

## KNAUS OWNERS CLUB

### MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 24<sup>th</sup> APRIL 2010 AT PETERBOROUGH

Tony Poole opened the meeting at 4pm. He gave a warm welcome to 47 members, several of whom were attending for the first time, and thanked them for their attendance.

#### MEMBERS PRESENT

Tony and Olive Poole, Bill and Jacquie Lowes, Cathy and Mike Wilcox, Kevin and Andrea Hamblin, Brenda and Graham Parsons, Bob and June Hesp, Carole and John Painting, Chris and Marilyn Hooker, Richard Drummond, Frank and Margaret Hunton, Maxine Nuttall-Lawrence, John Clarke, Evelyn Clarke, Duncan and Clarke, Ray and Iris Meek, Burton and Iris Marsland, Kath and Harry Pearson, Tony and Sally Lockett, Tony and Bett Roots, Phil, Dawn and Sophie Hall, Mick and Kath, Alan and Laura Greenhowe, Steve and Dee Costin, Lynda and Mick Tims, and Michael and Christine from Anglesey.

APOLOGIES were received from:

Keren and Trevor Nicholls, Bob Box, Mr and Mrs Gilmore, Anne and Richard Gregory, and Val Provost

#### MINUTES

Minutes of the last meeting, having been available on the website, were accepted by all present.

#### REPORTS

Reports from the Chairman, Secretary, Liaison Officer, Membership Secretary, Treasurer and Webmaster were presented, and are reproduced in the appendix to these minutes.

#### ANNUAL SUBSCRIPTIONS AND MEMBERSHIP

There will be no increase in the fee. This was proposed by Tony Poole, seconded by Kevin Hamblin and agreed by members present.

Bill Lowes, Membership Secretary and Treasurer, will be contacting all members either by letter or email, requesting confirmation of their continued membership, and asking for permission for their personal and vehicle details, to be included on the club membership database. This will enable him to maintain a correct membership list. He will also allocate permanent club membership numbers. It was pointed out that this membership database is for use by club officers only. The database on the website will continue to show only as much, or as little, information as members themselves choose to share.

#### ELECTION OF OFFICERS

All officers were willing to stand for another year. This was accepted by all members present.

Keren would be pleased if somebody would takeover the Liaison Officers role next year. It would be preferable to have a reasonable knowledge of German, and of course they would be well supported by the club officers.

## KNAUS KONTACT NEWSLETTERS

Jacque thanked Trevor Nicholls for his continued support in formatting the newsletters, and all members who have contributed items.

She appealed to all members to continue to send her any items, large or small, technical, personal experiences or travel items for inclusion in the newsletters.

## 2010 MEETS

Members were advised of the dates of the meets at The Northern Motorhome Show at Knutsford- 16<sup>th</sup> to 18<sup>th</sup> July, and the End of Season Show at Lincoln-24<sup>th</sup> to 26<sup>th</sup> September. Tony distributed booking, forms but members can book in the normal ways direct with the Warners Group.

## ANY OTHER BUSINESS

1. Purchase of a club Gazebo.  
Members agreed that a small marquee or large gazebo should be purchased for the use of all members at meetings and rallies.  
Bill Lowes was asked to investigate.
2. Rally in 2011  
Marilyn and Chris Hooker offered to look at the possibility of holding a rally in the Market Bosworth area during the summer.
3. Kevin Hamblin (Webmaster) appealed for articles and information that might be of interest to others to appear on the website. He offered the facility for members to use the club's available email addresses as an alternative to Hotmail and Gogolemail. Please contact him for details.
4. End of Season Buffet  
Due to the healthy level of the club funds, it was agreed that we should hold a social meeting at Lincoln, with the club providing a small buffet.

The meeting concluded with a vote of thanks to Tony Poole, both for being an excellent Chairman and for his marshalling skills.

Andrea Hamblin

Secretary – Knaus Owners Club

## **APPENDIX**

Tony Poole Your Chairman

### AGM Report

My first year as your chairman has been very rewarding, I have seen the emergence of new club officials, the newsletter has gone from strength to strength and the web site has been constantly updated.

