken. Records will be retained for a minimum of seven years.

6. Personal Safety

Members and committee members are responsible for their own personal safety. No person is expected to place themselves at risk by confronting others or attempting to enforce bylaws directly.

5.3. Dispute Resolution

All disputes and complaints will be managed in accordance with Clause 22 of the Constitution and the procedures in Schedule 2 of the Act, ensuring compliance with natural justice (section 39 of the Act).

5.3.1. Definition of a Dispute

A dispute is any disagreement or conflict involving the Association, Members, or Officers, including allegations of:

- misconduct;
- breach (or likely breach) of the Constitution, Bylaws, or the Act;
- actions by the Association that breach obligations;
- damage to a Member's rights or interests.

The parties to the dispute must first make reasonable efforts to resolve the matter directly in good faith. A dispute must be submitted to the Committee (or delegated body) and must:

- state that it is made under the dispute resolution process;
- clearly outline the allegation and the parties involved;
- include sufficient detail to allow a response.

The Association may also initiate a complaint following the same principles.

Both the complainant and the respondent:

- have the right to be heard (in writing or orally if required);
- must be given a reasonable opportunity to present their case;
- must have their submissions considered by the decision maker.

The parties should be aware that costs may be incurred in accordance with the procedures outlined in Schedule 2 of the Act. These costs may include investigation, mediation, or decision-making fees and may be apportioned as determined through the dispute resolution process.

Nothing in this section limits the rights of parties to a complaint or dispute to receive information required for the purposes of natural justice, dispute resolution, the Constitution, the Incorporated Societies Act 2022, or any other applicable legal obligation.

6.0 Conflict of Interest, Impartiality, Independence and Confidentiality

6.1. Conflict of Interest

ISA 2022 ss62–73

Requirements

- Disclosure mandatory
- No voting
- Recorded in Interest Register

Definition of Conflict of Interest

A conflict of interest arises when a person's personal, financial, or other interests could:

- Influence, or appear to influence, their decision-making
- Compromise their ability to act in the best interests of the Association

Conflicts may be:

- **Actual** – a direct conflict exists
- **Potential** – a conflict could arise in the future
- **Perceived** – a reasonable person might think a conflict exists

Examples of Conflicts

Conflicts of interest may include (but are not limited to):

- Financial interest in a contractor, supplier, or service provider
- Holding an operational or paid role linked to the Association while serving on the Committee
- Personal relationships influencing decisions
- Access to information or systems that could be used for personal advantage
- Involvement in matters where the individual may benefit directly or indirectly

Principles

All individuals covered by this policy must:

- Act in good faith and in the best interests of the Association
- Exercise independence and impartiality
- Avoid situations where conflicts arise wherever possible
- Disclose conflicts early, fully, and transparently
- Agree to appropriate management of any declared conflict

Disclosure Requirements

Timing of Disclosure

- Conflicts must be disclosed:
 - On nomination to the Committee
 - At the start of each term
 - As soon as a conflict becomes apparent

Method of Disclosure

- All conflicts must be:
 - Declared to the Committee
 - Recorded in Minutes

Ongoing Obligation

- Disclosure is a **continuing obligation**
- Any changes must be reported promptly

Management of Conflicts

When a conflict is identified, the Committee will determine appropriate action, including:

Standard Controls

- The individual must not participate in discussion or decision-making on the matter
- The Committee may require the individual leave the meeting during relevant discussions

- The conflict must be recorded in meeting minutes

Separation of Governance and Operational Roles

To protect independence:

- Individuals with operational, contractor, or service delivery roles should not:
 - Influence decisions relating to their own role or services
 - Participate in procurement, contract approval, or performance review processes where a conflict exists

The Committee will ensure clear separation between governance and operational functions.

Use of Information and Systems

- Association information, including financial data, member information, CCTV, or gate access, must only be used:
 - For legitimate Association purposes
 - In accordance with privacy and governance obligations
- Use of such information for:
 - personal interests
 - targeting individuals
 - influencing outcomes
 is strictly prohibited.

6.2. Confidentiality

All Committee members, officers, and individuals acting on behalf of the Association must maintain the confidentiality of information obtained through their role, unless disclosure is authorised or required by law.

