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**Cover:** RBA Treasurer Stephen Early and RBA Chairman Bernard McCrea.

With thanks to our partners ...



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The Rosebank Roundabout is published by the Rosebank Business Association Inc. Copies are distributed free to approximately 1200+ businesses and in the Rosebank and other West Auckland districts. Editorial included in this publication reflects the opinions of the contributing authors and does not necessarily represent the views of the RBA.

# From Our Perspective

RBA CEO **Mike Gibson** gives his perspective on what's happening in Rosebank



## RBA Board election of officers and AGM

**Mike Gibson,**  
RBA CEO

It's fascinating how in these Covid times of business and governance management how quickly assumptions are made around change to the status quo. Immediately one identifies that simple manoeuvres to try and circle the impact and influence of Covid influenced AGM constitutional requirements become hazardous and difficult to implement.

**Take one!** the RBA AGM will be held on the 29th September at the Encounter Christian Group.

**Take Two:** Sorry but impending Covid related Government intervention may preclude the ability to host this in a conventional sense!

**Take Three:** Ah, yes, let's contact Mr ZOOM and book him in on the same date?

**Take Four:** Ah, sorry, that can't be affected without changes to our Constitution, now why's that? Well this is where tradition, common sense and legalise don't talk to each other.

Within the RBA Constitution, two very clear matters (see clauses 25 and 28) require Members to be Present (difficult in Covid conditions) and it must be held at such a place as the Executive Committee thinks fit). Again, not possible.

Immediately, we find that under these current times of uncertainty physical gatherings have a limited life. We know that gatherings are currently allowed for up to 10 persons, but our Constitution requires a quorum of 17 persons to be present! Bugger.

### So, what does this mean?

Yes, we will be proceeding with our current AGM intention to host at the Encounter Christian Group on Tuesday the 29th September, however our backup plan will be to have ZOOM ready as a backup on the same date.

To accommodate this a special emergency RBA executive board meeting will be held next week to pass the relevant changes to clauses 25 and 28 and the relevant changes required under the Notice provisions.

**Election of Officers:** The front cover of this issue acknowledges the movement being seen by both Chair Bernie McCrea and Treasurer Steve Early to retire their roles following four years of unstinting commitment to these RBA leadership positions.

The new RBA board will look like this:

**Board Chair:** To be elected: Stefan Crooks MD, Westie Food Group.

**Group Financial Treasurer:** To be elected: Janine Roberts, Senior Accounting Executive, Haven

Accounting and Financial Services.

**Executive Board comprising:** No less than five and no more than seven.

**Sitting members:** Dr Darius Singh, Managing Director, Chrysalis Group. Nicky Harris, Managing Director, Intelligent Environments. Michael Hawkins, Managing Director, BLUM NZ Ltd. Hamish Mackie, Owner/Director, Fullworks INTL.

**To be elected:** Wayne Eccles, General Manager Anglo Engineering. Michelle Maitland, Managing Director George Walker Auctions. Michelle Robinson, Manufacturing Director Autex Industries.

**Summary:** These are interesting times and with it come interesting changes, the RBA is blessed to have the quality of Board representatives such as these senior executives. I started this process in 2002 with Mark Darrah (Reliance Transport) and between us cobbled together quality Chair leadership originally including Parry Scarfe Founding Chair, and successively Derek Batts, Jack Weir, Mike Davis, Michelle Maitland (returning) and obviously Bernie McCrea.

The Money minders have additionally played equally vital roles with this expertise being provided from Stu Davies, Geof Nightingale, Tania Jordan, and Steve Early. Again, we have been gifted to have had these professional services provided without any costs and at highly professional levels, I thank them all.

Cheers and best wishes,  
Mike Gibson.





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**0800 BUSINESS**

# From Our Perspective

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

## And so here it is!

### Bernard McCrea

RBA Chairman

After waiting some considerable number of days, the much heralded second outbreak has occurred. Since the first shut down it just (maybe) felt like we may be able to get through this thing, other than it being a very painful financial experience, and acknowledging anyone who suffered medically in the first outbreak.

However, like most other countries we're in a 2nd partial shutdown and albeit I'm always in favour of acting earlier vs. trying to catch up to the virus, continuous shutdowns cannot be our only answer.

As a world we will need to remain vigilant, but the world will eventually need a 'pill' to break this Covid cycle. I know though any new pill will always be viewed with skepticism and all the side shows that go with that. Is this the next thalidomide cure?

Per the stats Covid19 is deadly to those who are vulnerable in our society and the rules are you look after the vulnerable.

So, this lock down pain must keep occurring till we get a 'pill'. Watching and reading all the information I know there are quicker/ more accurate tests coming that will shorten the wait period, but they are not here yet so we must remain vigilant.

Being in insurance we are very much in the managing risk game and its going to be about being better at contact tracing that we will get the gains to get on top of outbreaks quicker. Whether that's Sam Morgan's card or it's the QR code, it isn't material, but we must be able to contact trace where we've been quicker.

We are aware there are Rosebank businesses who are really feeling the pain and we have worked with a number of businesses listening to their concerns and seeing if there are any alternatives we can help with. I get it is tough and know some businesses are 30-40% down on income.

At a macro level we will learn lessons from this event, and we will be better planned for the next one. The example of this is the GFC where there was a freeze in the headlights from the regulators and financiers yet this time the Government

and Reserve Bank are spending the dollars which are needed.

Finally, the RBA is planning its AGM for 29th September and subject to no lockdown I look forward to seeing you all there.

Regards Bernie.



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# Rosebank Advocates

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## Te Whau Pathway

The Te Whau Pathway is being given a \$35 million upgrade as part of the Government infrastructure investment aimed at creating jobs post-coronavirus.

The new funding, as part of a broader \$220 million cycleway package, will see the pathway extended from Olympic Park to Ken Maunder Park, and Laurieston Park to the Northwestern Cycleway.

Once complete, the pathway will pass through 33 reserves, sports parks, schools and communities in Green Bay, New Lynn, Avondale, Kelston, Glendene and Te Atatū.

The path is to be constructed both on land and within the Coastal Marine Area (CMA) in the Whau River. When located in the CMA, the pathway will be constructed in the form of a boardwalk. On land the pathway will primarily be a concrete path with some areas of boardwalk where the topography requires. Each boardwalk structure will be approximately 4.3m in width (with 4m useable width and handrails that are proposed to be approximately 1.4m in height above the boardwalk surface, where required) and the AT-grade shared path will be 3m wide, consistent with already constructed sections. The boardwalk deck will have an average height of 2.89m.

