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Cover: Presenter Michael Henderson, Paramount's Galvin Barlett and Bernie McCrea, RBA Chairman at the Paramount Business Leaders Lunch.

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From Our Perspective

RBA CEO **Mike Gibson** gives his perspective on what's happening with Brexit



Mike Gibson,
RBA CEO

For some time, I have been trying to find the middle ground of what success would look like for the UK in their continuous bids to exit Brexit. This time the inevitable has happened with another leadership change from the Conservative party's poster boy Boris Johnson as they continue to flounder their way through the middle of nowhere dragging all and sundry along. If nothing else Boris is resilient, I sense a touch of Winston Churchill about him and he will need all of Winston's resilience and cunning if he is to bridge the immigration barriers that Brexit has delivered to the UK.

Geographically for a small nation like NZ (where our land mass is much the same as Britain) it's difficult to perceive what it would be like to have our population of approximately 5 Million doubled overnight (say since 2004). That's the real hub of this issue and it was recognised and covered in a very good piece of journalism in a piece

Brexit, confusions reigns supreme!

titled "The Road to No- Where," written by David Goodhart . Google it, it's a compelling piece of journalism.

With Boris firmly now ensconced as PM (notwithstanding his new cabinet has included a whopping 16 new ministers) I have returned to Goodhart's book to really understand what and why Brexit is the hot potato that neither David Cameron nor Theresa May could handle in two hands let alone one. In essence he distils the real challenge that Britain faces (remember he wrote this in 2004) into a twin edged immigration based sword.

On one side the centre Right Conservatives understand fully the negative trade impacts that Brexit will deliver should Britain leave and added to this is the aversion that many small town conservative poms have in providing the nationalities like the Irish, Polish or Czechs etc. with unbridled liberalism that enables them to live anywhere and take traditional working roles.

Added to this, and it was clearly identified back in a 2011 YOUNG GOV pole that 60% of Brits were at in a state of unease with their new world and that Immigration change is LOSS and that it is the role of Britain's leaders to put the interests of Britons first.

Boris will need all of both Theresa May and Winston Churchill's pugnacious spirit, and people skills if he is to succeed, but my feeling is he just might succeed. He has already assumed success in being elected, so watch this space, it has huge trade ramifications, not only for Europe.

On the local Rosebank front Traffic congestion continues to dominate the daily lives of our 9000 Fte's. With that, is the reality that while the tunnel has been a

boon for those Westies exiting South, either to the airport or SH 1 adding an additional 15000 vehicles to Rosebank road on any one day and has been a nightmare for local workers, business leaders, school and day care centres.

How do we find the answers? Next week we will meet with AT's newly assigned BID transport planner to hopefully provide some much needed consultation and yet again begin dialogue.

As I learned from Paul Adams of EverEdge, who spoke at the July hosting, our local knowledge is a very valuable intangible asset and virtually belongs exclusively to us. Now comes the challenge to make our intangible assets work for us.

The RBA has just completed its most successful trading year in its 16 year history (a slow learner some might say). No, a culmination of staying nimble within our roles, merging good local relationships in our communities and some sterling work being undertaken by all RBA board, management and staff. This will all be revealed at the September AGM, be sure to pencil in this date once it's been confirmed. We look forward to sharing our success.

With local body elections in October 19 and candidates vying for positions on their respective Local Boards and Councils look for the " Western Gateway " brand to emerge as one of the Whau Wards next most important intangible asset.

Business leaders need to have their say and be ready to vote prior to polling day on October 12th.

Best wishes,
Mike Gibson, RBA Chief Executive.

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From Our Perspective

RBA Chairman **Bernie McCrea** gives his perspective on things that he has been thinking about

Reserve Bank and reforms

Bernard McCrea

RBA Chairman

Recently I was M.C. at a FINSIA event (Financial Institution of Australasia) where Adrian Orr was speaking. His speech was on:

A) the evolving mandate of the RBNZ and
B) what still challenges them as an organisation?

You could say, 'so what? However, what I found interesting was that they are just like any other business, in that they do some things well, and some things not so well.



Adrian Orr and Bernard McCrea

Primarily the initial changes were technical things like; board controls, how they handle

information, who makes decisions and lastly how do they compare internationally?

Being upfront, of what they weren't proud of was their part in the recent failure of CBL insurance. Essentially the outcomes of the review they commissioned was it means there is going to more scrutiny for Banks and Insurance companies and, that they will be more sceptical of the information they are presented with. It is also the basis of their expansion into Auckland to be closer to the Banks and Insurance companies head offices. Simple business rules of; own your mistakes and be close to your markets.

You've got to congratulate them on accepting their errors and what they can do differently. Always good that the rules of business are the same whether they be Government or private businesses.

He spoke quickly about the capital debate and he reminded the Bankers who were mounting the argument that more capital isn't good for NZ Inc. He said to remember the Reserve Bank was still holding some loans they had to sell back to them in 2008 during the GFC. It was a reminder for all that the markets do not go up all the time and its prudent to be cautious, periodically. He was often asked about whether the ambulance should be at the top of the cliff, bottom of the cliff or how far back it was from the edge. Generally, he said it should

be as far back so that you don't fall off the edge and thus don't need the ambulance at either the bottom or top of the cliff.

When I also looked at last year's article, I see I'd written about getting the economic dials correct. So, the message doesn't change much and getting the finances in shape is important for business and there are rules that have to be applied in, whatever business you're in.

Keep up the good work,
Bernie.



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Rosebank Events

Find out about the latest **August RBA** Events.



RBA and MyHR present
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MyHR Make HR easy

Following on from our most successful HR workshops run this year, we have the final HR workshop for 2019 that will take your HR knowledge to the next level!

HR in the workplace is evolving beyond prescriptive procedures towards leading your people and maximising your business performance. Our HR Partner and highly sought-after HR specialist, Jason Ennor from MyHR will explore the current hot topics which those involved in HR face on a daily basis

And best-practice to increase employee engagement. It usefully combines a formal presentation with an informal open forum for you to ask questions from our HR specialist, Jason Ennor from

MyHR.

This is a practical and interactive session with likeminded leaders, managers and business Owners, where you'll have the opportunity to take your knowledge straight back to the workplace.

Date: **Wednesday, 7th August, 2019**

Time: **7.45 am Start, 10.00 am Finish**

Venue: **Browne St Café, 50 Rosebank Road**

RSVP: **briar@rosebankbusiness.co.nz**



'Achieving Breakthrough Engagement' Breakfast Seminar

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We are pleased to offer this valuable upskilling opportunity free of charge to the owners, CEOs, managers and team leaders of RBA members. (Actual value of this training \$250 + GST per person).

Come along and join us for business changing insights, good conversation, great company, and hospitality with your local business community.