Confidential information includes, but is not limited to, personal member information, financial details, contractual arrangements, legal matters, and any sensitive governance or operational information not in the public domain. Such information must not be used for personal benefit or disclosed to third parties without appropriate authority.

This obligation continues beyond an individual's involvement with the Association. Any uncertainty regarding the handling or disclosure of information should be referred to the Committee for guidance.

7.0 Health and Safety

7.1. Obligations

The Association ensures safe operation of:

- waterway infrastructure
- electrical systems
- common facilities

Also refer to the Health and Safety Management Plan on the website

7.2. Applicable Legislation

- **Health and Safety at Work Act 2015 (HSWA)**
 - Duty to ensure no risk to persons

8.0 Emergency Procedures

8.1. Emergency Types

- Fire
- Electrical hazard
- Environmental spill
- Structural failure
- Vessel incident

8.2. Immediate Response

1. Ensure safety of people
2. Contact emergency services
3. Notify Committee/Manager

8.3. Committee Powers

- Constitution Section 16 (Powers subject to the Constitution and Berth Licence Bylaws)

May:

- suspend berth use
- remove vessels
- act without notice in emergencies

8.4. Evacuation Procedure

Refer to the Evacuation Procedure on website

9.0 Privacy

9.1. Requirements

Personal data must be handled in accordance with:

- **Privacy Act 2020**
 - Information Privacy Principles

Also refer to the detailed policies on the website:

- GHMVRA CCTV Policy Feb 2026
- GHMVRA Privacy Statement Feb 2026
- GHMVRA Privacy Breach Policy Feb 26
- GHMVRA Privacy Policy Jan 2026

9.2. Stored Data

- Member register
- Contact details
- Financial records

9.3. Constitution Reference

- Clause 5 (Member Register and Information)

9.4. Restrictions

- Use only for Association purposes
- Disclosure only where reasonable

9.5. Purpose of CCTV

The Association may operate CCTV systems within Common Facilities and Waterway areas **solely for limited, legitimate purposes**, including:

- safety and incident response,
- protection of Association infrastructure,
- investigation of specific reported incidents,
- compliance with health and safety obligations.

CCTV use is governed by:

- **Privacy Act 2020 (Information Privacy Principles)**
- **Health and Safety at Work Act 2015 (HSWA)**
- The Association's Constitution (general powers to administer and maintain Common Facilities — Section 16; Application of Funds — clause 17.7)

9.5.1.Key Principle: Limited Use Only

CCTV must not be used for routine monitoring or general surveillance.

Specifically, CCTV must NOT be used for:

- routine or continuous monitoring of Members or vessels,
- general behavioural surveillance,
- checking compliance with maintenance obligations as a matter of routine,
- monitoring berth usage for enforcement unless tied to a specific issue,
- speculative or “fishing expedition” investigations.

9.5.2.Permitted Use (Controlled and Event-Based)

CCTV may only be accessed and used:

- in response to a **specific incident, complaint, or safety concern**,
- where there is a **clear and documented reason**, and
- where the use is **proportionate and justified**.

Examples of appropriate use:

- investigating damage to waterway infrastructure,
- responding to reported safety incidents,
- confirming events related to a formal complaint.

9.5.3. Access and Control

- Access to CCTV footage is restricted to **authorised persons only** (e.g. Committee Chair or delegated officer).
- All access must be:
 - **recorded**, and
 - **justified in writing**.

Unauthorised viewing or use of footage is prohibited.

All access to CCTV footage access records must be logged, including the date, person accessing the information, purpose of access, and authorisation. Access logs will be maintained by the Manager or other person authorised by the Committee.

9.5.4.Privacy Obligations

Under the **Privacy Act 2020**, the Association must ensure:

- CCTV is used only for **legitimate and disclosed purposes**,
- individuals are **not subject to unreasonable intrusion**, and
- footage is **not used beyond its original purpose** without lawful justification.

Members and users of facilities must be treated fairly and with respect.

9.5.5.Storage and Retention

- CCTV footage must be stored securely.
- Retention periods must be:
 - limited to what is **necessary**, and
 - consistent with the purpose of collection.
- Footage must be deleted when no longer required.