A variety of land use consents were sought for the proposed structures, their use and occupation of the Coastal Marine Area, as well as (but not limited to) earthworks, removal of trees and vegetation, and discharges of contaminants and stormwater.

The RBA made a submission in support of the Application, with a key focus being to ensure businesses were not unduly affected by the Construction, Operations and Maintenance of the Pathway.

The RBA agreed with and supported the positive effects of the proposal, including the transport, social/recreational, cultural and environmental benefits.

But the RBA also noted the negative construction effects of the proposal. The Social Impact Assessment (SIA) anticipated adverse effects associated with construction traffic, noise and vibration, access, materials and lay-down from the construction of the pathway. The SIA identified potential temporary disruption to local businesses (e.g. the early childhood education centre on Connaught Road, properties on Portage Road and Great North Road, Te Atatū Boat Club) in relation to construction noise, presence of construction sites / work areas and potential access restrictions.

The RBA supported the mitigation proposed, including: (i) a Construction Noise and Vibration Management Plan (CNVMP); (ii) Construction management planning and community liaison – to provide mechanisms for regular communication from contractors relating to when key impacts would likely be experienced (this included providing access to business premises throughout the construction phase and providing early notice of times when access would be restricted); (iii) managing construction traffic through a Traffic Management Plan; and providing signage at affected parks explaining what the construction was for and how long the construction would take as well as contact details if people had concerns or complaints.

In terms of the negative operational effects of the proposal, the RBA noted the Social Impact Assessment (SIA) anticipated adverse effects associated with some businesses. For example, the Span Farm DIY Slip Yard located at 20 Akatea Road has a boat ramp that the business requires for operation. The boardwalk will cut this boat ramp off from the wider coastal marine area meaning boats will not be able to launch from this site. It was noted that whilst this business does not have consented access structures, the construction of the boardwalk potentially limits their ability to gain a resource consent for this in the future, should they wish to do so. The SIA also noted the mitigation measures proposed to address these adverse effects.

Although the Association was in support of the Application, it also suggested that consideration be given to appropriate conditions to ensure any negative effects were managed in a way that minimised impacts on businesses.

<https://www.facebook.com/WhauLB/videos/567409767264905>

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# Rosebank News

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

## 2021 AGM hosted by Encounter Christian Centre



**Where:** Encounter Christian Centre  
495 Rosebank Road, Rosebank  
**When:** Tuesday 29th September  
**Time:** From 5pm

**Backup:** Zoom initiated AGM  
further information to come

## Te Whau Biodiversity Survey 2020

The 'Te Whau Biodiversity Survey 2020' is in action on iNaturalists. Last year there was 1000 observations added to the iNaturalists app by people in the community. This year they want to increase the numbers of observation by double. They need your help by taking photos of the animals and plants you observe in your backyard or in your local reserve. It is easy to do. Just download the iNaturalists app onto your mobile phone and start taking photos. All photos will automatically become data for the 'Te Whau Biodiversity Survey 2020'. Provided the photos be taken within the Whau River Catchment area.

If unsure what to do attend a 2-hour workshop run at the Blockhouse Bay Recreational Park. You will learn how to use the iNaturalist app and the advantages of the participating in the biodiversity survey.



It is a fun way to learn more about nature and find out what wildlife lives in your neighbourhood. Why not form a Neighbourhood family group and involve the children.

For more details and regular updates, please follow progress in more detail on our on the website <https://inaturalist.nz/projects/te-whau-biodiversity-survey-2020> if you need more information on how to use the iNaturalists phone app click on this link.

The project recommenced in January 2020 and will run until the 31st December 2020, thanks to support from The Trusts Community Foundation and Whau Wildlink.

**If you have, any questions please feel free to contact Justine by email: [justine@whauriver.org.nz](mailto:justine@whauriver.org.nz) or mobile: 021 627864.**



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## RBA Board Members on the move

**Following the Rosebank Business Association's AGM in September this year, two integral board members are stepping down. Chairman Bernard McCrea and Treasurer Stephen Early are hanging up their hats after substantial contributions to the board.**

Bernard McCrea began his journey with the RBA eight years ago as a sponsored supporter through his company IC Frith as it was then, and now Abbott Insurance. In 2015 when the RBA undertook work around corporate compliance, Mike Gibson, CEO of the RBA, invited him to join the board. Bernard's knowledge of the Insurance / Finance industry played an integral role in the completion of corporate compliance issues, and when Michelle Maitland stepped down as chairperson in 2017, Bernard stepped into the role.

"I felt I could bring financial discipline and experience in building strong procedures and compliances to the RBA," says Bernard. "The opportunity to lead a Business Association was something new to me. I'd served on business boards before but managing such a diverse range of businesses, from small to large, and engaging in Public and Private good activities was a new experience for me."

Bernard brought Stephen Early, Director of Symmetry Limited, across to the RBA board in 2017 to the role of Treasurer.

"Stephen brought his accounting skills to the RBA board and ensured we could solidify the balance sheet which was important at the time," says Bernard. "In the good times, we kept growing the balance sheet and started putting a small amount of money aside. Stephen's skills were integral to the growth of the RBA. I believe these strategies stood us in good stead for the current Covid-19 pandemic we are facing."

Bernard says he and Stephen leave the RBA board with a healthy balance sheet, allowing the RBA to continue through an uncertain time - both are proud to leave the board in this position.

In terms of lessons learnt, there were many. Bernard says the nature of working for a group using public money requires constant accountability - ratepayers want to see where their money is being spent and expect to see growth.

"Both Stephen and I learnt a great deal about the mechanics of Auckland Council and how this works through the Whau

Ward and Auckland BID programme. We greatly enjoyed this relationship and discovered the interconnectivity was much more than we had both thought."

Looking forward, Bernard believes there is still a lot of work for RBA/AT to do surrounding Rosebank transport. Since the completion of the Waterview tunnel, Rosebank Road has experienced substantial increases in traffic. The immediate consequences have been positive with Rosebank Road now perceived as more city fringe. As a result of the tunnel, Rosebank Road is positioned as the first commercial property strip out West from the City centre.

