



Anchorage Motel - Case Study

Anchorage Motel’s application for an Enviro Award was strengthened by involvement with the Sustainable Tourism South Charter programme.

Following a report identifying energy usage as a priority area, older units were renovated to include insulation, double-glazing, energy efficient heat pumps and under floor heating in the bathrooms (controlled by thermostats and timers). The business also received an Energy Efficiency and Conservation Authority (EECA) grant, subsidising installation of solar hot water heating.

While the newer units were built in 2004, owner/operators Fiona and Nigel Humphries are committed to pushing ahead with improvements.

“Given that most units need to be looked at every seven years or so, we are in the process of evaluating them again and will be working over the next couple of winters to get all units to the same level,” says Mr Humphries.

Their sustainability statement is “We believe in protecting the beautiful environment of Fiordland that we live in and enjoy, and want to ensure that both our children and your children and grandchildren can visit and enjoy it too.

“Anchorage Motel has been participating in the Southland Sustainable Tourism Project to ensure that our business and guest experience can be the best it can through a sustainable viewpoint. We will try to actively reduce any adverse effects through buying wisely, using resources efficiently, disposing of waste responsibly, and providing an environmentally and socially responsible experience to our guests.”

Their focus on communicating about environmental issues is clearly evident, with a [page devoted to sustainability](#) on their website and a very useful [case study found on Sustainable Tourism South’s website](#).

Initiatives

Participated in Sustainable Tourism South Project. Year long assessment of business with full report written.
Energy
Monitoring all energy consumption. We got a large grant from EECA for a extensive solar hot water system and monitor water and power as part of the grant conditions.
Double glazing in new windows installed during refurbishment.
All units fully insulated and lined for maximum heat retention.
Heat pumps installed in all units.
New Thermodrape curtains in refurbished units.
All new lighting is low energy, most existing lighting also energy efficient bulbs.
Extensive solar hot water system installed.
Under-floor heating on timers. Set to heat floors in bathrooms while being used –

operates at a lower base temp during day and late night.
All water pipes in motel have been lagged when motel was re-plumbed as part of refurbishment.
Timers installed on hot water cylinders to maximise solar heating. Main cylinders have two elements, only one is controlled by solar computer so installed timer on 2 nd so that it can be controlled when to come on.
Washing machines in laundry set to cold water wash by default with most washing being done in cold water.
Lower hot water temperature in laundry - turned down temperature on cylinder.
Water
All toilets new toilets dual flush.
Lawn clippings made into compost - compost heap for clippings in separate place.
Efficient garden watering scheme. It rains allot in Fiordland so little watering is needed however in summer, watering takes place in early morning and late evening.
Flow restrictors installed in showers. Reduces flow to acceptable level while providing good shower – 10l/min.
Waste
Dual rubbish bins under sink in units – allowing guest recycling
Compost/worm rubbish bins in units (Small bins with lids)
Provide enviro supermarket bags in each unit. Placed in kitchen and noted in room folders.
Cleaning – recycle rubbish. Rubbish sorted into different bins.
Cleaning – towel change policy. Standard towel policy as per compendiums and notices in units.
Old tea towels/linen/towels used for cleaning.
Soap recycling – partially used soap is recycled for bio fuel.
Bathroom amenities sourced for their environmental reasons. Have just changed to Healthpak, who is a local manufacturer and enviro friendly.
Rubbish in bins is compacted by stomping on them – rubbish collectors don't like it but have to pick up.
We offer bags for guests to take partially used toiletries.
Recycle paper(office). Box of recycled paper used for printing when practicable.
Brochures printed on recycled paper.
Ensuring re-use of old motel chattels. Linen and bedding to Salvation Army, lost property to Presbyterian Church, facecloth to technology department at FC, old copper pipes to music department at Fiordland College, old sheets to art department, old towels to Bordland Lodge Adventure Trust.
Pay most bills online to reduce paper wastage and carbon imprint.
Magazines left behind are available for future guests.
Brochures etc returned to office for reuse by future guests - notes in compendium.
Use 300ml milk containers rather than small 10 ml longlife milk to reduce waste. Old milk containers are recyclable with plastics. All guests offered a choice and can turn down milk if not needed.

We invite guests to re-use water containers with our lovely water. Noted in room folders under environmental section.
Use a reusable vacuum cleaner bag. Commercial vacuum cleaner suitable for job.
Virtually eliminated garden sprays by employing a gardener to pull weeds out.
Community
Donation to local Primary School for garden.
Used stamps are collected and held for donation to charity group.
We produce eco tips for guests in our room folders. Tips printed in folder and on website.
Conservation
Pomona Island Conservation Trust.
Stoat trapping project.

The action plan

The business developed its action plan through involvement with the Sustainable Tourism South Charter programme, based on the report from 2007. The plan below is an excerpt from the Sustainable Tourism South Final Report & Action Plan document (please see following pages for action plan and monitoring).