At this point I wish to thank most sincerely not only for volunteering to take up the club officers posts but for the magnificent work they have done through out the year in keeping our group together, Bill and Jackie, Andrea and Kevin and Cathy and Mike.

Whilst some of us for various reasons or circumstances no longer own a Knaus vehicle the Knaus brand remains at the heart of our endeavours, we all long for the brand to once more marketed effectively in the UK, we all aware from our experiences, and as one who has visited Germany and seen the magnificent range they once produced, what super motorhomes and caravans they are.

My wishes for 2010 are simple, to keep our group happy, and friendly with a great social gathering whilst assisting our members in any way we can.

It only remains for me to wish everyone many hours of happy camping along with all the sunny weather and see you all hopefully at Chester and/or Lincoln.

Tonv.

## KNAUS OWNERS CLUB Membership Secretary's Report April 2010

62 paid up members, 2 honorary life members and 2 members having a free year due to an oversight the previous year. Members from all over the country - Cornwall to Scotland, Anglesey to Norfolk.

I have entered everyone's details on an excel database and this makes managing membership much easier. I need to ensure that members do not object to this information being held on my computer. This information will only be used by the club and never passed to anyone without the permission of the individual.

I have 116 names on the database. 66 are as outlined above, 8 are new members this year and the rest have not renewed their membership for one or more years.

Membership secretary requests approval from the AGM to send via email or post a "Member Details" (example shown at the AGM) with the following requests:-

- a. Please check details are up to date and correct if necessary
- b. Confirm that you do not object to details being held on computer
- c. If your 2010/11 subscription is outstanding please send £5 to the treasurer asap.
- d. If 20 10/11 membership is outstanding at January 2011, all details will be deleted from the database

## Knaus Owners Club - Treasurer's Report 2009/2010

2008 <b>Income</b>	2009 <b>Expenditure</b>	Description	2009 <b>Income</b>	2010 <b>Expenditure</b>
404.04		Brought Forward - Bank	579.8	
0		Brought Forward - Cash	23.02	
305		Subscriptions	310	
6.31		Donations	6	
	133.32	Web Site		148.45
	31.98	Inks, stamps, envelopes etc		60.77
		Miscellaneous - new pole		15
311.31	165.3	<b>T</b>	316	224.22
146.01		<b>Balance of Inc/Exp</b>	91.78	
52.77		Unpresented chq.		
		<b>Carry Forward</b>		
579.8		Bank	668.18	
23.02		Cash	26.42	
602.82		Total C/F	694.6	

# SECRETARY'S REPORT 2009-2010

This year has seen changes in the elected officers of the club, and also changes within their individual roles.

Cathy Wilcox and Andrea Hamblin have successfully shared the Secretarial duties, responding to enquiries from members and non members alike, including some from as far away as the USA.

The secretarial workload has been reduced, thanks to Bill Lowes combining the role of Treasurer with that of Membership Secretary. We must also thank Bill and Jacquie for preparing the newsletters. Please keep your items coming, be they reports of your trips, safety tips or general items of interest to club members.

We are also grateful to Keren Nicholls for continuing in the role of Knaus Liaison Officer, a role that has required diplomacy and a great deal of patience, during the past year, and we thank her for her comprehensive report.

We would also like to thank Keren for her supportive handover to us new secretaries.