Date: **Wednesday, 15th August, 2019**

Time: **7.45 am Start, 9.45 am Finish**

Venue: **Encounter Christian Centre,
495 Rosebank Road, Rosebank**

RSVP: **anouschka@rosebankbusiness.co.nz**

Rosebank Advocates

With **Dr Grant Hewison**, specialising in local government consultancy and legal services.



Dr Grant Hewison

Dynamic Laning Trial a Success in Whangaparaoa - Time For Rosebank?

A number of roads throughout the Auckland region experience tidal congestion, including Patiki/Rosebank.

In an attempt to find an innovative solution to address this congestion, Auckland Transport initiated the trial of a dynamic lane system on Whangaparaoa Road in 2018. While other sites in Auckland already operate dynamic lanes, this is the first location with side roads and private accesses to trial dynamic lanes and the design and technology used in this trial may have a broader application across the region.

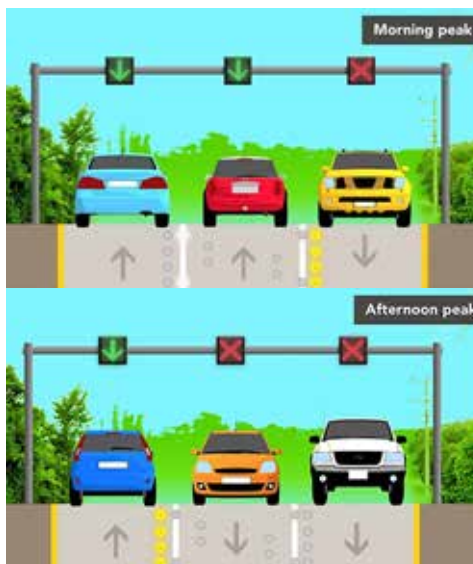
During the year-long trial, the central area on Whangaparaoa Road, between Hibiscus Coast Highway and Red Beach Road operated as a general traffic lane during peak periods and reverted to being a flush median at other times. Overhead gantries and directional LEDs along the route provided drivers with information on lane usage. For the purposes of the trial, the speed limit along the route was reduced from 60km/hr to 50km/hr and regular monitoring was undertaken to provide information on how the lane operated.

Evaluation of monitoring data shows that the criteria for success was being met in

10 of the 11 trial monitoring measures. These measures included travel time, safety, compliance and public and emergency service feedback. This positive result was especially true for travel time savings which were consistently met or exceeded in both the AM and PM peaks despite increased traffic volumes. This successful aspect of the trial has generated high levels of public support and has also led to the extension of the dynamic lane operating hours.

In general, driver understanding and use of the scheme has been excellent following the initial settling period. There have been some isolated instances of misuse of the dynamic lane which typically involved prolonged merging by turning vehicles.

The only monitoring measure which did not meet the criteria for success concerned the LED road studs which have required higher than anticipated



Whangaparaoa Road Dynamic lane layout.
Source: Aurecon

maintenance.

Overall the trial is having the intended effect of easing congestion and improving travel times for commuter traffic on Whangaparaoa Road without compromising safety and thus it has a high level of public support.

Auckland Transport is seeking agreement from NZTA that the Rules be amended to allow for dynamic laning. Additionally, Auckland Transport is seeking approval from NZTA to allow AT to continue to use the trialled controls in their current location in Whangaparaoa and to authorise the trial of the controls in other locations.

The RBA has been advocating for dynamic laning to be trialled in Patiki/Rosebank roads.

Waste Management and Minimisation Bylaw Review

Auckland Council has been consulting on a proposed new Waste Management and Minimisation Bylaw 2019 and amendments to the Trading and Events in Public Places Bylaw 2015.

The new bylaw proposes to:

- Align the definition of clean-fill with the Auckland Unitary Plan, which may require some previously exempt waste management facilities to obtain a licence (such as bricks, ceramics, concrete, tiles, pavers and pipes)
- Require a waste management and minimisation plan for all trading, events, and filming that takes place in a council-controlled public place
- Requires a waste management and minimisation plan for any existing or planned multi-unit developments (including those with mixed use business and residential), and
- Clarifies the rules to minimise the potential for shopping trolleys and unaddressed mail to become waste.

Of particular interest is the emphasis on replacing the word “waste” with “material” in the Bylaw to focus on a circular economy, the advanced requirements for ‘zero waste events’ in council-controlled public places and the new requirements for waste management and minimisation plans for multi-unit developments (including those with mixed use business and residential).

Rosebank News

News, views and any other tidbits from the Rosebank Business Community.

Awards for Achievement and Success in Local Business

The RBA is always looking for ways to add benefits to our RBA members and supporting one of our main objectives in building a strong and vibrant business community. In partnership with EMA, who have the best training for businesses in NZ, we are able to bring some of their first-class training to Rosebank through our award programs. One such program is **Pathways to the Future Trust Awards**.

We were delighted to present more well-earned Pathways to the Future Trust Awards to **Thomas Poole from Heron Plumbing and Kendall Moodie from NZ Application Services**. A total of \$5,000 of EMA training courses was awarded to support the training and development of these worthy recipients. A big thank you to our partners EMA.

Nominations are always open for the Pathways to the Future Trust Awards and Future Proof your Business Award. If you have some young go getter in your



Pathways Trustee Bhavin Sanghavi, Kendall Moodie, Thomas Poole and Janine Roberts, Pathways Trustee

workplace that has the capability to take that next step and go the extra yard, **then nominate them today.**

To find out more **Contact Julie Stevens 021 940664 or email julie@rosebankbusiness.co.nz**

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Methven sold

GWA Group Ltd announce acquisition

On 10 April 2019, Methven announced that they were now formally part of Australian-based GWA Group, following finalisation of a takeover offer which valued Methven at \$118 million.

David Banfield, Methven's chief executive, said "GWA own the world-leading sanitaryware brand Caroma, and Methven is a world-leading innovator in both tapware and showerware. Strategically, the combination of these two iconic brands was compelling for customers, shareholders and the Methven team and in many ways, the two businesses coming together was more of a merger than an acquisition, given the complementary positioning and skills that both businesses possess."

GWA is a designer, importer and distributor of products for residential and commercial bathrooms and kitchens across Australia, with its brands including Caroma, Dorf and Clark.

They are listed on the ASX, and are present in both Australia and New Zealand. Methven is an internationally distributed brand with presence in 15 markets around the world and offices in

Australia, China and the UK. Methven has earned a worldwide reputation for amazing showering technology, including the coveted German Red Dot Best of the Best Award for its Aurajet range.

The Methven story began in Dunedin in 1886 when Scottish immigrant George Methven founded an iron and brass foundry. In 1896, the company began manufacturing taps and copper foundry vessels. Between 1939 and 1945, it produced ammunition for the New

Zealand armed forces in World War II. In 1962, Methven was acquired by UK-based McKechnie Brothers, and in 1998 it was sold to Australian interests. It returned to New Zealand ownership in 2001 when AMP Capital backed a management buyout.

