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From: Neil and Ann Smith [<mailto:neilsmith1@extra.co.nz>]

Sent: Monday, 6 May 2013 12:07 p.m.

To: Suzanne Clark - Committee Secretary

Subject: Greytown Camping Ground 2012

Hi Suzanne

As Managers of the Greytown Camping Ground, we where invited to a meeting at Greytown Town Hall Destination Greytown. This was chaired by Mike and Kaye Gray. We spoke to Mike about our issues with telephone reception in the Camping Ground, to which he advised that I write to the Council and put forward our problem.

When we took over Management on 02 July 2012, we discovered that the Camping Ground was advertised by the Council in the yellow papers of our phone book (for some years) with a wrongly transcribed phone number 06 3049387. To which the former Amenities Officer looked into the error and it was proposed that we take the number on as the Greytown Camping Ground number. So we then did the research for the landline to go in, which after a few months finally happened. But the phone is in the storage room, which is the hot water cupboard in the front Amenities block, but the Camp Reception is in the Back Amenities, Telecom advised us on problem, because we have protected trees, we can not go underground or overhead, so the phone went on diversion to Neils cellphone, to which we thought was the solution. We then went and did research for Eftpos, but that became another problem. Our research came up with the cellphone provider for Eftpos was Vodophone, no signal in the park, in winter there is very limited Telecom signal as well. In the sports fields next door to the park there is no signal at all in the winter. We tried wireless connection for the office but signal disappears half way between blocks.

Our issue is one, what happens is if we have an issue with an accident or fire. We had a man fall a few weeks ago and broke his hip. Fortunately there was enough limited signal to call the Ambulance. We watch our customers, moving to the Main Centre of town to do a call, as the phones roam, every kitchen in the busy time seems to have cellphones being recharged.

This is just not a problem in the Camping Ground, Vodaphone has no reception at the south end of Greytown, heading for Woodside, Greytown Hotel also has an issue as they have a ATM connected to Vodophone, their signal disappears and the machine has to b continually reset. Also the reason perhaps that the Smart Meters for power has been completed because no signal.

In our research, we discovered that 95% of our overseas tourists are vodophone customers when the enter New Zealand, to which when no cellphone reception, makes them feel very insecure in an unknown territory. It is amazing how many overseas tourists as us if the safe here. We have had a lot of European tourists, to which we have discovered arrive in Greytown simply because the hire Camper Vans have our coordinates for the camp set in their GPS, we presume this is to take them of the busy roads in Wellington either when they come of the Ferry or heading to the Ferry. On statistical figures that we have this Camping Ground has 6,500 people a year, to which next year we hope to increase.

We feel there must be some solution to this problem.

Regards

Neil & Ann Smith

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