Anchorage Motel Action Plan

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
1	Business Development	<p>Develop standard policies and procedures for the business in line with industry best practice</p> <ul style="list-style-type: none"> This could include staff contracts, training, health and safety and environmental management practices. 	Best practice development	High	Already in place	Management	0	NH
2	Business Development	<p>Develop a business plan that includes social and environmental targets and objectives, and report on these annually</p> <ul style="list-style-type: none"> 'Triple bottom line reporting' is a concept that recognises the importance of social/cultural and environmental performance, alongside financial performance. This demonstrates a balanced approach to business that recognises the interrelatedness of financial, social and environmental sustainability. 	Best practice development	High	Already have a business plan in place however to place more emphasis on sustainable tourism.	Management	0	NH
3	Business Development	<p>Join a sustainable business network if an opportunity exists</p>	Further develop business sustainability in Southland Access useful resources	High	Signed up for this scheme. Perhaps could look at something being based in Fiordland with guidance from VS	Management	0	NH
4	Business Development	<p>Consider setting up a mentoring relationship with a motel experienced in sustainability</p>	Save time and effort		Have put forward my name to be a mentor for MANZ – Not many motels involved in sustainability yet	Management	0	NH

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
5	Business Development	<p>Identify opportunities to target different sectors</p> <ul style="list-style-type: none"> Analyse your existing market and identify opportunities for growth (by strengthening existing market or targeting new sectors). Include a sustainability aspect in customer feedback surveys. Look at targeting international travellers through international publications and/or website. Consider opportunities to market to business people e.g., incentive deals, repeat visit discounts. Identify special groups that could be targeted e.g., group tours, research groups, and other groups who may be specifically attracted by Anchorage's points of difference. Green marketing attracting some FITs e.g., European visitors 	Business differentiation		<p>Always looking at growing the business and have managed to grow every year since 2000(first year in business). Have major plans for expansion in pipeline.</p> <p>Want to grow the green business with marketing opportunities. Difficulty is getting to this target market with a small budget.</p> <p>Will look at putting some sort of logo or reference to sustainability in advertising.</p>	Management	0	NH
6	Business Development	<p>Promote the motel's sustainability initiatives i.e., on website, brochures etc</p> <ul style="list-style-type: none"> Promote the positive attitudes, policies and initiatives that have, or will be, implemented, as well as involvement in the Sustainable Tourism Project. 	<p>Business differentiation</p> <p>Educate guests to look for sustainable providers</p>		Working on this as mentioned above	Management	0	NH
7	Business Development	<p>Include an environmental aspect to staff training and ask for staff input to generate ideas for improvement on an ongoing basis</p>	Obtain staff buy-in		Will include in training.	Management	0	NH
8	Business Development	<p>Develop sustainability aspects to the Vision/Mission statement and communicate this to customers, staff and other stakeholders</p> <ul style="list-style-type: none"> A Vision and/or Mission Statement that incorporates Environmental, Social and Cultural aspects will provide a focus for the business and appeal to environmentally aware customers. 	<p>Obtain guest buy-in to sustainability initiatives</p> <p>Attract environmentally aware customers</p>		Writing a new mission statement	Management	0	NH

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
9	Energy	Raise visitor awareness of energy efficiency <ul style="list-style-type: none"> Discuss energy efficiency and proper use of equipment and appliances on arrival, and/or provide this information in rooms or the compendium. Additional notices or 'Switch Off' stickers can provide a useful prompt. 	Reduce energy bills Demonstrate good practices		Updating compendiums and placing notices around while ensuring that notices are not overused	Management	0	NH
10	Energy	Involve staff in developing an energy efficiency policy and work practices that conserve energy <ul style="list-style-type: none"> Energy efficient work practices could include switching off lights, heaters, towel rails, appliances etc. when room cleaning, switching equipment off at the wall, washing in cold water and so on. 	Reduce energy bills Obtain staff buy-in		Only have two part time cleaners who are open to energy conservation however also very hard to convince about not replacing towels. Working on this point	Management & Head Cleaner	0	NH GA
11	Energy	Compare figures already recorded against bed nights and continue to monitor energy consumption patterns, including other sources of energy i.e., gas and daily, monthly and seasonal variations. <ul style="list-style-type: none"> These figures will provide a good baseline to check whether any actions that you take from now on have saved energy, and help to identify any patterns in energy use that could lead to further savings and identify problems if they occur (i.e., a hot water leak). 	Reduce energy bills Quickly identify if problems occur		Have already compared energy use in comparison to bed nights and revenue. Seasonality always going to be a factor with occupancy going down in winter however energy usage going up considerably.	Management	0	NH
12	Energy	Consider whether the use of high energy appliances can be timed to take advantage of cheaper electricity rates <ul style="list-style-type: none"> Electricity prices per kWh are generally highest on weekdays (between 8am and midnight) and lower at nights (between midnight and 8am) and in the weekends. Work practices could be timed to take advantage of this or appliances may be timer programmable to come on at cheaper times. 	Reduce energy bills		Already use a day/night rate for business but very hard to control when energy is needed without effecting guests comfort.	Management	\$1000/night store	Ongoing