CCTV footage and related records must be securely stored within approved Association systems and protected from unauthorised access. Responsibility for storage and retention rests with the Manager or other person authorised by the Committee.

9.5.6.Prohibition on Routine Maintenance Monitoring

CCTV must not be used as a substitute for proper inspection or maintenance processes.

This includes:

- routine visual checks of berths or vessels,
- monitoring compliance where no specific issue exists,
- replacing scheduled maintenance inspections or reporting processes.

Maintenance must be carried out through:

- physical inspection,
- contractor reports,
- Member engagement.

9.5.7.Accountability

The Committee is responsible for ensuring:

- CCTV use complies with this policy,
- all use is **lawful, proportionate, and documented**, and
- any misuse is addressed promptly.

9.6. Purpose of Electronic Gate Access Systems

The Association operates electronic gate access systems to:

- control entry to Common Facilities and waterway areas,
- maintain security of the site,
- ensure authorised access only, and
- support investigation of specific incidents where required.

The system records access data, including:

- which gate was accessed,
- date and time of access, and
- the identity of the authorised Member or user (e.g. fob or access credential holder).

Use of gate access data is governed by:

- **Privacy Act 2020 (Information Privacy Principles)**
- **Health and Safety at Work Act 2015** (site security and safety obligations)
- **GHMVRA Constitution**
 - Section 16 (administration and management of the Common Facilities)
 - Clause 17.7 (application of funds for administration and maintenance)

Electronic gate access records **must only be used for legitimate purposes**.

9.6.1. Gate access data must NOT be used for:

- routine monitoring of Member movements,
- tracking behaviour without a specific issue,
- surveillance of individuals or vessels,
- monitoring day-to-day usage patterns,
- maintenance compliance checks,
- general or informal observation.

9.6.2. Permitted Use (Event-Driven Only)

Access records may only be reviewed:

- in response to a **specific incident or complaint**,
- where there is a **clear and documented reason**, and
- where the use is **proportionate to the issue being investigated**.

Examples of appropriate use include:

- investigating security incidents,
- confirming access relating to a reported event,
- supporting health and safety investigations,
- responding to suspected misuse of facilities.

9.6.3. Member Responsibility for Access Credentials

- Access devices (fobs/cards) are issued to Members.
- Members are responsible for:

- controlling who uses their access credentials,
- ensuring authorised use only, and
- any activity carried out under their access identity.

Any misuse will be treated as the responsibility of the Member.

9.6.4. Access Control and Authorisation

- Access to gate data is restricted to **authorised individuals only** (e.g. Secretary/Chair).
- All access must:
 - be **logged**,
 - have a **documented reason**, and
 - be consistent with this policy.

Unauthorised access or informal review of records is strictly prohibited.

9.6.5. Data Retention and Storage

- Gate access records must be:
 - securely stored,
 - protected from unauthorised access, and
 - retained only for a **reasonable and necessary period**.

Data must be deleted when no longer required for its intended purpose.

9.6.6. Prohibition on Routine Monitoring

Electronic gate systems **must not be used as a surveillance tool**.

Specifically, they must not be used to:

- monitor Member routines or frequency of use,
- audit behaviour,
- replace proper reporting or communication processes, or
- infer compliance without a specific trigger.

9.6.7. Privacy Protections

Under the **Privacy Act 2020**, the Association must ensure that:

- personal information is used only for its intended purpose,
- individuals are not subject to unnecessary or intrusive monitoring, and
- data is handled fairly and transparently.

Members will be informed that access records are maintained for **security and operational purposes only**.

9.6.8.Accountability

The Committee is responsible for ensuring:

- gate access data is used lawfully and appropriately,
- all access is recorded and justified, and
- any misuse is investigated and addressed.

10.0 Access to Association Information

The Association is committed to transparency while ensuring appropriate protection of sensitive information. Access to information is determined based on the role, purpose, and legal or governance requirements.