The location of Rosebank Road is attractive and throughout Bernard's time on the board, the occupancy levels have remained at 97-98%.

Both Bernard and Stephen will continue to be involved with the RBA through ongoing partnership relationships. Each is looking to new opportunities within their chosen sectors and continue to play important roles at their businesses. For Bernard, the RBA events have always been beneficial, and he is looking forward to continuing to attend upcoming events, although at a more participatory role.

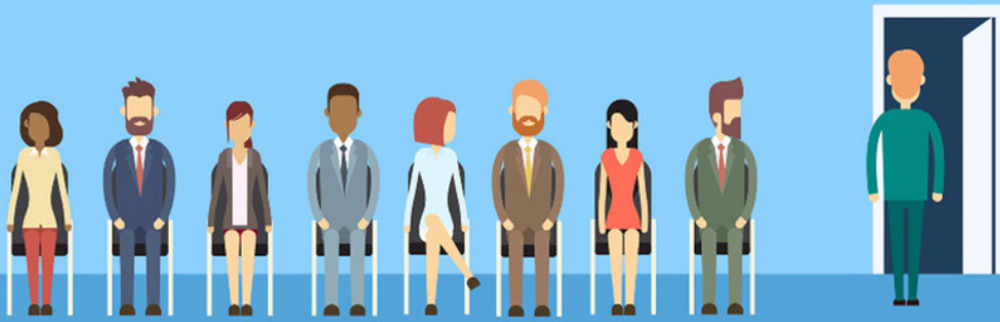
"I've met a lot of good business friends in the area who are keen to help, share and grow businesses together."

From the RBA's position Chief Executive Mike Gibson laments the loss of both Bernie McCrea and Stephen Early. Each have made huge contributions to providing a more stable balance sheet, and for both RBA's executive and management teams, each have created greater awareness around the benefits of "saving for a rainy day".

Part of the success for any organisation like the RBA, the transition of Board members and management is key, and their departures come at a time when he himself is planning his own exit strategy thru 2020 /2021 and so the mantra of "change being inevitable, progress not" will be tested.

Under the new management from Chair-in-waiting Stefan Crooks, the RBA objective will be to continue to keep the boat going faster, upright, stable and with sustainability, the likes that both Bernie and Steve provided in bulk. We wish them well.





# Top Recruitment Tips

To attract and retain the best professionals, every business needs to approach recruitment strategically.

**Though some companies face an uncertain future right now, many are as busy or busier than they were at the start of the year and with the current mobility in the labour market, they are taking the opportunity to stack their workforce with talent.**

## 1. Plan your workforce

If your business is going to stay competitive and flourish, your team and long-term recruitment efforts have to grow with it, so take workforce planning and talent management seriously.

Don't just hire on immediate needs and with a set of essential criteria based on what was required in the past. Determine what the business will need in the future and consider people's potential and "softer skills", such as communication, problem-solving, teamwork, and leadership skills.

These soft skills can really make a long-term impact, so think about where someone could go in the business and what opportunities they have to grow (and help drive your success).

Remember, the best way to recruit a replacement is to not have to recruit a replacement. *Treat your people well so they have good reason to stick with you.*

## 2. Stand out from the competition

Before you start recruiting, take some time to define what you are as a business and the reasons why someone would want to work for you.

Candidates are increasingly aware of companies' cultures and missions, so building a good company brand that is honest and real is important.

Offer prospective employees a range of incentives, such as career progression, flexible work arrangements and other benefits, so you can meet their different motivations, aspirations, and commitments.

But don't bring people in promising things you cannot deliver. They will soon learn the reality of the role, the company, and their prospects, and will struggle or leave if their expectations don't match.

## 3. Offer development opportunities

Top employees naturally want to learn and grow, so offering

career development and learning opportunities is a real plus for candidates and the business. A casual waiter or bartender could go on to run the floor or manage the cafe or bar. Trade apprentices can get qualified and then go on to run jobs or whole worksites.

It's not just about putting people through training courses. Are there mentors and peers within the company who could help with upskilling and providing feedback? Can you rotate staff and teams so multiple people have broad expertise across the business?

## 4. Tech is your friend

Automation can offer some real cost- and time-savings for companies, assisting with bulk administration tasks, strengthening the selection process, and speeding up response times. The use of social media and social networks in recruitment is also increasingly common, as it can help companies reach a wider candidate pool, aid screening, and create quick, responsive interaction.

But you still need the human touch to connect with candidates, develop a relationship, and bring a new person into the company.

Over-reliance on tech, especially clunky tech, can also backfire and turn good candidates away. Your recruitment and induction processes have to work seamlessly.

## 5. Stay in the market

Keeping a constant eye out for talent makes recruitment easier. Even if you aren't hiring right now, be attentive to good people.

If you employ someone great and there are other talented candidates who you can't offer a job to, keep in touch. If you meet someone who stands out or you get awesome service somewhere, reach out and connect.

There are lots of ways to network and find people, via social media etc. You never know, the person you connect with could be looking for a new challenge just as your company needs a new star.

*Thanks to Emma Rowley, from inITiate recruitment  
[www.initiaterecruitment.co.nz](http://www.initiaterecruitment.co.nz)*

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# THE COVID-19 SHUDDER

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**THE INDUSTRIAL PROPERTY MARKET HAS SHOWN RESILIENCE AND STRONG ACTIVITY DESPITE THE UPHEAVALS THAT 2020 HAS BROUGHT WITH IT.**

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FINDING AN INDUSTRIAL PROPERTY to lease pre-COVID-19 was starting to get quite tricky as availability had tightened and the flow of new-build stock to the market was just trickling through with pre-commitments often in place.

With the second wave now upon us, and the long tail of the virus yet to fully play out, we're back into crystal ball-gazing territory.

Sunil Bhana, Auckland director industrial & logistics, says while other sectors of the leasing market

are experiencing marked changes in fundamentals due to changed spending patterns and the cessation of international tourism for the foreseeable future, the industrial sector is – in the main – proving to be staunch.

“As an asset class, industrial property across the value spectrum and all around the country is weathering the storm far better than others.

“That’s largely because tenants in these properties have been able to trade through difficult times given the nature

of their businesses.

“Not all, of course, but generally businesses operating in the industrial sector have fared better than their retail, office, hospitality and tourist-reliant counterparts.”