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
13	Energy	<p>Adopt a purchasing policy to replace aging equipment with energy efficient models</p> <ul style="list-style-type: none"> When the existing equipment needs replacing, choose appliances with a high Energy Star rating. 	Reduce energy bills		Ongoing	Management	%10-20% additional cost on purchases to factor into budget	Working
14	Energy	<p>Ensure that any hot water cylinders and pipes are well insulated and set at the optimum temperature</p> <ul style="list-style-type: none"> If the cylinder feels warm to the touch it may be worth investing in a cylinder wrap. Also, insulate the hot water pipe near the cylinder. The hot water should be 55-60oC at the tap nearest the cylinder. 	Reduce energy bills		Replacing with gas an ongoing process hence limited value in insulation pipes for only a few years use. As a point of interest – we had pipes freeze inside a unit this year – was shut down and cost a bit to fix.	Management	\$500/cylinder	Looking at over next two years
15	Energy	<p>Ensure that existing ceiling insulation is at the maximum R-value and no gaps are present.</p> <ul style="list-style-type: none"> The minimum R value for ceiling insulation in the South Island is R2.5, however EECA recommend R3.5. Poor installation, or movement that occurs over time, can reduce effectiveness by up to 50%. If existing insulation is less than 120mm, it is worth adding another layer. 	Reduce energy bills		All fully insulated	Management	0	NH - builders
16	Energy	<p>Consider double-glazing in all buildings, or where the benefit would be greatest.</p> <ul style="list-style-type: none"> Double glazing can reduce heat loss through windows by 50% and cut down on condensation which makes rooms more difficult to heat. 	Reduce energy bills		On wish list – would like to replace existing windows as \$permit.	Glazier – management to incorporate in budget, on refurbishment schedule	Estimated at \$5000/unit - \$70,000 to do whole motel.	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
17	Energy	<p>Wash in cold water (provide cold water only for guest laundry), increase line drying where possible.</p> <ul style="list-style-type: none"> Clothes washed in cold water use approximately 80% less energy than a warm water wash. This is actually about 2 cents a wash compared with 17 cents a wash. A full load in a dryer costs about .78 cents in electricity (this will differ for gas). Consider whether a washing line could be set up undercover or indoors to improve viability. 	Reduce energy bills		<p>Always wash all laundry in cold water.</p> <p>Line drying not possible for large number of linen washed from motel – would require a large amount of line and considerable time.</p> <p>Hence line drying may be cheaper however involves staff cost which is higher than gas cost.</p>	Management & laundry staff	0	NH
18	Energy	<p>Continue to replace all bulbs with energy efficient types (where appropriate) and adopt a policy to this effect.</p> <ul style="list-style-type: none"> Compact fluorescents use about 20% of the energy of a normal light bulb and last 8 times longer. The approximate cost per bulb is \$3-5 for an annual saving of \$14 per bulb. 	Reduce energy bills		Ongoing	management	<p>Budget R & M</p> <p>\$1000 would replace every light in motel – a lot of bulbs</p>	
19	Energy	<p>Install movement sensors in appropriate areas</p> <ul style="list-style-type: none"> Areas such as bathrooms, laundry and outdoor paths may be appropriate for movement sensor lighting to minimise energy wastage and provide better convenience and safety for visitors i.e., at night. 	<p>Reduce energy bills</p> <p>Improve safety</p>		Noted – guests laundry needs one, need outside security lighting and happy with present.	Management	\$500	
20	Energy	<p>Look into options for addressing the condensation issue</p> <ul style="list-style-type: none"> Extraction fans should be installed in all bathrooms. Options to consider for further moisture removal include dehumidifiers (this may be an inbuilt feature of some heat pumps) or extraction systems such as DVS, HRV and MoistureMaster. 	Reduce energy bills		As part of the renovation process – fans are going to be fitted in bathrooms which combined with other improvements, should help with condensation. Already use small dehumidifiers.	Management	\$2000/unit – total \$25,000	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
21	Energy	<p>Design new buildings for maximum sustainability</p> <ul style="list-style-type: none"> Environmentally sustainable buildings make more efficient use of resources, are cheaper to run and provide a point of differentiation for the business. Aspects to consider are: <ul style="list-style-type: none"> - solar water heating - use of natural light (skylights, window placement) - north facing orientation - double glazing windows - maximum insulation - energy and water efficient equipment and appliances - passive solar design - thermal mass i.e., floors that capture the sun's heat and release it later 	<p>Reduce energy bills</p> <p>Reduce water consumption</p>		<p>Will be a large part in the design of new building.</p> <p>Currently working on plans for new buildings which include all the mention factors.</p> <p>As part of developing new building. As \$ allow, will be replacing all existing windows with double glazing etc.</p>	Management & design team	%10-20% additional cost on building	
22	Energy	<p>Examine cost benefits of solar water heating</p> <ul style="list-style-type: none"> Installation costs are likely to be in the order of \$5,000-\$8,000 per unit (consider against current hot water costs). Systems can be installed to manage cold temperatures/frost and can initially be installed with existing hot water cylinder with replacement to specific system once required. EECA estimate a solar water heater would save \$350-450 per year in a household, with savings considerably higher in commercial situations. 	Reduce energy bills		As \$ permit – want to look at this option however have got gas systems already in place for a few units.	Management team and plumbers.	Likely cost for existing Motes - \$50000	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
23	Energy	<p>Consider installing more efficient heaters.</p> <ul style="list-style-type: none"> Heaters around the business vary, and include 2 kilowatt, thermostat fan heaters, but more efficient heating options are available. For example, a 2400 watt electric heater costs about 45 cents an hour, compared with a medium sized heat pump at 26 cents an hour. Heat pumps, wood pellet burners or other efficient sources can be up to 450% more efficient than other heating types. The efficiencies over the long-term would need to be weighed against the greater capital cost. 	Reduce energy bills		Heat pumps included in unit upgrades in future.	Management	\$2500/unit - \$25000 for motel(discount for numbers)	
	Climate change	<p>Consider working towards becoming carbon neutral</p> <ul style="list-style-type: none"> This requires you to estimate/calculate your greenhouse gas emissions and calculate your carbon footprint. You can then put in place actions to work toward carbon neutrality by reducing your greenhouse gas emission sources and by offsetting any remaining emissions. It is also possible to become carbon neutral certified. 	<p>Reduce resource consumption</p> <p>Reduce impact on climate change</p> <p>Provide positive marketing opportunity</p>		Have looked at this and considering buying a block of land and planting some trees etc. Using solar power best option.	Management & family (son is actually very keen to look at as a science project for school)	0	