10.1. Information Available to Members

Members are entitled to access information necessary to support transparency and accountability, including:

- The Constitution and any approved amendments
- Annual financial statements and approved budgets
- Minutes or summaries of General Meetings (AGMs and SGMs)
- Approved policies and governance documents
- Information reasonably required to understand decisions affecting the Association, subject to privacy, confidentiality, and legal constraints

Access to information will be provided upon request within a reasonable timeframe, unless there are valid grounds for withholding it (such as privacy, legal privilege, or confidentiality obligations).

Member requests for information are governed by Clause 5.14 of the Constitution. The Association will process requests in accordance with that clause, including the procedures, timeframes, charging provisions and grounds for refusal set out in the Constitution. Where there is any inconsistency between this Manual and the Constitution, the Constitution prevails.

10.2. Information Restricted to the Committee

Certain information is restricted to Committee members due to its sensitive nature and governance responsibilities, including:

- Personal information about members (subject to privacy laws)
- Legal advice and legally privileged communications
- Commercially sensitive information (e.g. contracts, pricing, negotiations)
- Complaints, disputes, or conduct-related matters

- Security-related information (e.g. CCTV footage, access systems, gate data)
- Draft or preliminary documents not yet approved for release

This information must only be used for legitimate governance purposes and handled in accordance with confidentiality, privacy, and conflict-of-interest obligations.

10.3. Committee Responsibility

The Committee must ensure that:

- Appropriate transparency is maintained for Members; and
- Sensitive information is protected from inappropriate access or disclosure

Any determination to withhold information must be reasonable, justified, and consistent with the Constitution and applicable legislation.

11.0 Boat Renters (Sub-Licence)

11.1. Constitution Position

- Allowed via Member
- No independent rights

11.2. Constitution Reference

- Berth Licence Terms (Schedules)

11.3. Rules

- Member retains full responsibility
- Renter must comply with all rules
- No tenancy created

12.0 GHMVRA Waterway Access and Vessel Compliance

This policy applies to:

- Residential Berth Members
- vessels owned or operated by Members
- boats using the waterway via sub-licence (renters/guests)
- visiting vessels (if permitted)

12.1. Governing Framework

Constitution (2026)

- Section 16 – Committee powers and responsibilities
- Clause 2 / Definitions – Waterway and Berth rights
- Berth Licence Terms (Schedule)
- Clause 17.7 – application of funds (maintenance and administration)

Relevant New Zealand Legislation

- Health and Safety at Work Act 2015
- Maritime Transport Act 1994
- Maritime Rules (Maritime NZ)
- Electrical (Safety) Regulations 2010
- Privacy Act 2020

12.2. Entry to the Waterway (Authorisation Requirement)

12.2.1. General Rule

No vessel may occupy or use a berth unless:

- it is authorised by a **Residential Berth Member**, and
- it complies with all requirements set out in this policy.

12.3. Vessel Compliance Requirements

Must comply with all documentation requirements **prior to arrival**. All vessels entering or using the waterway must meet the following minimum standards. Renters must be approved by the Member, BC Chair (if applicable) and the Committee.

12.3.1. Electrical Compliance

If using connecting to power while not on the vessel, each vessel must have:

- a **current Electrical Warrant of Fitness (EWOFF)**, and
- compliant shore power connection systems.

Members (and their Berth Sublicensees) must provide a current EWOFF for any vessel connected to shore power where required by the Berth Licence Terms or applicable electrical safety requirements.

12.3.2. Test and Tag Certification

Where electrical equipment is connected:

- all shore power leads and equipment must be:
 - **tested and tagged**, and
 - compliant with NZ electrical standards

12.3.3. Vessel Condition

All vessels must be:

- seaworthy
- properly maintained
- structurally sound
- safely moored

12.3.4. Documentation Requirements

Members (and renters via Members) must be able to provide:

- EWOFF certificate (if applicable)
- insurance certificate
- test tag certification if connecting to power

12.3.5. Boat Renters and Third-Party Users

Boat renters may use a vessel in the waterway only if:

- authorised by a Residential Berth Member, BC Chair (if applicable) and the Association, and
- are fully compliant with all requirements.

12.3.5.1. Responsibility

- The **Member remains fully responsible** for:
 - the vessel,
 - documentation,
 - renter conduct.