Bhana says the industrial market across New Zealand is looking to be in better shape than most people could have predicted back in March.

“Businesses in the logistics, storage, food production, packaging and similar fields, for example, have not been hit

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as hard as other business types throughout the pandemic-induced environment," he explains.

"However, the wage subsidy scheme and other fiscal stimulus packages initiated by the Government may be cushioning the impact of COVID-19 for the time being, and there could well be some softening later in 2020 when this support ends.

"Tenants may be more cautious about the leases they commit to and the amount of space they sign up for – but vacancy rates and rents in the industrial space are holding stable in most parts of the country for now."

From a sales perspective, Bayleys transacted 15 properties over \$1million dollars during the initial alert levels four and three lockdown period. This is evidence that investors recognised the need for quality industrial buildings regardless of market ups and downs and uncertainty around labour market fundamentals.

Scott Campbell, National Director industrial and logistics says "The low interest rate environment has kept the yields on investment low and prices stable through the last few months and we see the low yield environment continuing across New Zealand for some period yet, with unabated demand in industrial assets,"

This, coupled with the growth of occupier demand and an increase in online and e-commerce activity, has contributed to the robustness of the industrial market.

There has been an exponential increase in e-commerce over the last decade and this growth has accelerated rapidly according to the NZ Post 2020 e-commerce Review.

It showed that in 2019, more than 50 percent of the adult population shopped online, with 80 percent of retailers seeing an increase in sales.

NZ Post's recently released e-commerce Spotlight COVID-19 Special Edition report showed that for the six months to 30 June 2020, online shopping activity was 30 percent higher compared to the same time in 2019 and 11.6 percent of all retail spending was online.

#### AUCKLAND UPDATE

The Auckland industrial market has been well insulated from the economic impact of COVID-19. Rental growth has continued at around 3-5 percent throughout a sustained period with sub 1.5 percent vacancy across both prime and secondary stock.

The rise in speculative development by the larger landholders such as listed entities Auckland International Airport and Goodman and high net worth private developers like Kirkpatrick Group and Euroclass, has resulted in more than 350,000sqm of space being completed and available for occupation over the last 12 months.

Low vacancy rates will remain for 2020/21 with rental growth slowing down by 50 to 100 bps.

Speculative development might become harder to find through the second half of 2020 but should pick up early 2021 to a normalised rate of growth.

Bhana says there are a couple of significant drivers in the investment market currently.

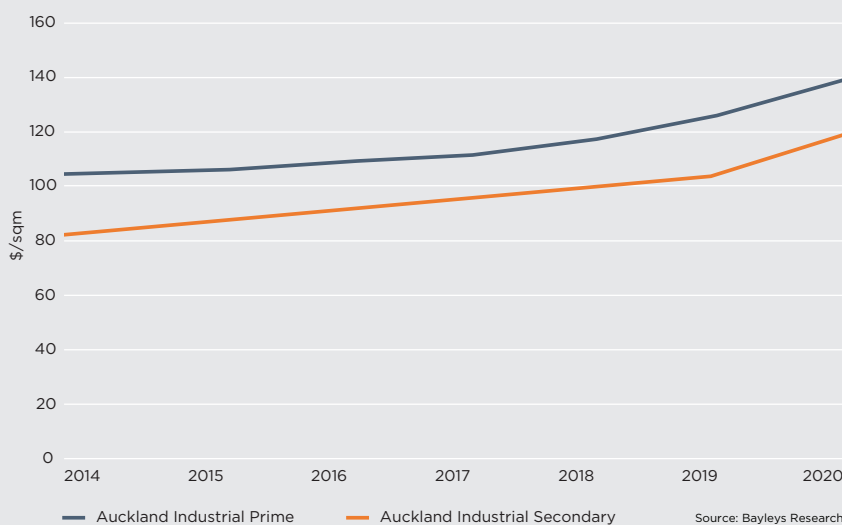
"Looking at investment stock, we anticipate a divergence of prime and secondary yields may occur through the rest of 2020, as investors seek a flight to quality and tenant covenant, while brownfield infill sites are likely to become more attractive in terms of last mile delivery occupiers," he explains.

"Industrial land across Auckland will remain in short supply, with growth expected from early 2021."

Auckland rentals over the past decade have experienced strong and consistent upward pressure, largely due to the expansion of the logistics sector.

Prime quality warehouse stock over the last year has demanded higher and higher rental rates, reaching upwards of \$130-\$140 per square metre of warehouse space.

#### AUCKLAND WAREHOUSE FACE RENTS



#### CONTACT YOUR WEST AUCKLAND SPECIALISTS

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# Parkable

Want to boost business revenue? Look to your car park

**Parking around Rosebank Rd is, frankly, unpleasant. It's a nightmare to get a parking spot in the morning, especially after the early hours.**

At the same time, some businesses have car parks that sit empty or half-full during the workday. This may be because those businesses have never given much thought to their car park, or because they weren't sure what to do about it.

However, using Parkable, those empty parking spots could be earning businesses extra revenue with minimal effort, while providing more parking spots for the community.