24	Pollution Prevention	<p>Offer guests the option to offset their carbon emissions</p> <ul style="list-style-type: none"> This could be achieved through support of a planting scheme on site (develop native/wetland area), support of a local replanting scheme, or through an external scheme such as carboNZero. 	<p>Demonstrate commitment to sustainability</p> <p>Provide guests with the option to be sustainable</p>		Looking at possibly sponsoring tree planting at local school – one idea.	Management	0	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
25	Pollution Prevention	<p>Look into ways to ensure transport is sustainable</p> <ul style="list-style-type: none"> This could include looking at: <ul style="list-style-type: none"> Scheduling/booking trips for maximum efficiency Fuel efficient driver techniques\ Correct tyre pressure and regular servicing Considering conversion to alternative fuels Purchasing a fuel efficient/low emission vehicle Encouraging 'green' transport options, such as walking, cycling or public transport Providing 'green' transport options, such as bicycles, for visitors 	Demonstrate commitment to sustainability		<p>On going commitment to cleaner fuels – regular tune up of cars and minimal use around town as requires. Making kids use feet and bikes instead of local taxi service.</p> <p>Looking at having some bikes and scooters for hire(cheap for guests)</p>	Management	0	
26	Pollution Prevention	<p>Source non-toxic alternatives to current household chemicals</p>	Reduce environmental pollution and potential harm to people		Use more alternatives in cleaning – looking for the right produce to do the job best.	Management	%10-20% additional cost on purchases to factor into budget	Working
27	Pollution Prevention	<p>Raise staff awareness of the stormwater system</p> <ul style="list-style-type: none"> Leaked oil, washing detergent and general runoff from sealed areas can pollute stormwater and damage aquatic life 	Reduce risk of pollution		Have fish painted beside sump to make guests aware of the where it all ends up eventually.	Management	\$500	
28	Pollution Prevention/ Safety	<p>Ensure that hazardous substances are correctly stored and locked away. Adopt safe handling procedures for staff and dispose of leftovers safely</p> <ul style="list-style-type: none"> Provide MSDS sheets for information about safe management of hazardous substances and train staff on these. Any leftover substances should be disposed of safely – contact Southland District Council or Environment Southland for advice 	Reduce risk of pollution and accidents		Need to develop a clearer identification of hazardous chemicals – generally do not have anything too strong but could do with a better labelling system.	Management	\$1000	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
29	Social	<p>Support, or become involved in, an appropriate environmental initiative</p> <ul style="list-style-type: none"> This could include sponsoring an Enviroschool, an Environment Award, donating to a local environmental initiative or volunteering staff time to support an environmental cause, such as Clean Up NZ, plantings, pest/weed eradication etc 	<p>Demonstrate good corporate citizenship</p>		<p>Will be working with local school to get something going – about to put in a new playground and might be able to incorporate something into design.</p>	Management	\$500	
30	Social	<p>Provide interesting Eco-tips in rooms for guests</p> <ul style="list-style-type: none"> This could be done using framed plaques similar to the existing notice in bathrooms, or within a leaflet/flyer. As an accommodation provider in a beautiful natural setting, the Anchorage is ideally placed to provide education that visitor's will have the time and inclination to take in 	<p>Add to visitor's experience</p> <p>Demonstrate commitment to sustainability</p>		<p>Some brochure to add to compendiums – similar to what information we have regarding recycling etc – need to get right info.</p>	Management	\$2000	
31	Social/ Cultural	<p>Provide further information about the natural, cultural and social heritage of Fiordland</p> <ul style="list-style-type: none"> Understanding the European and Maori history of the area will add to the visitor's experience and lasting impressions of their stay. Consider consulting with local iwi on this aspect Check with Destination Fiordland regularly to make sure staff are up to date with all the regional attractions A CD/tape providing a narrative of the Milford Road has been locally produced, and could be sold or advertised at reception 	<p>Enhance visitors' experience</p>		<p>Already have a good history of Fiordland in folders, on DF board hence have good local knowledge and kept up to date with local developments.</p> <p>Have tried to sell the CD/tape with no success – decided not to offer it again as only sold 5 in three years. Is still available at local shops and information still in folders if requested</p>	Management	\$2000	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
32	Social/ Cultural	<p>Display local artists' work in rooms, particularly art that captures the unique local environment</p> <ul style="list-style-type: none"> This will enhance the aesthetics of rooms and provide a genuine Te Anau flavour. Any sales of artwork will contribute to the local community and strengthen the visitor's connection with the area 	Enhance visitors' experience		Have several local art work plus photos taken by myself of Mitre Peak etc printed on canvas. Working on getting more to put in units	Management	\$100-\$500/artwork	
33	Social/ Cultural	<p>Plant more natives in the gardens and around the grounds</p> <ul style="list-style-type: none"> This would add to the unique New Zealand feel of the motel and can help to conserve water if species that need less watering are selected as well as contributing toward local ecology and biodiversity. 	Enhance visitors' experience		Love natives however our guests love the roses also – will be incorporating more natives in new design.	Landscaping firm	\$10000	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
34	Sustainable Procurement	<p>Adopt a sustainable procurement policy and choose environmentally friendly alternatives where possible</p> <ul style="list-style-type: none"> • A sustainable procurement policy will ensure that sustainable products are favoured, where other requirements, such as product effectiveness and price, are met. The policy can be clearly communicated to suppliers. Considerations could include: <ul style="list-style-type: none"> - Environmental certification (Environmental Choice or similar) - Energy efficiency (e.g., dryers, fridges etc) - Biodegradability (e.g., cleaning products) - Toxicity and chemical treatment processes used (e.g., paints, carpets, fittings) - Source of materials (e.g., hardwoods) - Likely longevity of materials - Buy in bulk or concentrates for less packaging - Recycled content - Labour source - Buying locally - Food miles 	<p>Reduce pollution</p> <p>Support sustainable products</p> <p>Influence suppliers to be more sustainable</p>		On going work with this point.	Management	0 - Time	