Methven became a member of the new Rosebank business area in the mid-1970's, and celebrated its 130th birthday in 2016 when Prime Minister John Key officially opened its current headquarters in Jomac Place, where they design, manufacture and export products to the world.

David Banfield said: "Our home in Jomac Place reflects our commitment to New Zealand, showcases our amazing products, and enables us to keep design, manufacturing, and assembly all in one place. As part of the transaction with GWA, Jomac Place becomes the innovation hub for showers and taps for the enlarged group."

Methven is a proud Living Wage employer, employing 110 staff in New Zealand (and around 300 worldwide), including 20 staff (Legends of Methven) who have been with the business for over 25 years.



David Banfield,
Methven Chief Executive

Gateway to success for new apprentice

Signing up for the Avondale College Gateway work experience programme at the start of his Year 13 year has led to an exciting opportunity for Jeff Alosio Matiasi. The Avondale College prefect has just accepted the offer of an apprenticeship with Datum Projects, who specialise in commercial, retail and hospitality industry fit-outs.

As part of the Gateway programme, Jeff did work experience at Datum Projects one day a week for six weeks. It gave him the chance to immerse himself in the workshop environment and to see just what it would take to work and succeed in the building industry.

Datum's Production Manager, Paul Rice, has taken on a number of Gateway students over the years, and says the programme works well for both parties.



"Gateway is good because you can see if the fit is right - the trainee can see if they like the work environment that we have, and it works the other way around as well - we can see if they are a good fit for us."

A positive experience for both parties led to Jeff being offered a joinery apprenticeship, which will see him undergo 5,000 hours of on-the-job training as well as annual block courses before the final qualifying exams.

Typically, it's a three to three and a half year undertaking, and it's one that Jeff is excited about.

"It was a hard decision in some ways because I really loved school," he says. "But this was such a great opportunity,

and I had been really hoping I would get a job like this. I'm learning how to use the tools and how to make sure everything is perfect. I'm working with lovely people here, too."

Avondale College's Gateway Coordinator Christine Boyle says, "Jeff is a real success story for the programme".

Gateway gives students a glimpse into the reality of the career they are thinking about," she says. "We have students working in almost every industry, service and trade: teaching, nursing, hospitality, retail, engineering and more - in fact, almost every career you can think of. In some cases, the students realise the job they have been thinking about is actually not right for them, but in Jeff's case, it was a great fit from the start. We are delighted for him."

If your business is interested in hosting a Gateway student from Avondale College, please contact:

Christine Boyle
Email: zboc@avcol.school.nz
Ph: 022 3078 702.

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Paramount Business Leaders Lunch - Corporate Anthropology

Below the line of Above the line.

Some may say this is an odd term to attribute how the culture of your workplace influences, performance in every aspect. "Not so", says Michael Henderson, who entertained nigh on 140 guests hosted by Paramount Services Ltd. and the RBA.

He was introduced by RBA's Chairman, Bernie McCrea who told us Michael has presented to top-flight coaches, rugby teams, sports phycologists and over 300 businesses.

The luncheon was held at the New Lynn RSA., fully catered for, with drinks available for those who wished.

Using the FEDEX logo as an example he discussed what you saw and therefore how you would understand the culture and consequently the business you are in. He illustrated this with the diagram of an arrow heading towards the bull's eye. He labeled his diagram as below and spoke about the next step being the PLAN.

Michael defined culture as being many things to many people, is it ethnicity, heritage, personality but for his purposes it is caring.

We need our people to care, to be kind to themselves and one another, care for the actual business entity and most of all the customers. This caring for others takes the place of "managing" people which is an impossible task.

All we can do is to ask others to respond and the cultural lore or mantra is "being stronger together" is paramount in motivating performance.



Next he described the term Brand which has a fearsome reputation but few people in his opinion really understand what "brand" means to the business.

Brand is equal to your reputation in the marketplace and it rightly belongs to your customer, in other words it is your company's culture.

The Logo is what belongs to your business.



Mike Gibson, Susan and Galvin Barlett



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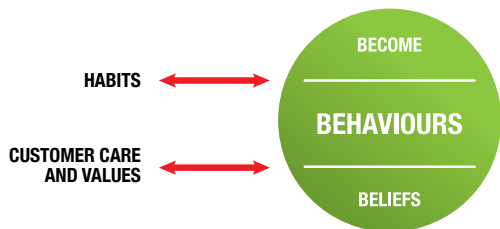


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Culture delivers performance, behaviour, caring and willingness to do whatever is necessary to be successful.

If you have a strategy without culture, then all you have is a plan and that will not be sufficient to ensure success. A culture needs to be nurtured grown and cultivated.

How Culture forms:



What is important is how vital every step is, none can be left out, otherwise efficacy is lost.

In conclusion he emphasised that:

Above the Line Cultures make for a thriving business which is flushed with energy, powerful and most of all caring. People who work in this environment commit fully to the business, enjoy what they do revel in their status and in general are achievers.

Below the Line Cultures have people who are complicit in their compliance to rules and only work for the money with little enthusiasm.

The difference between the two is choice and one you can make to change and choose the focus of your business.

Key Learnings:

- Why culture is such a powerful contributor to performance.
- How culture forms and how to influence its formation
- The 6 levels of culture and the performances associated with each
- Five stages of progressing your culture
- Three areas to focus on to increase your chance of success.

The lunch concluded with thank you presentations from RBA CEO Mike Gibson to both the speaker and Paramount and several lucky business card draws were made for the book "Above the Line."



Presenter Micheal Henderson



Leigh Olsen and Alan Sutcliffe



Keryn Ryan and John Rehman



Margaret Russell and Stella Blake



Brooke Mattock, Mike Gibson and Peter Smith





Tony Soljan

As about 75 members arrived at the glamorous vineyard owned, since 1937 by the Soljans, we were welcomed by our hosts the BNZ and members of the Soljan family. There was a buzz in the room when Chairman Bernie McCrea introduced the guest speaker Paul Adams, CEO from EverEdge and then Julie Stevens enthusiastically sold us her Pathway Trust auction. Michelle Maitland made for a very fun auction inveigling as much as she could out an audience who enjoyed her antics, while later Bhavin Sanghavi (a former recipient of an award) and now the Chair and Janine Roberts presented awards to Kendall Moodie and Thomas Poole.

Before we began proceedings, Tony Soljan took those interested on a wine tour and explained the process and the difference in their wine to others, regional difference in grape growing soil and how

BNZ Hosting at Soljans Estate winery:

Did you come to this July hosting knowing what Intangible Assets are?

the barrel affects the product. French Oak which has been toasted, we learned was the key to a nicely rounded chardonnay and large antique barrels for port. Tony was a man of tradition and passionate about his skills and how they were constantly being adapted and moving onto the next generation.