## What is Parkable?

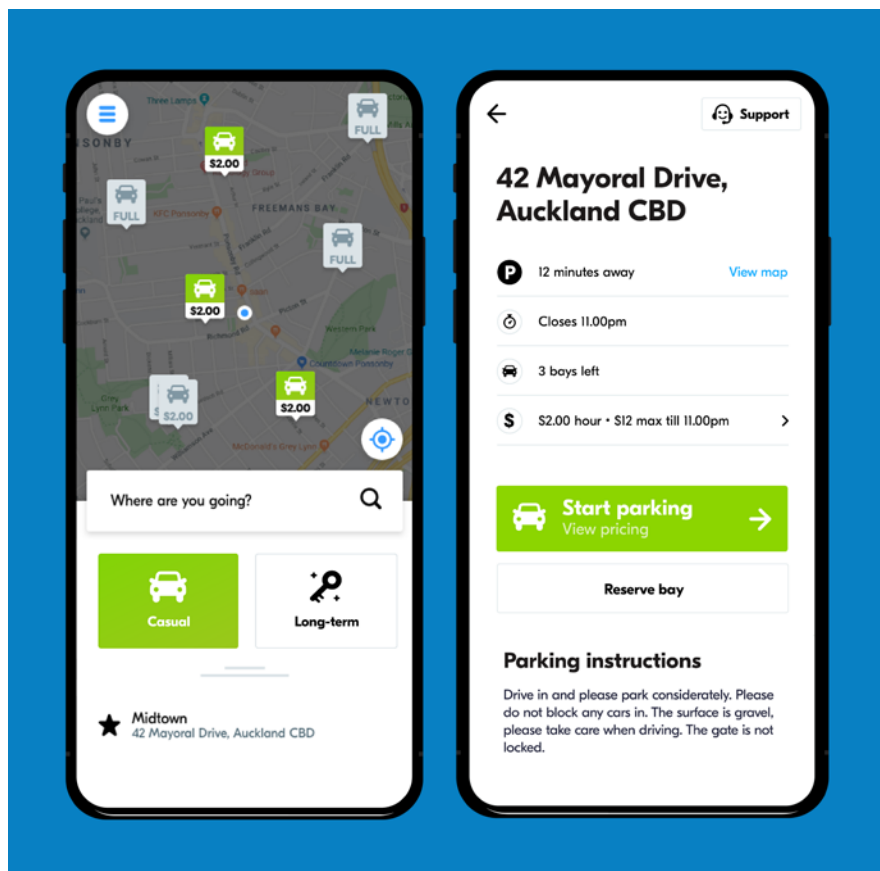
Parkable is a sharing economy platform and app which enables businesses to rent out their parking space, either to neighbouring companies or to the public. Through sharing space, businesses in Rosebank can make better use of their valuable resources and earn extra revenue. Plus, you're giving more parking options to people in the community.

Parkable is New Zealand owned and operated. For people who use Parkable to park, not only are you giving your parking dollars to neighbours and local businesses when you use Parkable - you're also supporting a local platform.

## The sharing economy and Covid

"In the sharing economy, someone who has an asset - like a home, a room, a car, or in Parkable's case, a car park - is able to share that asset with others via a digital platform, and generate revenue from something that was otherwise sitting idle. What I'm seeing is that the business model and the concept of the sharing economy is becoming increasingly relevant as we move into a likely recession and long-term downturn.

*"At Parkable, for example, we enable everyone from a homeowner or tenant who has spare space, all the way to large businesses that are managing the parking for staff, to list their*



*space on the platform and generate revenue. With people and businesses wanting creative ways to make extra income, especially right now, I'm really pleased that Parkable can help out." - Toby Littin, CEO Parkable*

## What's it like using Parkable?

### You know who's parking

The Parkable dashboard shows you who is currently parking, including their name and licence plate number, when they arrived, and whether someone has reserved a spot at your park and is on their way.

### You decide when to share your space

With Parkable, car park availability is completely flexible. You can make your park available only on certain days, and only between particular hours. If this week looks different to the last, that's no

problem either - you can update your availability to reflect your timetable. No matter your schedule, Parkable can work around it.

### You choose the price

Just like availability, the price you set for your park is completely up to you, and you're free to change the price when you see fit. For casual parking you can set both an hourly and daily price, and if you set up your park with long-term subleases with weekly or monthly prices.

### You can pause your listing

You're free to pause your listing whenever you want to! For example, schools only activate their listings during the holidays when they aren't needed by staff, and put them on hold the rest of the time.

### You can be in touch with parkers

The Parkable dashboard includes easy messaging between hosts and parkers, so you're always on the ball.



## Small businesses and organisations boosting their revenue with Parkable



### Gina's Italian Kitchen uses Parkable to pay lease costs

Joyce Fantoni, co-owner of family-run restaurant Gina's Italian Kitchen in

Auckland, was trying to find a way to lease their parking bays during the day.

*"Quite often during the day our parking spaces were unused. I tried advertising online and on our website. Then I found out about Parkable. As a provider, it's really easy to use. It's flexible. You can choose which hours, you can choose your days."* - Joyce Fantoni

Gina's parking spaces are rented by the business from a third party, and the income they get from having those spaces on Parkable covers this rental cost, essentially giving Gina's free parking. It also means that Gina's car parks aren't lying vacant throughout the day, instead being filled by commuters into Auckland city centre.

### Parkable pays for La Marzocco's Friday drinks

Tom Handiside, NZ General Manager of La Marzocco in the busy inner-city suburb of Parnell, had more parking space than his team needed.

*"We downloaded Parkable because we grew as a business, and when we did, we took on the lease for [a larger office space]. When we did so, we got four extra car parks that we really didn't need, and we had to come up with a solution on how to lease those."* - Tom Handiside

Tom has found Parkable to be an easy and efficient way to lease La Marzocco's parking bays. "It's super quick. I can make changes on my phone, I can open up more parks, I can actually interact with the people parking if I



need to."

Plus, the business has been putting their Parkable income to good use - "Certainly our Friday night social fun has benefitted," he said. "It's just another way that we can earn a bit of money."



### PIC Newton Church uses Parkable to fundraise

Pacific Island Presbyterian Church in Newton, Auckland requires ongoing funding for facility upgrades, church missions, and community projects. The church has a large car park, which is only filled by church attendees during events and services,

otherwise lying vacant. Previously, they had been unable to make income from this parking space because frequent changes to the availability of the park made it unsuitable for traditional parking models.

Parkable allows its hosts to change the availability of its parks in real-time, and makes that information instantly visible to users. This gave PIC Newton the flexibility necessary to rent out its parking bays, as they are able to make their park unavailable if there is an unexpected event or service, something which most parking companies do not allow for.

Now, PIC Newton makes thousands of dollars every month renting out their parking space to members of the Parkable community. This provides a new source of income for the church from an asset that was previously unsuitable for renting. That income is used for facility upgrades, community projects, and feeding the homeless.

# Sustainability



REDUCE



REUSE



RECYCLE



BIODEGRADABLE



COMPOSTABLE



RECYCLABLE



André Hendriks  
Off The Wall Marketing

## Reuse.

Reuse means taking an item to another use after it has fulfilled its original function.

The circular economy is the economic system designed to maximise reusability of products and raw materials and minimize value destruction. You often deposit your used product directly into the landfill waste. Everything that ends up in the waste is incinerated or buried. So, no reuse! It's a shame, isn't it? It's time to make a

difference, but how?