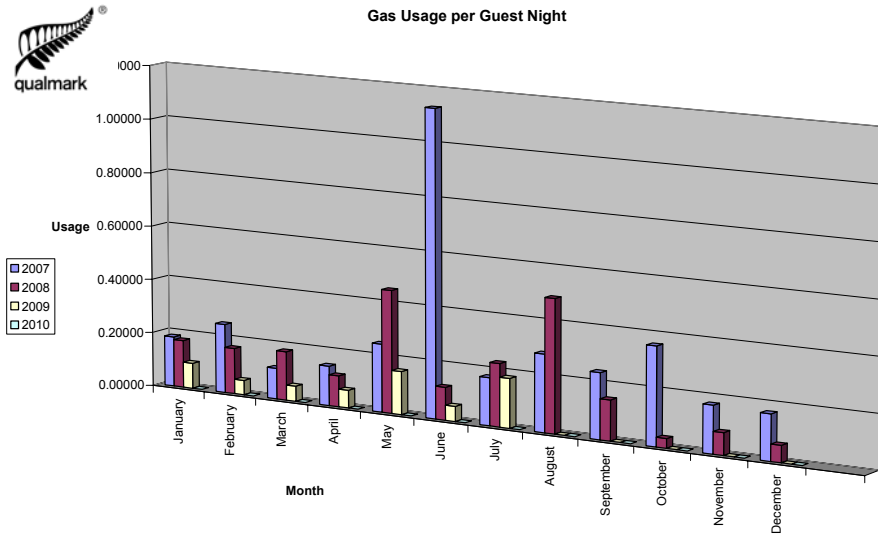
No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
35	Sustainable Procurement	<p>Enquire to the designer/printer about sustainable options for marketing material. Raise the issue with Golden Chain also</p> <ul style="list-style-type: none"> Brochures and information could be printed on recycled paper, with more environmentally sound inks and design and printing processes. This can be promoted on the back of the brochure Note: According to the MFE, recycled paper has a much smaller environmental footprint than paper manufactured from raw materials. It uses fewer trees, less water, energy, landfill space and results in less pollutants being released to the air and water 	<p>Reduce environmental impacts</p> <p>Influence stakeholders to be more sustainable</p>		<p>Working on designing a new brochure now and will be asking about paper options etc.</p> <p>As the south island board rep on Golden chain, will talk at next board meeting about possible ways to improve.</p>	Nigel	<p>0 at this stage as printing already a cost however would need to allow say 20% more in cost on existing printing - \$2000 for anchorage and unknown for GC.</p>	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
36	Waste	<p>Undertake a waste audit to assess where further waste minimisation can be achieved</p> <ul style="list-style-type: none"> Assessment of the waste stream may identify opportunities for further waste minimisation, such as amending work practices, reducing packaging and identifying potential uses for unwanted items. Also consult staff for ideas/suggestions. The Waste Management Hierarchy recommends managing wastes in the following order: <ul style="list-style-type: none"> Reduce – Avoid producing or buying waste in the first place i.e., use reusable shopping bags, buy minimal packaging, avoid wasteful products Reuse – Save resources by reusing where possible i.e., double-side paper, refill containers, use durable products rather than disposable Recycle – Buy recyclable products and packaging, recycle all materials possible i.e., expand system to include aluminium and tin 	<p>Reduce waste</p> <p>Demonstrate good waste management practices</p>		<p>Further minimization is always possible.</p> <p>Would love someone to come up with somewhere or someone who would recycle the soaps.</p> <p>Looking at what products we use and what alternatives there are available.</p> <p>Having problems with current recycler coming on a regular basis to empty bins. According to Lindsay, our bins are emptied four times more often than other motels indicating that we have a good recycling process.</p> <p>We never put extra rubbish bins out for rubbish collection now as all rubbish fits in existing bins.</p>	Management	0 - time	
37	Waste	<p>Purchase rechargeable batteries</p> <ul style="list-style-type: none"> This option is better for the environment, and if more than about a dozen batteries are used each year, it may also be more economical to use rechargeable. 	<p>Reduce hazardous waste</p> <p>Save money</p>		<p>Great idea however guests like taking batteries from remotes and replacing with their flat ones from own equipment. Rechargeable ones would walk very quickly.</p>	Management	\$1000 for full set to cover motel.	