Next, we came to the main menu. Sam Swann and Matt Carnell from BNZ told us they had listened to Paul Adams present before and considered it an absolute privilege to be able to bring him to the RBA. One only needs to read his bio data to see his sterling career, feel his restless energy and be grateful he is helping New Zealand from helping to establish the Icehouse Incubator, to being on the advisory board of Callaghan Innovation and now as the CEO of EverEdge, which founded in New Zealand, now has offices in Singapore, Sydney and Auckland.

If there was one key point Paul wanted us to identify with and to leave appreciating was:

That intangible assets now account for over 87% of all company value. They include critical company assets such as data, brands, content, software,

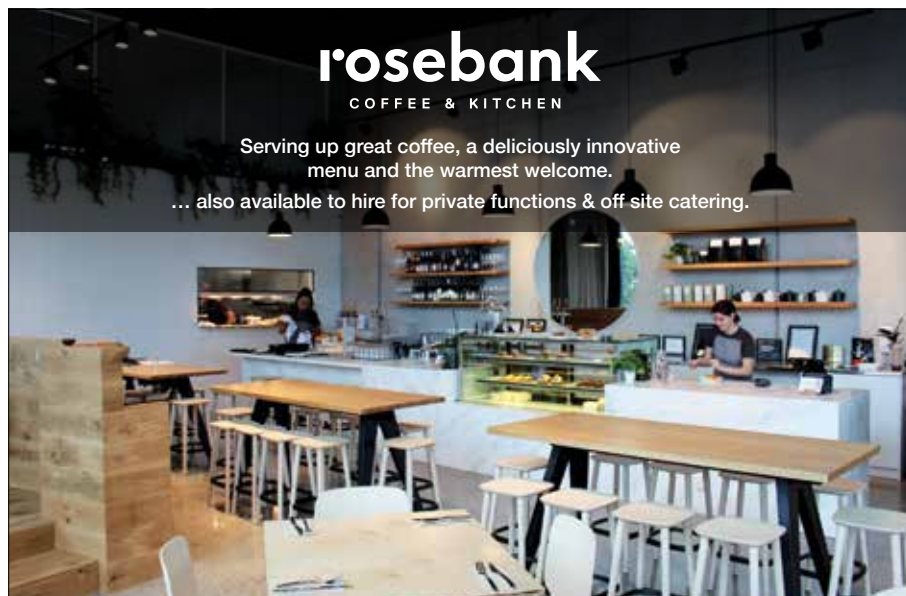
confidential information, regulatory approvals, products designs and relationships. They are the most valuable assets most companies own, they drive virtually all economic growth but they are not typically reflected or captured in company accounts.

Paul's next major point was:

If your company has strong intangible assets, then competitors will find it much harder to copy your products.

If your competitors can't copy you then you will have increased market share, which leads to increased revenue or margins and increased return to shareholders. He then gave several interesting examples of real NZ or Australian companies and how they had significantly improved their position, including a company EverEdge worked with whose investment bank told would achieve a 4 x ebitda exit and EverEdge secured a 32 x ebitda exit by emphasising the value of the intangible assets.

However, there are significant risks associated with Intangible Assets that most companies are running every day and have no real understanding because they don't even know they have intangible



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Paul Adams delivers a informative presentation

assets!

- We then moved to what we should be doing in our companies now.
- Start taking intangible assets and intangible assets risks seriously.
- Recognise it may not appear urgent but is critically important.
- Need to take proactive steps - no intangible asset day on calendar.
- First step: recognise you have valuable intangible assets - identify them.

The presentation concluded that there is a massive migration of value and risks which are not reflected in traditional company accounts. Intangible assets are now the primary driver of company performance and risks and



Darius Singh and Firoz Wadhwania



Leizel Macleod and Friend



Carol Beech and Linda Potauaine



Niki Harris and Debbie Rahl

The trend is not going back Mike Gibson concluded by thanking BNZ for bringing a speaker of such high quality and one who challenged our thinking, our bankers and accountants. He made note that implementation would not be

a cost-free exercise, but obviously well worthwhile. Naturally Paul Adams and EverEdge were thanked a big hamper of goodies offered as a thank you. RBA felt privileged to have heard him.

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RBA Partners Mace IT

MaceIT become exclusive IT partners to the Rosebank Business Association

Mace IT has recently partnered with the Rosebank Business Association. It is a company, which was established in 2008 and specialises in tailored IT solutions for small to medium businesses.

Working with a range of organisations, Mace IT can find and implement the right technology solutions to suit individual company's needs.

"We can work with a company to streamline its business processes and remove the hassle out of maintaining the IT infrastructure," says founder and director, Firoz Wadhwania. "Having a tailored IT solution for your company can save you time and money."

Directors, Firoz and Pinky Wadhwania, have grown the company considerably since it started. The company supports the IT needs of a wide range of companies such as Metcast Services, Tenob, Playcentre Federation, Purewa Cemetery and Best Start Education and

Care Centres, to name just a few.

Mace IT has always strived to be a 'total ICT solutions provider' and in order to keep up to this name, the company continuously evolves and adds services in response to ever-changing market needs. From onsite and remote IT support, to cloud storage and solutions, to security, to web development, the company can truly adapt to meet individual business requirements. Firoz works closely with his team of dedicated engineers to provide peace of mind solutions to clients.

The recent decision to partner with the Rosebank Business Association came after the company moved to its West Auckland office four years ago. Since then, the company has established themselves in the area and this partnership further solidifies their position in this space.

"As a business we enjoy the Rosebank Business Association's support and guidance," says Firoz. "The events,

mentorship programs and various modes of communication available have really appealed to us. The Rosebank Business Association fully caters to our business needs and we simply enjoy being part of it."

As Mace IT has continued to grow, the company has found value in being part of a business community where they are able to share, learn and grow together.

For those looking to re-think the IT service needs of their business, Mace IT is available to sit down with you and discuss how they can help. Available to work for any company in New Zealand, Mace IT also offers a 24-hour emergency service to those it works with so you know help will always be on hand.

Mace It

**Level 1, 3053 Great North Road,
New Lynn, Auckland.**

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Gems from Jooles

Julie Stevens RBA Membership Manager
 Phone: 021 940664, julie@rosebankbusiness.co.nz



Some food for thought.

Storage King Avondale - the kings of storage, moving and more-appoints a new facility manager.

Hot off the press is the recent appointment of Monique Healy as the Avondale Facility Manager. She joined Storage King 8 years ago and started at the Avondale branch as the storage consultant. She quickly progressed to become manager of the Swanson Branch. With this recent

appointment to the Facility manager of Avondale branch, it feels like coming home.

Monique was born in New Lynn so is very proud of her westie heritage and enjoys working in the community.

We asked Monique what vision she brings to



his new role "It is very much about the team and by working together providing top notch service is our goal. If we achieve this then growth will follow. We have a lot of repeat customers which is the gold nugget of our business, so providing consistently outstanding service is "KING".

On my final note - Mindset is what separates the best from the rest!