12.3.5.2. Legal Status

Boat renters:

- are **not Members**,
- have **no independent rights**,
- hold a **revocable permission only**.

12.3.6. Waterway Safety and Operational Rules

All vessels must:

- operate at safe speeds
- comply with navigation and marine safety rules
- avoid environmental harm (fuel, waste, discharge)
- maintain safe mooring practices

12.3.7. Emergency Situations

Where a vessel presents:

- electrical hazard
- fire risk
- structural instability
- environmental risk

The Association may:

- take immediate action,
- isolate services,
- remove the vessel.

13.0 Committee Governance

13.1. Committee Structure

Reference: Constitution Clause 14

- The Committee shall consist of no fewer than five (5) and no more than twelve (12) members
- Committee composition is governed by Clause 14 of the Constitution. The Committee comprises the Chairperson, up to nine (9) Voting Committee Members, and a Secretary and Treasurer appointed in accordance with the Constitution
- Voting Committee Members are elected at the AGM
- Only Voting Committee Members are counted for quorum purposes

13.1.1. Quorum

A quorum is a majority of Voting Committee Members

No formal decisions may be made without a quorum present

13.2. Conduct Requirements

ISA 2022 ss54–59

Committee members must:

- Act in good faith
- Act in the best interests of the Association
- Exercise reasonable care and diligence
- Avoid reckless or improper decisions
- Comply with the Constitution and all applicable laws

13.3. Post-AGM Committee Handover

13.3.1. Timing and Establishment

- The newly elected Committee takes office immediately following the AGM
- A handover process must be completed as soon as practicable, and no later than the first Committee meeting

13.3.2. First Committee Meeting

At the first Committee meeting following the AGM:

The Committee shall:

- Confirm the **elected Voting Committee Members**
- Appoint the **Chairperson** in accordance with Clause 14
- Confirm or appoint **Treasurer/Secretary** arrangements
- Confirm **authorised signatories and contact persons**
- Review current priorities and obligation

13.3.3. Handover Requirements

Outgoing Committee Members (or Secretary/Manager) must provide:

All records and documentation, including:

- Committee minutes and registers
- Financial records and reports
- Contracts, service agreements, and insurance policies
- Maintenance, LTMP, and asset information
- Correspondence and governance records

Confirmation of:

- Current financial position
- Outstanding decisions or commitments
- Active disputes or compliance matters
- Key risks and operational issues

13.3.4. Transfer of Authority

The handover must include:

Transfer of access to:

- Bank accounts and financial systems
- Email accounts and document systems
- Website and communication platforms

Update of:

- Authorised signatories
- Register of Officers and Contact Persons

- Any required regulatory or administrative records

13.3.5. Continuity and Compliance

The incoming Committee must ensure:

- Ongoing compliance with the Constitution
- Continuity of operational and financial management
- Implementation of any resolutions passed at the AGM

Actions of the Committee remain valid in accordance with the Constitution, regardless of any later identified procedural defects

13.3.6. Reporting to Members

Key outcomes of the AGM and any significant handover matters should be:

- Communicated to Members; or
- Included in meeting minutes or subsequent reporting

13.4. Record Keeping

- All handover activities must be documented in the Committee minutes
- Records must be maintained securely and be accessible for governance purposes

14.0 AGM/SGM

14.1. Constitution: Clauses 18-20

At an Annual General Meeting (AGM), Members will:

- Receive and consider the annual financial report
- Review the operations of the Association
- Elect the Committee
- Approve the budget and key matters

A Special General Meeting (SGM) may be called by the Committee or by Members (25% or more) to consider specific matters only

14.2. Resolution Types

Type	Threshold
Ordinary	>50%
Special (e.g. Constitution changes)	≥75%

14.3. Constitution Amendments

In accordance with Clause 24 of the Constitution and the Incorporated Societies Act (ss30–33):

- Changes to the Constitution require a Special Resolution (≥75%)

- Any amendment must be lodged with the Registrar to take effect

14.4. Key Points for Members

- AGMs occur annually to review finances and elect the Committee
- SGMs are for specific issues and must follow formal notice requirements
- Members vote on decisions — most by **majority**, major changes require **75% approval**
- Only Voting Members can vote (fees must be up to date)

15.0 Rotunda Hire

The Village Rotunda is available for events and functions.