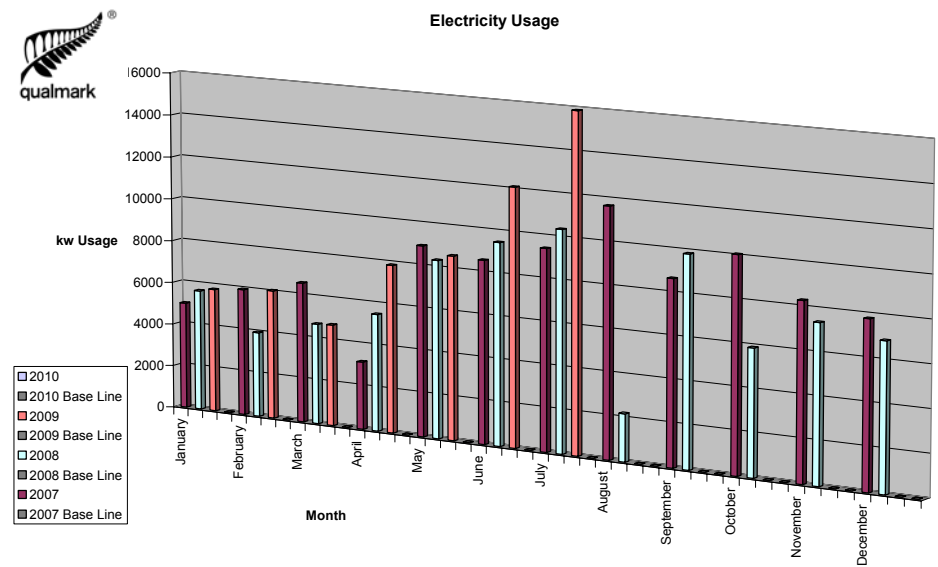
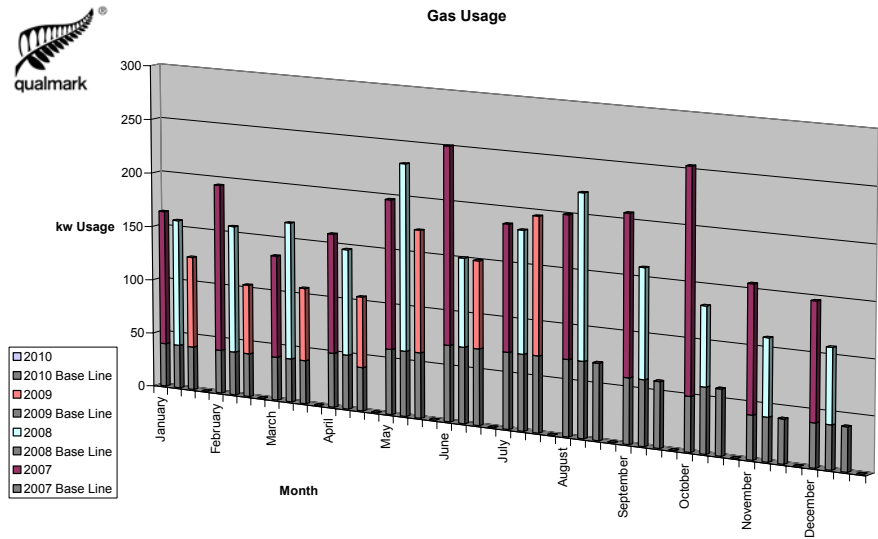
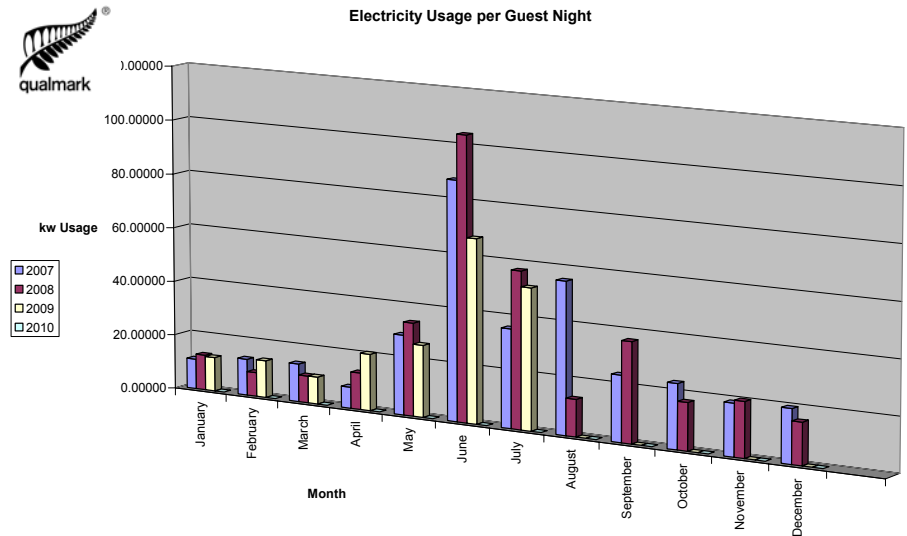
No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
38	Waste	<p>Recycle all food scraps on site, or arrange a collection</p> <ul style="list-style-type: none"> Food scraps can be problematic in the general waste stream, creating toxic leachate, harmful gases, odours and pest problems when landfilled. However, when they are composted they add valuable nutrients back to the soil. Food waste could be composted or fed to a worm farm on site, or collected by a local worm farmer or pig farmer. 	<p>Reduce waste volumes</p> <p>Reduce pollution</p>		<p>Looking at getting a worm farm and working on a way to offer a food scraps bin or something similar for motel.</p> <p>We do not have many food scraps as most guests eat out but good option to offer.</p>	Nigel	\$500	
39	Waste	<p>Raise guest awareness of recycling facilities on site</p> <ul style="list-style-type: none"> Provide a council recycling brochure in the compendium or in rooms Ask Invercargill City Council about Kerbside Recycling quick-guide magnets that can be placed on fridges. Provide obvious signage to make guests more aware of the location of recycling facilities. Point out recycling facilities on check-in 	<p>Reduce waste volumes</p> <p>Meet visitor expectations</p> <p>Demonstrate good practices</p>		<p>The recycling bins fill up very quickly with many guests being aware of them. Better signage would only enhance the use of this facility. Will be looking at this in future – getting more brochures and fridge magnets good suggestion.</p>	Management	\$500	
40	Waste	<p>Provide additional sources of information on recycling so that materials are sorted at source by guests</p> <ul style="list-style-type: none"> Include a recycling brochure in the compendium Provide more instructions on, or near, the recycling bins i.e., what can be recycled, types of plastic, keeping materials clean and squashing Discuss what can be recycled with guests when checking in 	<p>Reduce waste volumes</p> <p>Assist the recycler</p> <p>Demonstrate good practices</p>		<p>Most guests already sort rubbish as is acceptable practice in many other parts of the world.</p> <p>Time constraints on check in possible barrier to further information but an information sheet could be given on checking or something similar.</p>	Management - SDC	0 if brochure was provided from SDC	
41	Water	<p>Expand current bathroom notices to educate guests and staff to conserve water in additional ways</p> <ul style="list-style-type: none"> Reminders for people to turn off taps, use the half-flush button on toilets etc. will help to encourage better water conservation practices. 	<p>Reduce water bill</p> <p>Reduce water pollution</p>		<p>New larger notices to be worked on once new frames found.</p>	Management	0 - time	