Ola from Spain,

I am just back from two weeks in sunny Spain for some much-needed R&R and recharging the batteries. Did you know that people are like batteries i.e. they operate at peak performance when they are fully charged and 40% of employees work in a constant fatigued state?





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Member Profiles

We profile **New Members** of the Rosebank Business Association

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Inetora provides ERP software implementation and consulting, so you can Plan, Action and Deliver excellent results to your customers. "Our passion for business performance has led us to focus on the systems and software that are pivotal to business success. Picking the right software solution is important. Picking the right ERP solution partner is critical to long term success" says CEO Xen Zambas.

Xen is a senior ERP professional, with extensive knowledge and 16 years of experience in delivering effective ERP solutions to meet customer needs and business objectives.

Xen enjoys translating a vision into a world class strategy, to deliver with world-class execution a solution that will deliver growth, now and in the future. His hands-on approach is combined with common sense and a will to succeed, bringing together teams and systems to drive results.

With a background in aircraft and marine engineering, Xen has worked for over 26 years in engineering and manufacturing environments in roles as diverse as Technical Sales, Product Management, Operations management, Business Process Change management as well as his formative years in the Royal Air Force (UK).

Some of the results Inetora has achieved for clients include the driving down of Inventory costs by 22%, and reducing complex project quoting turnaround from an average of 2 weeks to 2 days. Equally impressive is the decrease of production wait times by 55% for another local client.

Four years ago, Epicor Software Corporation invited Inetora to join them as a Channel Partner for New Zealand, recognising the valuable work performed by Inetora for existing Epicor ERP customers. As the strategic Epicor partner for New Zealand, Inetora can offer their expertise and Epicor ERP software to meet the demands of your business.

Talk to us about your business challenge and we will start the ball rolling.



INETORA

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Reagan Bax and Paul Harvey

NZ Advice Group

This last year has seen exciting changes for Reagan Bax and the NZ Advice Team. They saw an opportunity for long time Financial Adviser, Paul Harvey to join their team. Paul is a financial planner who specialises in retirement planning. "Paul has a number of clients he has built up over the years and with him joining our business it has enabled us to add another service for our existing clients as well as adding other services for Paul's clients. So, it made sense for us to work together for the benefit of our customers," says director Reagan.

Paul has been in the financial markets and a financial advisor for over 30 years. In the last 5 years he has become an authorized financial advisor. His focus is helping clients create a long-term retirement plan that will allow them to enjoy their lifestyle in retirement by investing in a diversified and safe manner.

"To be fair there is a lot of confusion for people about what do with their money which is why customers come to me for clarity and a pathway. I have been working with 100's of clients over the years and have a long-term relationship with them that's spans that time. The satisfaction for me is seeing customers achieve their goals and dreams," says Paul.

Paul welcomes you to contact him for a conversation to make your retirement dreams become a reality.

NZ Advice Group

Harbourside Business Park 483E Rosebank Road

Phone: 0800 230235, www.nzadvicegroup.co.nz



Kiwi Maintenance Group

Kiwi Maintenance Group is an industry leader in house and building maintenance. We were formed in 2010 with our vision for a one source solution to exterior building maintenance requirements. Our services cover Auckland, Hamilton and Wellington. We have recently started several National contracts and are now servicing areas of the South Island, where we expect a branch to open in 2019.

We specialise in commercial and industrial pressure cleaning, offering a full range of services that will transform your outdoor areas and surfaces to make them look like new. Whatever your water blasting requirements, gutter maintenance, roof cleaning, glass/window cleaning, floor maintenance and carpet care. Our growing team of over 50 staff will take care of your cleaning needs.

Kiwi Maintenance Group will find a cost-effective, tailor-made solution to meet your needs. Whether your cleaning job is large

or small we have trucks and equipment to suit including experienced rope access operators who are IRAANZ and IRATA qualified and can provide complex access and rigging techniques to reach places in a cost-efficient way, that otherwise would require scaffolding or the use of a crane.

Kiwi Maintenance Group is committed to provide and maintain a work environment that is safe, without risk to health and wellness for all employees, contractors and visitors. Our approach to Health and Safety is based on the core value, representing one of the foundations on which our success has been built and entrenched in the culture of our company. It is more than just processes and procedures. It is a mindset which puts our people first and cares for their well-being above all else.

To know more about us or to get a free quote, please e-mail info@kmggroup.co.nz or check our website www.kmggroup.co.nz

Kiwi Maintenance Group
 9 Crum Ave, New Lynn, Phone: 0800 555 494
 Email: info@kmggroup.co.nz
www.kmggroup.co.nz

Pack & Send Opens for business in Rosebank

Michael and Sharon Brough have recently returned from 17 years working in Asia and are ready to take on a new challenge with the setting up of a new branch for Pack & Send Avondale, which is located at 354D Rosebank Road. They both have had a valuable multinational background in the packaging industry and are proud “westies” who are looking forward to being part of the Rosebank Business Community.

PACK & SEND is a one-stop-shop offering the widest range of courier, freight and packaging services in New Zealand, and internationally for businesses of all sizes, as well as householders and tourists. They pride themselves on being more than just a courier company by offering a complete range of freight, courier, packing and by the room removal services worldwide, operating through a national retail network. “We can virtually send or import anything, anywhere including Fragile, Large, Awkward and Valuable items. Our freight solutions range from sending a single page document to a 1 tonne consignment,” say Michael and Sharon.

They provide customers access to multiple freight, courier and shipping services, with no limits on the size, value or weight of items handled. No matter what their customers’ needs are in terms of budget, delivery time and reliability, they can provide a solution. They also sell packaging supplies and can custom pack items of any size or weight, including their own in-house foam in place technology, that will mould around and support the most fragile, delicate and priceless pieces.

Through their retail network, they differentiate themselves from

the traditional methods of servicing customer needs in the freight market. They achieve this by offering powerful freight solutions through a combination of experience, competitive overseas importing and sending rates as well as first class operating systems, strategic partners and the entrepreneurial spirit of their franchisees.

Sell online or have business logistics needs? Talk to us today or pop in and see us.

Open Monday - Friday, 8:30am - 5:30pm, Saturday, 9am - 12pm



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Business Nuts & Bolts

Business to Business advice from **RBA Members**

Strategic Planning

Over the years as a Human Resources consultant I have attended many meetings ranging from meetings with client organisations, to others with groups of my peers discussing HR issues or the implications of changes to employment law, seminars, workshops and conferences.



Jennifer Wyatt Sargent
Wyatt Sargent &
Associates Ltd

Occasionally the topic has been strategy - a subject dear to my heart.

Recently, during a clean-out of some boxes of papers, I came across scraps and sheets of paper, all with notes or just the odd sentence on strategy that had clearly caught my interest at the time. Having read them all, they still resonate with me.

I will now reproduce them for you and hope they give you pause for thought and perhaps prompt you to think of strategy in relation to your business in a new and more productive way. Sadly, I am unable to attribute the comments after such a long time.