From now on, think of waste as valuable and consider it that way. Unlike in the current linear system where raw materials are converted into products that are destroyed at the end of their life. With an increasingly acute shortage of raw materials, this is no longer the way forward.

A very important part is to start thinking differently - when you buy something, buy smart and spend your money wisely.

Unwanted or damaged products can find a new life just by

offering them to others.

If we look at how many secondhand shops we have in New Zealand, this shows we like to support a good cause.

## Recycle.

Recycling is a process by which a used item is converted into a new product to reduce waste of potentially usable material.

A circular economy can contribute, among other things, to preventing resource scarcity and unstable commodity prices. For example, by reusing waste as raw materials for new products as much as possible. The underlying idea of the end-waste principle is that the recycling and reuse of waste contributes to a circular economy that reduces the total use of raw materials.

Luckily enough we are starting to see businesses using these opportunities and using our waste to create new products.

A great example is Green Gorilla in Onehunga. When visiting their plant, I was amazed to see what they do with building waste. They turn treated wood waste into little chipped pieces which is then used as biofuel to replace coal. Untreated wood turns into landscaping chip and animal bedding. Plasterboard is separated into paper and gypsum, with the latter being used in horticultural and agricultural sectors.

Another company is Future Post, using commercial and domestic waste plastic. They turn this into fence posts which are expected to last 50+ years. The best part is, they are able to recycle your plastic fence post again into a new one, meaning no landfill waste. That's what we call recycle!

I believe that many businesses could be smarter with their waste and by looking into your production processes you can see opportunities to reuse materials, or perhaps look for a better waste management programme, knowing that it will be properly managed before any of it goes to landfill.

Improve the world, start with yourself!

**André Hendriks**  
**Off The Wall Marketing,**  
**021 073 4711**

**From now on,  
think of waste  
as valuable and  
consider it  
that way.**

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Cushla Barfoot  
Wilkinson Environmental Ltd

# Preparing for an Accidental Spill

**Any business using or storing liquids or dry raw materials on their site is at risk of a spill, which could enter a stormwater drain and cause pollution of the Whau River. This applies to almost all liquids, including vegetable oils, “biodegradable” products and food grade ingredients such as milk.**

It is important that site staff know what to do in the event of an accidental spill. Having your staff trained in good spill response could prevent workplace injuries, a hefty clean-up bill, and legal costs.

Spills are common, and significant spills not dealt with well can result in prosecutions. For example, in 2017 Protective Paints was prosecuted by Auckland Council and fined nearly \$18,000 for a paint spill on their site. A 1,000L container of paint was being moved around the site on a forklift and ruptured when it struck the edge of a building. The forklift operator had not been trained to deal with a spill and did not use site spill equipment, resulting in paint entering the stormwater system and the Manukau Harbour, discolouring water, and killing eels.

The Court Judge was particularly concerned at the lack of staff spill training, and commented in his sentencing; “Where a company relies upon the response of staff, it is necessary to prove that staff are receiving the appropriate training, so they can implement such a response plan.”

Wilkinson Environmental Ltd have been providing Rosebank businesses with tailored spill training sessions on their sites. The one-hour training session includes

- personal safety
- how the site connects to local waterways
- effects of spills including local examples
- common cause of spills
- a simple 7 step spill procedure
- a practical spill simulation exercise - putting theory into practice

The training uses plain English to get clear messages across to staff, regardless of their technical knowledge. Lots of pictures and real examples of spills have been used to stimulate interest, even if literacy is an issue.

“We had a significant oil spill shortly after the training. We were prepared and the team dealt with the spill really well.” Dave Catt  
HSE Supervisor, Dynex Extrusions,  
Rosebank Road

**Wilkinson Environmental Ltd have audited more than 4000 business across New Zealand focusing on their spill risks and have delivered spill training to more than 500 staff. To book a spill training session or for more information contact Wilkinson**

**Environmental Ltd on 021 944 992 or email [info@wenz.co.nz](mailto:info@wenz.co.nz). [www.wenz.co.nz](http://www.wenz.co.nz)**



**Spills are common, and significant spills not dealt with can result in prosecutions.**



**Hon Alfred Ngaro**  
National List MP based in Te Atatū

**Parliament Office** Parliament Buildings, Wellington • 04 817 9917

**Te Atatū Office** Level 1, 288 Te Atatu Road • 09 834 3676

@ alfred.ngaro@parliament.govt.nz | alfredngaromp | alfredngaro.co.nz

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# Member Profiles

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

## Foundation Coffee

Foundation Coffee understands how important great coffee is in the workplace. This kiwi owned business of 18 staff has provided NZ workplaces with their coffee requirements for over 20 years. From roasting green beans to servicing coffee machines they truly are the ultimate 'bean to cup' coffee provider.

Foundation Coffee imports green coffee beans which they roast daily. Their dedicated roasting department uses a 60kg IMF roasting machine which ensures the quality and consistency of each coffee batch is maintained. Additionally, the team are very proud of their specialty hot chocolate, a recipe which has been perfected for over eight years! They believe providing their customers with great hot beverages ensures a more productive, engaged, and happier workplace.

Importantly they offer a variety of specialist coffee machines, coffee grinders and water coolers for offices and factories. Their range of coffee machines consists of milk powder, fresh milk, automated and instant machines which are available for different sized businesses, factories and personal requirements and maintained and serviced by their six in-house technicians.

The technicians calibrate the machines specifically to a workplace requirement, including matching the grind profile to each bean blend, maintaining dosage quantities and milk consistency.

Foundation's products create the benefit of staff enjoying a shared coffee in the office rather than heading off to the local café, this expense will often become the employers cost both in time taken and sometimes in additional costs when the coffees are expense claimed.

Foundation Coffee has been providing coffee to local West Auckland businesses for several years including Scott Electrical, Bunnings Trade and Methven.

In joining RBA as an Associate Member, Foundation Coffee is offering all Rosebank businesses of 50 staff or more a special offer. Mention 'Rosebank' to Foundation Coffee and they will look after you.



Foundation Coffee  
7B Piermark Drive, Rosedale, Auckland, 0632  
Phone: 09 444 1270  
[www.foundationcoffee.co.nz](http://www.foundationcoffee.co.nz)



## Auckland Mechanical Services

### Give us a brake

Try starting up a company and moving into the Rosebank area while working around COVID-19. That's exactly what brothers Deepak and Navin Soma have had to overcome, and amazingly they are still standing.