No	Category	Opportunity	Why?	Priority	Actions	Who	Cost	Completed by
42	Water	<p>Consider installing a grey water system</p> <ul style="list-style-type: none"> A grey water system would recycle rinse water for uses such as garden irrigation. 	<p>Reduce water bills</p> <p>Conserve water</p>		Need more information	Management - plumber	\$20,000 estimated – could be higher as major plumbing needed	
43	Water	<p>◇ Consider installing automatic cut-off taps and fittings on hoses in some areas</p> <ul style="list-style-type: none"> In areas where taps or hoses may be vulnerable to being left on, automatic cut-off fittings can save wasting water and electricity in the case of hot taps 	<p>Reduce water consumption</p> <p>Reduce energy bills</p>		New plumbing required to install	Management - plumber	\$5,000	
44	Water	<p>Consider installing a rainwater tank</p> <ul style="list-style-type: none"> A rainwater tank can reduce demand on the town water supply and reduce the volume and contaminant level of stormwater. Rainwater can be used for the garden or for the laundry and toilet – consents may be required, contact SDC for specific local details. 	<p>Reduce water bills</p> <p>Conserve water</p>		<p>Would be a good idea to provide more reliable water (pressure). Difficult to incorporate into existing buildings and plumbing – cost would be a prohibitive factor.</p> <p>Considering in new building.</p>	Management – plumber, SDC	\$20,000	