1. I'll begin with a definition. "Strategy is the direction and scope of a business over a long time which achieves advantages for the business through the use of resources in a challenging environment to meet the needs of the markets and fulfil stakeholder expectations."

- (Direction) Where is the business trying to go in the long term?
- (Markets/Scope) In which markets should the business compete?
- (Advantage) How can the business perform better than the competition in those markets?
- (Resources) What resources (employees, skills, machinery, etc) are required in order to compete?
- (Environment) What external factors affect the business' ability to compete?
- (Stakeholders) What are the values and expectations of our employees, shareholders, directors and customers?

2. One thing has changed in the definition. When I first came to New Zealand, businesses looked 10 to 15 years ahead when doing strategic planning. Now, things change so quickly that 2 years is the norm, although I do encourage clients to spend some time imagining the future - sometimes the exercise produces sudden inspiration as to how they can be the future.

3. "However beautiful the strategy, you should occasionally look at the results." Sir Winston Churchill (1874 -1965). So true, but many organisations lose sight of this obvious advice.

4. Most effort and money goes into developing a strategy. Little is put into its communication and implementation. And in the same vein - the easiest investment is to write a cheque; the hardest investment is to give time.

5. Build a communication process around your organisation's strategy so your staff understand the future and how they can contribute to it. Some sports teams are very good at this and you can learn a lot by looking at what they do and seeing how you can use it to your advantage.

6. Support your communication process by breaking the strategy down into activities that can be allocated to people's roles. This way everyone will know they are contributing to the business' strategy and how, and the activities can be monitored and performance managed.

7. And finally - culture eats strategy for breakfast. I do love this one and wish I could remember who said it. This is so true. You can have the best and most exciting strategic plan for your business, but it is unlikely to float - let alone fly - if the culture is strong and wrong. For example, an organisation that experienced high levels of staff turnover with all the attendant costs and disruptions may have decided that a culture of stability and reliability was necessary for the future of the business. Over a few years, the culture has become established and the business is doing OK. But it could be doing better, and they are missing out on opportunities. Some managers come up with a great strategic plan for the future development of the business, but when they take it to the leadership team it is shot down in flames. Why? People have become risk averse and the status quo is the norm. A strategic plan needs the support and leadership of the people at the top, but if the culture doesn't support change then its successful implementation is highly unlikely without a lot of determined effort.

Jennifer Wyatt Sargent,
Wyatt Sargent & Associates Ltd

**Strategy is
the direction
and scope of
a business
over a long
time**



Marvin Dalton
BNZ

Macro with Marvin

I initially wrote this about risk and disruption. These two words represent fundamental elements in my work. That said, after two announcements last month, I decided to drop risk and rewrite the column to focus solely on disruption. The first was that of Costco coming to Westgate and the second announcement was Facebook revealing their new cryptocurrency - Libra.

The entrance of mega retailer Costco into NZ, along with Ikea (confirmed earlier this year), will disrupt the retailing landscape. Not only will they change the dynamic across Auckland but they both have the potential to impact outside of our region with good internet platforms backed by solid logistics.

This also adds an interesting dimension to the Amazon question. For the last couple of years, following developments in Australia and our upcoming 'Amazon Tax', there has been a will they / won't they question over whether or not Amazon would create a proper footprint here. I now see the odds as more finely balanced than before with the arrival of Costco and Ikea likely to be the deciding factor either way.

Disruption is ever present in my world. From a competitor angle Financial Technology (Fintech) companies have been coming to market with innovative solutions for a long time. From a regulation perspective Open Banking will be a game changer for the industry. And lastly my work in financial markets has made me highly attuned to the possibility of change at any moment.



Given the above I have to admit that I have never actually found cryptocurrency to be a potential disruptor or a credible source of concern. The freedom and lack of oversight, often touted as a selling point, make cryptocurrency impossible for use at a country level and the inability to adopt it at scale inhibits the development of the infrastructure necessary to support its use at scale.

Facebook as the patron counters both of these objections to an extent. They have the scope to build a cryptocurrency with the right controls and have recruited some heavyweight companies from the payment industry and beyond to support Libra at the infrastructure level. There are still considerable barriers for them to overcome to be successful but Libra heralds the first serious attempt to take cryptocurrency to its potential against conventional banking.

Why is disruption worth your attention? In the digital age with our connected global community it has never been easier to disrupt the traditional or reach around the world and affect a single industry. Consider DVD rental shops and taxis for pointed examples of disruptive change.

So arm yourself; find out the advances in your industry, read the growing list of companies Amazon and Google are acquiring in their march for dominance, investigate the current and future capabilities of A.I., and look where venture capital is being directed. Follow these leads and you will begin to get a feel for the sheer scale of potential disruption out there. So arm yourself...or even better - grab your number 8 wire and join in.

Important information: The information in this communication is general market commentary only, and is not personalised financial advice under the Financial Advisers Act 2008. It does not take into account your particular financial situation or goals.



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Chad Wilkie
Group Chair, The Executive Connection

Rising to the challenges of business leadership

Where do you rate yourself as a business leader?

You probably would say that you are pretty good at a few things, not bad at a few others, and there are a couple of areas that could use some improvement.

Or you might think, what does leadership really mean?

There are more theories, books and TED talks on business leadership than almost anything else.

However a research based, pragmatic approach suggests that there are seven key skill areas which drive world class business leadership and performance.

1. Do you have a few critical numbers at your fingertips that really drive your business? Does your management reporting give you those numbers when you need them, and do all your people understand them?
2. Have you a clear vision and have you been effective at communicating it so all your people are on board? Is there a detailed plan and is progress shared with all? Does your team understand the one critical success factor which separates your business from the pack?
3. To quote Jim Collins in Good to Great, have you got the “right people on the bus”, and are you good at getting “the wrong people off the bus”. Do you choose the right people, do you let them know clearly what is expected of them, and do you give them plenty of feedback?
4. Do you know what really motivates your people and do you ask

for and act on their feedback to you. Have you agreed on the values which inform the culture of your business?

5. How have you addressed the huge correlation between employee engagement and customer engagement? Employee engagement ultimately drives customer loyalty and profitability.
6. Do you work on the business rather than in the business? Are you good at delegating and coaching others to succeed.
7. To quote Stephen Covey in The Seven Habits of Highly Effective People do you “sharpen the saw”? Do you develop your personal and professional skills and take care of your health, and fitness for purpose.

What if you could discuss these and other important strategic issues with a group of like-minded business leaders who are grappling with similar problems. What if you were able to pay back by contributing your experience to the discussion of your peer groups’ issues. And what if the group hosted really good workshops by excellent speakers who outline the latest thinking in leadership, building great teams, having difficult conversations, turning managers into leaders.

On 5th September The Executive Connection (TEC) and Rosebank Business Association (RBA) are jointly hosting a short workshop on the Seven Key Skills of Successful Business Leaders, and a chance for you to experience the TEC issue processing method. This will be a real working session and an opportunity to feel the power of peer group discussion.