Deepak had previously worked in Newmarket for over 10 years as an AA approved repairer, and as an AA contractor for 2.5 years before spending the next 10 years+ working from home in Mead Street, Avondale.

Navin had worked in new and used automotive parts which started as a weekend job while still at school and then progressed into full time work. 16 years later he then moved on to new aftermarket parts but has been involved in the automotive parts industry for over 27 years.

Late last year Deepak and Navin decided to join forces, by forming their own business. They found a terrific location on Rosebank Road, and established their new partnership there.

In January this year the brothers moved in, setting up their workshop and opening the doors to Auckland Mechanical Services where they offer an array of services covering full automotive servicing on car and light commercial vehicles, fleet maintenance, suspension, brakes, clutches, tyres, batteries and even polishing faded headlights.

Looking ahead Auckland Mechanical Services intend to do Warrant of Fitness's onsite and are excited about what the future will bring including the positive impacts on the growth of their business.

It is now more important than ever that we support our local businesses and I do not envisage Auckland Mechanical Services wanting to put the brakes on yet.

Workshop hours are from 8am to 5pm weekdays and 9am to midday on Saturdays.

Auckland Mechanical Services Ltd  
432/Unit 2 Rosebank Road, Avondale, Auckland 1026  
Phone: 09 828 2222  
Email: [aucklandmechanicalservices@gmail.com](mailto:aucklandmechanicalservices@gmail.com)



# Kim's Corner

**Kim Watts** RBA Membership Manager  
Phone: 021 639 509, [kim@rosebankbusiness.co.nz](mailto:kim@rosebankbusiness.co.nz)



1. Business-to business mentoring or buddy systems.
2. Sharing what currently works with businesses' Wellness Plans.
3. Financial literacy for staff.

Our next step is to refine the opportunities identified and put into place implementation mechanisms.

Further to last month's blog on burglaries in the area I have since been in contact with the Avondale Police station who informed me that under the privacy act they are unable to tell me of potential/ break-ins that are happening in the Rosebank/Patiki area. I have taken it on to be the Neighbourhood Watch Coordinator, but it is imperative that if something occurs that you let me know as soon as possible so I can pass it on to all our BID members. I am already seeing some rewards as businesses are sharing stories and discovering similarities that could potentially help catch these unwanted scoundrels. Let's stay safe, be more vigilant and if anybody has any ideas on how we can put more preventative measures into place please let me know.

The response to the idea of forming a Wellbeing programme designed with the help of our Rosebank businesses for Rosebank businesses has been fantastic. Over the last month and a half, I have been interviewing local businesses with a questionnaire about wellbeing and it is very encouraging to see that a lot of you have some form of wellbeing practices already in place.

On the 6th August we held the first of our Rosebank Wellbeing Collab engagement

events. Held by zoom it made it a great deal easier to meet and in the hour and a half much was accomplished by a group of 33 local businesses and government representatives. The Business Lab presented the outcomes of the questionnaire as well as giving us the opportunity to identify what might be done to strengthen business performance through workplace wellbeing for the whole of Rosebank.

Some of the most popular opportunities which attendees voted on included:



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# Business Nuts & Bolts

Business to Business advice from **RBA Members**



Warwick Russell  
SMetric Insights

## Don't Let Perfection Be the Enemy of Productivity

**Productivity isn't about getting 'more' done. It's about 'what' you get done. One of the things that stops us getting more productive is perfectionism. Three aspects of perfectionism can interfere with your ability to prioritise the most important tasks.**

### 1. You're reluctant to designate things as "unimportant."

Many people have a rule that, for unimportant decisions, you should either decide quickly or outsource the decision. But perfectionists find it hard to designate decisions as unimportant as they don't want the risk of anything going wrong.

Perfectionists habitually classify everything as important and deserving of their full effort. They struggle with the concept of the 80/20 rule and can't make a decision till they have got all the information. They're the ones in accounting firms spending hours of chargeable time trying to balance to the last \$1 which has no material impact.

**Solution:** Try using heuristics to quickly decide or delegate the decision making. You'll get faster and pretty good decisions overall, not perfect. Learn to love being relieved of the burden of decision making. Alternatively, get better data, faster on which to base decisions.

### 2. You feel morally obligated to overdeliver.

You might think that if you don't over deliver, you're

underdelivering. Or you might set personal standards that are higher than what's generally regarded as being acceptable.

This thinking may come from fear of under delivering and therefore wanting an excessive cushion. Or it can also be driven by anxiety, insecurity, imposter syndrome, or imagining there will be catastrophic consequences if you fail to overdeliver.

**Solution:** Understand what it's costing you to always aim for outperformance. It may make the product or service you provide uneconomic. It may cost you in terms of resources, or time that you could have spent doing things of better value. Maybe your health or family relationships.

### 3. You get excessively annoyed when you aren't 100% consistent with good habits.

When perfectionists want to adopt new habits, they tend to fall into one of three categories. They bite off more than they can chew and their plans are too onerous to manage; they avoid starting any habit unless they're 100% sure they can hit their goal every day, which leads to procrastination; or they take on only those habits that they can stick to no matter what.

Sometimes you need to embrace flexibility and shift away from habits that were once important, but you've outgrown. When self-discipline turns into compulsion, perfectionists may actually be held back by it and can't move with the times.

**Solution:** Regularly review the opportunity cost of any activities or behaviours you diligently do to make sure they are currently the best use of your time.

Perfectionism is often driven by striving for excellence, but it can be self-sabotaging if it leads to continuing habits beyond their usefulness, overdelivering when you don't have to, or overthinking every decision you make. A challenge in these uncertain times is needing quick decisions based on what information is available!

## Your Local MPs

**Hon Carmel Sepuloni**  
MP for Kelston

### Kelston Electorate Office

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☎ 09 818 4131

@ kelston.eo@parliament.govt.nz

f /CarmelSepuloniLabour

🐦 @CarmelSepuloni

**Dr Deborah Russell**  
MP for New Lynn

### New Lynn Electorate Office

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🐦 @beefaerie



Authorised by Carmel Sepuloni MP, Parliament Buildings, Wellington



Labour





Jennifer Wyatt Sargent  
Human Resources Consultant

## Even outside of a government imposed lockdown many employees continue to work from home at least part of the time.

### COVID-19 Triggers Stressors

There are many possible long-term effects of COVID-19 on business events and meetings, both internal and external. Months after the first lockdown, and now with Auckland in another, meetings continuing online. I, for one will shortly be attending my first Annual General Meeting via Zoom.