Andrea Hamblin & Cathy Wilcox – Joint Secretaries, Knaus Owners Club

# LIAISON UPDATE 2009-2010

## Knaus

This year has been a difficult one in respect of Knaus in the UK. I have had contact with Knaus, Germany and the position as of April 2010 is, because of the exchange rate and effects of the recession, the new Knaus/Tabbert Company is not supplying vehicles into the UK for the foreseeable future. However, Knaus are very clear that this is a temporary measure and as soon as the situation changes they are keen to return to the British market and indeed wish to expand their dealership network if possible. Knaus are continuing to develop their motorhomes and caravans and models can be viewed on their website at [www.knaus.de](http://www.knaus.de)

Our contacts with Knaus have been very positive. They reply promptly and answer questions if they can. The contact your club has with Knaus parts department is also excellent and Karl-Heinz always replies with the information requested. If members have queries about parts, Karl asks that these include the model, year and chassis number of your vehicle. Knaus tell me that they still have contact with Lowdhams as their authorised partners and will supply any parts requests made through Lowdhams. They do not supply individual customers.

Knaus have also promised to send some 'souvenirs' this year, which I will pass on to members as soon as they arrive.

## Lowdhams

It seems prospective Knaus purchasers have been told by Lowdhams sales staff that they are no longer agents for Knaus vehicles. I spoke to Gareth Swan, one of the Sales Directors at Lowdhams Nottingham branch. He told me the current situation is that they are not supplying new vehicles because Knaus have withdrawn from the UK market, but Lowdhams still have a 'relationship' with Knaus and are quite happy to continue their franchise and start importing anytime Knaus decide to supply. It is possible that Knaus have some new RHD vehicles which Lowdhams could import sometime this year. Mr Swan said that Lowdhams continue to offer servicing and to supply and fit spare parts.

## Translation

I'm sure members will join with me in thanking Eilidh Gilmour for continuing her invaluable translating services again this year – thanks Eilidh, your help is much appreciated.

## AGM

Should anyone like to take on the job as liaison person, I am quite happy for them to do so. It would particularly suit someone who is fluent in German. However, if there are no takers I am prepared to continue for a further year, if members want me to.

Trevor and I are very sorry that we can't come to this year's AGM. We shall miss seeing you all and we wish everyone happy motor-homing in 2010. We intend to go to the next meeting at the Northern Motorhome Show in Cheshire in July and hope to see you there. If not, we shall look out for you on our travels.

Keren Nicholls – Liaison Officer, Knaus Owners Club

# WEBMASTERS REPORT 2009-2010

My thanks to Steve Brock for continuing to look after the website until the summer of last year, and his help in handing over to me. My own travels around Europe have meant that attention to the website has been sporadic over the winter, but fortunately with our current providers there are few problems. A number of computer generated 'white noise' postings (a jumble of random characters) to the discussion forum continue to arise from time to time. These are quite easy for me to delete providing I have access to an internet connection.

The cost of the website has not risen significantly over the last year and at about £120 per annum for subscription fees and registration of the 'knausowners.com' domain name. The website has not experienced any significant downtime in the past year and no other problems have been brought to my attention by members. In my opinion our current providers (1&1Internet Ltd) continue to provide good value to the club and its members.

In 2009 there were 27,388 unique visits to the website. This represents an increase of 31% over the previous year (20,939) and early figures from 2010 show that this growth has been sustained. On average each visitor looked at 3 pages although for some reason this rose to 7 pages in October 2009! Google remains the most popular search engine referring users to the website. Visits from all over Europe, plus India China and South Africa, have been recorded.

The discussion forum remains popular. There are now 121 threads (topics), 64 of these have originated in the last year and they have attracted at least 91 responses. This is an increase of 55% (41 and 60 respectively) over the previous 12 months. This remains the most used part of the website.

The facility for members to include their location has been added to the owner's database. There are currently 99 entries on the database and 13 have now included their location. No other new facilities have been developed on the website in the last year, but I am always open to suggestions. The facilities currently available are very much underused at present. There remains plenty of room on the website for member's articles and photographs, plus items for sale and wanted, to appear. This facility is in addition to inclusion in the club Kontakt magazine, copies of which are also available for download from the website.

The entire website continues to be available to all, without the need for a password. When postings appear in the discussion forum that I do not recognise as being from members I do contact them and recommend that they join. I believe this has led to some new members joining us in the past year. Are members happy for this informal arrangement to continue?

.Kevin Hamblin – Webmaster, Knaus Owners Club