See you there.

Chad Wilkie, Group Chair, The Executive Connection

Chad is an experienced professional and Chairperson. He is has strengths in Governance, Strategic Planning, and Financial Analysis. He also has experience in Innovation Processes, Business Development and Capital Raising. Former Chartered Accountant, and senior partner in global accounting and consulting practice Deloitte, Chad Wilkie brings over 30 years of professional and practical business experience to the role of Group Chair for The Executive Connection.





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Introduction.

There's a lot that goes into building a home. From the initial planning stages, to the final landscaping and addition of personalised touches, it is a huge job. In Rosebank there is a mass of companies working within the building industry - both in the residential and commercial markets. We started wondering at The Rosebank Business Association if we could build an entire home using only businesses in the area. We discovered very quickly that not only was this possible, we'd be spoilt for choice when it came to the suppliers we could use.

Subsequently, the idea for the Home that Rosebank Built was born. Over the course of twelve months we have explored all aspects of building a home. This month we are on issue ten where we investigate

glass installation in and around the home. In issues prior to this month, we've explored planning, cladding and building, flooring and insulation, painting and plumbing, windows and doors, kitchens, bedrooms and bathrooms, utilities and appliances.

As we have moved through the feature Home that Rosebank Built, we have discovered new products and explored many aspects of building a new home. Our goal has been to help you transition seamlessly from conception to the final building stage using trusted suppliers and installers.

We've sifted through and found the best companies available for the jobs you need doing. By working with companies that have earned a solid reputation in the industry, the process does not need to be a headache. When you finally get the keys to your new property, you'll be glad you had them by your side. If you're looking to build or are in the process of building your own home, there will be something of interest for you. We've found that by using local suppliers, not only will you be supporting local businesses, chances are you'll also find ways to save money, too.

Some companies in our upcoming features are large international companies, some are national,

some are smaller family-owned businesses - this is the nature in Rosebank and those involved within the RBA. Whatever the situation, the companies featured have excellent reputations and expertise to help the whole process be as seamless as possible.

Over the course of this feature we have and will continue to feature the best products, suppliers and service providers on offer in Rosebank.

If you like what you've seen so far, keep an eye out for our upcoming features. In our final two features for this series we will be looking at furniture for your home and landscaping.

Twelve features, twelve months. We bring you feature ten of the Home that Rosebank Built.

Feature by Alice Cranfield

Got you covered.

Many people feel you need to see it to believe it. Keeping this idea in mind, it's essential to get the glass solutions spot on in your home.

This month we focus on glass - both internally and externally. Glass can be found widely throughout residential homes: balustrades, windows, gates, showers, to name but a few. How you choose to use glass in your home can truly impact the overall feel.

In this feature we speak with two companies who specialise in balustrading and fencing solutions for you home: Balustrading Concepts

NZ Limited and Glass Systems. We also speak with Atlas Glass, based in Saunders Place. Atlas Glass are specialists in retrofit double glazing for existing timber joinery as well as the installation of double glazing and single glazing in new joinery.

Come with us and peek into some of the best companies working within the glass industry.

- 1 Design / Planning**
Roundabout Issue 145
- 2 Roofing / Cladding**
Roundabout Issue 146
- 3 Insulation / Flooring**
Roundabout Issue 147
- 4 Painting**
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Roundabout Issue 155
- 12 Landscaping**
Roundabout Issue 156





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Balustrading Concepts NZ.

When looking at the overall enhancement of your home, balustrading can add huge visual appeal both internally and externally. Balustrading Concepts NZ Ltd have been along Rosebank Road for some time and owners Maureen Cole and Kevin Hopkinson have owned the business since 2015.

While it is ideal to meet with the company at the planning stage of your new build, Balustrading Concepts NZ is also available for renovation work.

Balustrading Concepts NZ offers a completely customised service to homeowners and developers with an endless range of styles and aluminium colours available to suit your home.

“We work with our customers to ensure the balustrading compliments

existing or new joinery, roofing and colours found in the home,” says Maureen. “From internal areas such as stairwells and voids to upstairs balconies, fences, gates, privacy screens, pathways and pool fences, we have a solution for your home.”

Once the company has visited your property or seen the plans, a quote can be given. Balustrading Concepts NZ will then work with you to meet your specific design requirements. From there, it is about three weeks to a month for a job to be installed and completed. The Company also provides the necessary Producer Statement documents that are required by Council for Code of Compliance formality.

The company has close relationships with three local New Zealand

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661A Rosebank Road, Avondale, Auckland



suppliers, helping to minimise the projects lead time and ensure greater quality control.

All the work undertaken by Balustrading Concepts NZ is installed to current building code specifications. The company has a team of qualified and experienced builders to undertake all installations and you can rest easy knowing all work is covered by a 10-year warranty on materials and five-year warranty on workmanship.

Servicing the entire Auckland region, Balustrading Concepts NZ works both residentially and commercially; installing balustrades at early childhood centres, retirement villages and apartments.

Touch base today to see if Balustrading Concepts NZ can work with you in your home or on your project.





Glass Systems.

Glass Systems is exceptional at what they do - in 2014 the company won best emerging business at the Westpac Business Awards. Since it started in 2010, the company has continued to grow and expand within the industry. From balustrades, to pool fencing, to showers and internal partitions, the company works both residentially and commercially throughout Auckland.

When it comes to your new build, balustrades are an excellent way to enhance the quality of your home and protect your view and outlook. Glass Systems use the latest technology and materials to help you connect with your surroundings. Balustrades can be used both internally and externally in your home to help give uninterrupted viewpoints. With the

introduction of exciting and new innovative products to the Auckland market like Davantech, where glass can be installed without the need for mechanical fixings, a very stylish finish can be achieved.

Over the last few years, many changes have occurred with the building code. Glass Systems ensures all its work meets these regulations and guidelines while providing the best design aesthetics for your home. The company specialises in frameless balustrades and these are fully compliant with New Zealand Building Standard Codes.

The design options available are endless and the company has a showroom for homeowners to see options available to them.

“We offer a wide range of high-quality



glass, and glass related products to the market,” says owner Nigel Cattell. “We aspire to always provide you with the best service and best quality products. Glass Systems will see you through from the beginning of construction and beyond, including design and compliance certificates.”

Glass Systems provides a free measure and quote at your site and this can be done at the planning stages of a new build or for renovations at an existing home.

Touch base with the company for an on-site measure today or visit their showroom at 517 Rosebank Road, Avondale.