Gas usage monitoring example



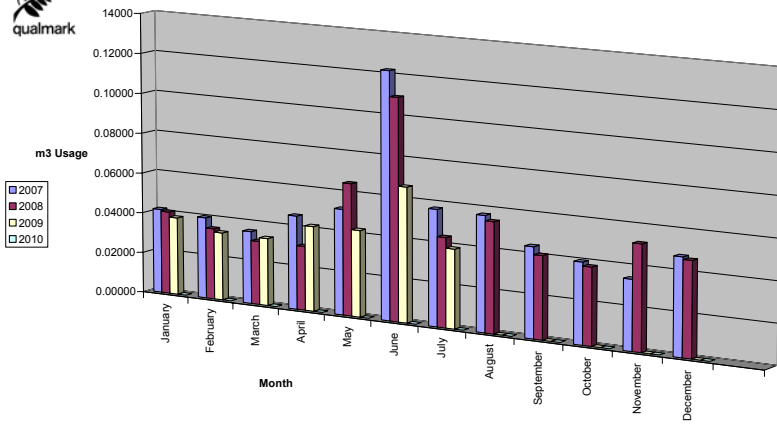
Electricity monitoring example



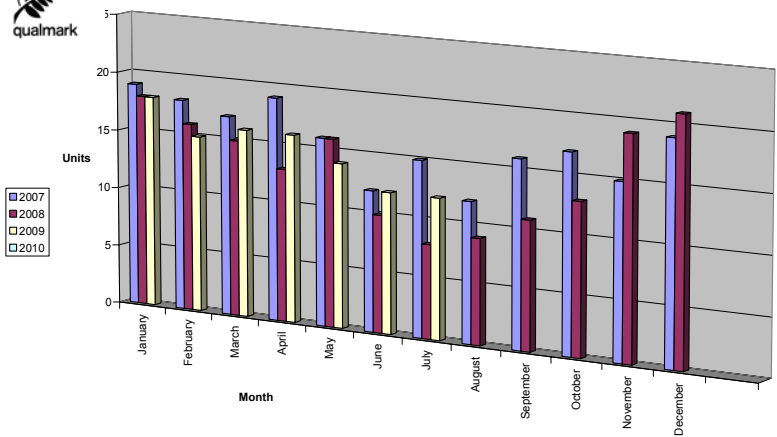
Waste monitoring example – bins



Waste - Rubbish Bins Usage per Guest Night



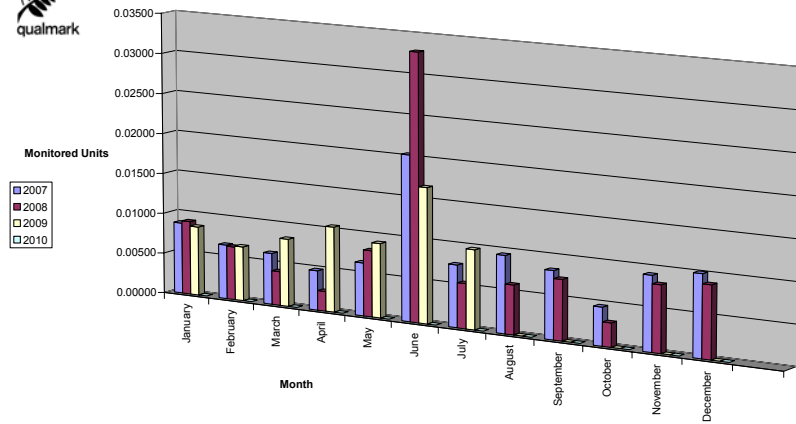
Waste - Rubbish Bins Usage



Recycling monitoring example



Recycling - Bottles per Guest Night



Recycling - Plastic per Guest Night