It is located at the northern end of the main canal and available for members' private events and functions and also for hire by the general public.

It can accommodate up to 100 guests and used in most weather with roll-down clears surrounding. Users need to supply their own accessories for their event but The Rotunda has power and water onsite.

Toilets are available nearby at the Town Centre shops.

- Booking is required via the Facility Manager (email on the website)
- Conditions apply
- Responsibility remains with the hirer
- No hire fee for members

16.0 Communications

16.1. Methods

- Email
- Newsletter
- Website
- Member Portal

16.2. Member Reports

The Secretary shall prepare a consolidated report (quarterly or at a frequency determined by the Committee) for distribution to all members.

The report shall include, at a minimum:

- (a) financial performance against budget, including summary income and expenditure.
- (b) Summary of maintenance, waterways, and facilities management activities undertaken during the period;
- (c) status of key projects, works completed, and planned works;
- (d) contractor and operational performance overview;
- (e) arrears and debtor status (reported in aggregated form);
- (f) material compliance, governance, or risk matters affecting the Association; and
- (g) any other matters reasonably requested by the Committee.

The report shall be prepared using information derived from the monthly reports provided to the Committee, together with any additional information held by the Secretary in its capacity as Association Manager.

The draft report shall be provided to the Committee for review prior to distribution.

The Committee may request reasonable amendments to ensure the accuracy and appropriateness of content.

The Secretary shall distribute the approved report to members via the Association's usual communication channels, including email and/or member portal.

Reports shall be prepared in a clear, concise, and professional format suitable for member communication.

17.0 Committee Handover

Process, change in emails, document management, letter of engagement, code of conduct, training for document management system, work in progress handover.

18.0 BUDGET PROCESS

Steps

1. Secretary/Treasurer prepares budget
2. Committee review
3. Includes:

- Operational expenses
 - Sinking fund contributions
4. AGM member approval

19.0 Invoicing and Approvals

Constitution: Clauses 17.9–17.10

Type	Approval
≤ \$15,000	Committee
> \$15,000 budgeted	Committee
> \$15,000 non-budgeted	Members

20.0 Repairs and Maintenance

All repairs and maintenance of Association assets and Common Facilities are to be managed in a timely, consistent, and cost-effective manner.

This procedure applies to:

- Common Facilities
- Association-owned assets
- Maintenance responsibilities under the Constitution

The Association is responsible for the ownership, management, and maintenance of the Common Facilities, including (but not limited to) the berths and associated structures, waterway infrastructure (including sea walls), the fringe walkway, shared structures, security infrastructure, and any Association-owned services or equipment such as CCTV and WiFi networks.

The Association is not responsible for the maintenance of any infrastructure, services, or equipment that are owned or controlled by individual Body Corporates or located within Body Corporate property, unless expressly agreed or defined otherwise.

The Association shall maintain a Long Term Maintenance Plan (LTMP) to:

- Protect the long-term condition and value of assets
- Plan for renewal and replacement of major infrastructure
- Prioritise high-risk and high-value assets (particularly berths and waterway structures)

The LTMP will be reviewed regularly to ensure adequate funding and minimise the need for special levies.

20.1. Responsibilities

Members

- Report maintenance issues promptly
- Comply with the Constitution and avoid damage to Common Facilities

Secretary / Manager

- Log and track maintenance requests
- Maintain a **Maintenance Register**
- Coordinate contractors

Committee

- Approve and oversee maintenance works
- Ensure alignment with the Budget, LTMP, and Constitution
- Approve expenditure in accordance with financial limits

20.2. Process

20.2.1. Reporting

Maintenance issues may be reported via email, written notice, or at meetings and must include:

- Description
- Location
- Urgency

20.2.2. Recording

- All items are recorded in a Maintenance Register
- Categorised as:
 - Routine
 - Urgent
 - Planned / capital works

20.2.3. Assessment

The Committee (or delegate) will:

- Determine scope and urgency
- Confirm responsibility
- Assess risk and impact

20.2.4. Priority Levels

Priority	Description	Action
Urgent	Safety risk / asset damage	Immediate
Routine	Minor repair	Scheduled
Planned	Renewal / lifecycle	As per LTMP

20.3. Funding and Approval

- Planned works are funded through the Budget and Sinking Funds
- Unscheduled or urgent repairs required to maintain safety or asset integrity may also be funded from the relevant sinking fund
- Expenditure approval must comply with the Constitution:
 - Within financial limits → Committee approval
 - Over \$15,000 (unbudgeted) → Member approval required

Long Term Maintenance Plan Funding

The preparation and updating of the LTMP may be funded from the sinking fund where such expenditure aligns with the intended purpose of the fund. Where funds have been allocated for asset planning and lifecycle management, the Committee may approve LTMP-related expenditure without further Member approval, provided the expenditure remains within the scope of that allocation.

20.4. Contractors

- Qualified contractors must be used
- Quotes obtained where practical
- Health and safety requirements must be met

20.5. Completion

- Works are inspected (if required)
- Approved for payment
- Recorded in Maintenance Register

20.6. Emergency Works

Where urgent work is required to:

- Protect safety
- Prevent further damage

Immediate action may be taken, including use of sinking funds where necessary. The Committee must be notified as soon as practicable.

20.7. Cost Recovery

Costs of repairs resulting from damage caused by a Member, Occupier, or Invitee may be recovered in accordance with the Constitution.

20.8. Monitoring and Reporting

- Maintenance activity is reported at Committee meetings
- Trends and asset performance are reviewed
- LTMP is updated as required

21.0 Pest Control

21.1. Purpose

To ensure effective management and control of pests within the Association's Common Facilities to protect assets, maintain hygiene, and minimise risk to Members and property.

21.2. Scope

This procedure applies to:

- All Common Facilities managed by the Association
- Pest activity affecting shared infrastructure, waterway areas, and communal spaces

21.3. Responsibilities

Members

- Must take reasonable steps to prevent pest issues on their property
- Must not create conditions that attract pests (e.g. waste, food, debris)
- Must report pest activity in Common Facilities promptly

Secretary / Manager

- Receives and logs pest reports
- Maintains a **Pest Control Register**
- Coordinates pest control contractors

Committee

- Oversees pest control strategy and approves actions
- Ensures pest management aligns with health, safety, and budget requirements

21.4. Reporting

Pest issues may be reported via:

- Email or written notice
- Online form (if available)
- Verbal notification (to be recorded)

Reports should include:

- Location
- Type of pest (if known)
- Severity or frequency

21.5. Recording

- All reports are recorded in a Pest Control Register
- Classified as:
 - Routine monitoring
 - Localised issue
 - Widespread or urgent infestation

- **Assessment**

The Committee or delegated person will:

- Assess the extent and risk of the issue
- Determine whether it relates to:
 - Common Facilities (Association responsibility), or
 - Private/Body Corporate property (external responsibility)

- **Response Actions**

Type	Action
Routine	Monitor or schedule treatment
Localised issue	Targeted pest control treatment
Urgent / infestation	Immediate contractor engagement

- Treatments must comply with health, safety, and environmental requirements
- Residents must be notified where treatments may impact access or safety

21.6. Ongoing Management

- Regular inspections may be scheduled for high-risk areas
- Preventative measures may include:
 - Waste control
 - Cleaning and maintenance

- Structural repairs to reduce entry points

21.7. Cost and Funding

- Pest control within Common Facilities is funded through the operational budget
- Significant or unforeseen pest control works may be funded through:
 - Budget reallocations, or
 - Sinking funds where related to asset protection

21.8. External Responsibility

The Association is not responsible for pest control:

- Within private properties
 - Within Body Corporate areas
- unless it directly affects Common Facilities or has been otherwise agreed.

21.9. Emergency Situations

Where pest activity presents an immediate risk to:

- Health or safety, or
- Association assets

Immediate action may be taken, with costs approved retrospectively by the Committee if required.

21.10. Monitoring and Reporting

- Pest control activities are reported to the Committee
- Trends are reviewed to support preventative planning