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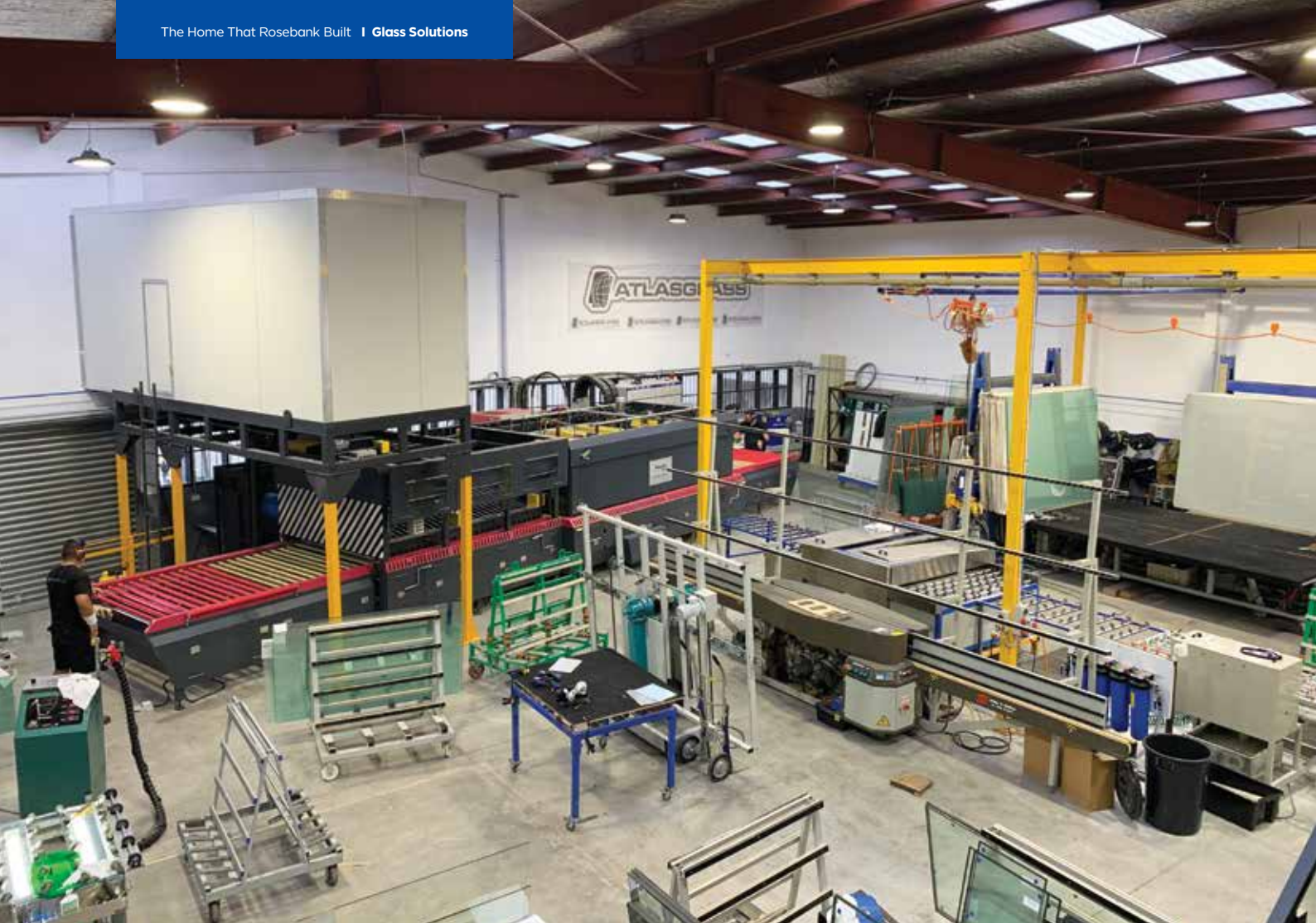


- Balustrades
- Pool Fencing and Gates
- Frameless Glass Showers
- Painted Glass Splashbacks
- Glass Shop Fronts
- Internal Partitions
- Frosted and Reflective Films
- Custom Mirrors

PH 09 820 9191
FAX 09 820 9193
SHOWROOM
517 Rosebank Road, Avondale
Monday to Friday 8.00am-5.00pm
www.glasssystems.co.nz



GLASS
systems



Atlas Glass.

Atlas Glass was established in 2008 and have since made a name for themselves on the Auckland glass market.

The company specialises in retrofit double glazing for existing timber joinery as well as the installation of double glazing and single glazing in new joinery. Atlas Glass manufacture double glazed units and toughened safety glass at its Saunders Place premises in Avondale.

As an accredited member of the Glass Association of NZ, all materials manufactured at the Atlas Glass site are of the highest standard and tested to the relevant NZ standards. Atlas Glass currently supplies to a wide range of businesses in Avondale, as well as the greater Auckland area.

Owners Ryan Bramwell and Alan

Gilder are very hands-on with the business and each have extensive knowledge of the glass market.

“We work with homeowners throughout the whole project from start to finish,” says Alan. “From assessing your needs, to supplying materials, to finally installing at your home, we can make the process as seamless as possible. All of the glazing undertaken by Atlas Glass meets the relevant building codes for glass.”

It’s no secret that double glazing works. Upgrading the glass in your home can have significant impacts on your standard of living - making life more comfortable and convenient.

Atlas Glass provides free consultations for those considering retrofitting the timber joinery in their home, or to those who are looking at

their glass options for a new build.

Touch base with Atlas Glass today to see how they can work with you.



atlasglass.co.nz Ph: 09 820 0160
12A Saunders Place, Avondale, Auckland





ATLASGLASS

Atlas Glass has been providing the greater Auckland area with a range of specialist glazing services for more than 40 years, including retrofit double glazing and timber joinery glazing.

Our expert glaziers and craftsmen can help you with all your glass needs.

We assist with the whole process, supplying the finest window and mirror products, cutting them to size and assisting with the installation.

Whether you're renovating, upgrading or simply replacing old glass, we're happy to assist.



PRODUCTS AND SERVICES

From Double Glazing to Glass Supply and Installation

Give your windows some wow factor with the team from **Atlas Glass**. We specialise in retrofit double glazing for timber joinery, upgrading your windows for a more comfortable and convenient lifestyle. We also provide a complete range of window and mirror services.

Trust **Atlas Glass** to supply the best glass, cut it to size and take care of the installation, too. Ask us about double glazed windows and one-way mirrors. We can even provide beautiful custom cut glass for your tabletop. Our products and services can improve security, thermal performance and of course the appearance of your windows and mirrors.

RESIDENTIAL

- Double glazing - retro-fit
- Double glazing - new (timber joinery)
- Windows and doors
- Thermal glass/ Low E laminates
- Acoustic glass
- Sandblast glass
- UV/fade inhibiting glass
- Reflective glass
- Screen printed glass

MIRRORS

(SUPPLY AND INSTALLATION)

- Safety
- Beveled
- Bathroom
- One-way

GLASS SUPPLY

(CUT TO SIZE)

- Picture glass (reflective and non reflective)
- Furniture glass (table tops and shelves)
- Float glass (clear and tinted for windows and doors)
- Laminated glass
- Acoustic glass
- Toughened glass



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