Even outside of a government-imposed lockdown many employees continue to work from home at least part of the time. One reason is convenience, not having to cope with rush-hour traffic, less hassle dropping off and picking up children, and as long as the work continues to get done on time and to the required standard, employers tend to be allowing the arrangement to continue.

Employees can use Part 6AA of the Employment Relations Act 2000 to request a variation to their working arrangements at any time. The variation here could be that they want to continue working from home, or that they wish to return to working within the business. Employers are required to respond to the request as soon as possible and at least within one month. If the employer is able and willing to accommodate requests to continue working from home, then they will need to update remote working policies and check on health and safety obligations, including employees' mental well-being.

Care for employees' mental well-being is just as important if they are to return to work. The sudden change from the peace and quiet of working from home to being surrounded by other people and the everyday noise of a busy office can be quite traumatic.

However, a current underlying issue with COVID can be stress. Things that weren't stressful a year ago are stressful now. Travelling on public transport has become stressful - think being in a confined space with strangers, people who possibly flout public health guidelines, along with no social distancing - will this affect my health, my family's health?

But working from home doesn't necessarily reduce stress levels. Never lose sight of the fact that we humans are complex beings. Extroverts can be stressed by not having people around them and finding little stimulation in the home environment, while introverts will worry about not being able to work from home in the future. Others will get upset by seemingly illogical management decisions, some by not having emotional support or by a lack of variety and spontaneity.

Whether working from home or in the workplace, stress is becoming more pervasive. Who isn't worried about a possible looming financial crisis - we're going into a recession; will my company survive this; will I still have a job? How people are affected varies from person to person.

A 2019 report, "Well-being in the Workplace," by Dr Martin Boulton of the Myers-Briggs Company, explores the most effective activities for enhancing well-being and its benefits for both employees and organisations. Well-being is becoming increasingly important given the need for employers to actively look after the health of employees and the increasing awareness that people who are happy in their work positively contribute to the organisation's bottom line, so this report could be useful reading.

If your organisation experienced benefits from people working from home during the COVID-19 crisis and you are seriously considering maintaining the practice, take a look at "Developing Your Virtual Workforce." A Myers-Briggs Company webpage, it has a list of helpful resources such as tip sheets, a webinar and a white paper that can be downloaded for free to help you manage a permanent transition.

## KEEP IT SIMPLE – PRACTICAL IMMIGRATION ADVICE FOR EMPLOYERS



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Dawn Fullam  
Smith & Partners Lawyers

## How is an Agreement to Lease different to a Deed of Lease?

**An Agreement to Lease is a binding contract between the landlord of a commercial property and a prospective tenant, outlining the basic details of the lease. It is a preliminary short form document, which is normally prepared by a commercial real estate agent.**

An Agreement to Lease is a temporary document until a full lease is executed and contains only the basic information agreed on by the Landlord and Tenant, e.g. term of lease, rental and brief description of premises, and also any conditions or additional terms agreed to between the parties.

The Agreement to Lease is then sent to the Landlord's lawyer for the Deed of Lease to be prepared using the information in the Agreement to Lease. The Deed of Lease will contain the full details of the lease.

### **Is an Agreement to Lease sufficient or do I really need the cost of a Deed of Lease?**

The Agreement to Lease provides that the tenant will enter into a formal lease. You can continue the lease under the Agreement to Lease without a Deed of Lease. The Agreement to Lease provides if the lease has not been signed, the parties are bound by the provisions in the lease as if the lease had been signed. It can be a good idea to make sure that the Deed of Lease is signed before the commencement of the lease to prevent the risk that the Tenant does not sign the lease.

### **What is the Agreement to Lease binding you to?**

Some agreements to lease include a clause stating that the tenant agrees to enter into either the Landlord's standard form of lease, rather than a standard Agreement Deed of Lease. This binds the tenant to sign the longer, and more specific Deed of Lease, regardless of what it contains (so long as it is contractually reasonable).

As stated above, the Agreement to Lease only covers the most important details, but those other details, like the level the tenant is responsible for reinstatement, who is responsible for certain costs (like legal fees), rent reviews etc are all covered in the Deed of Lease – so if you are a tenant, what are you agreeing to?

### **Negotiating a Deed of Lease after an Agreement to Lease has been signed**

All negotiations should be completed by both parties and recorded in the Agreement to Lease.

Some favour the tenant in some areas, and the landlord in others. You want to end up with the best possible lease that you can get in the situation.

**Some favour the tenant some favour the landlord. Some favour the tenant in some areas.**

Negotiating the Deed of Lease when the Agreement to Lease has already been signed makes it difficult for both tenant and landlord. It can be time consuming and expensive. It can also affect the relationship between the Landlord and Tenant. It is likely both parties may find themselves having to compromise further points that they disagree with in order to end up with a mutually agreed Deed of Lease.

A party may claim if they had known beforehand the full details of the lease, they would not have entered into the Agreement to Lease.

### **Is the Agreement to Lease the “top” document or the Deed of Lease?**

If a Deed of Lease is signed by the party then the Deed of Lease is the “top” document.

When considering Agreement to Lease versus Deed of Lease, you can do without a Deed of Lease if you must. A well drafted Agreement to Lease is able to be enforced and incorporates the Deed of Lease terms.

### **Who are the parties?**

If you are signing an Agreement to Lease, it is important to ensure the correct party is signing - i.e. is it a trust (and therefore should be signed by trustees), is it a company (and should be signed by director(s), or is it an individual?

If you are the landlord, who actually owns the building? (individual/company/trust?)

If you are the tenant, who do you want to be liable for the costs involved in leasing the building? You should consider the best legal vehicle for you to limit your liability, however, most landlords (if not all) will require a guarantor if the tenant is a company. What would be the best legal vehicle for you to limit your liability?

### **What should be included in the Agreement to Lease as a minimum?**

As a minimum, the Agreement to Lease should include:

- A clearly defined description of the premises.
- The term of the Lease.
- The commencement date of the lease.
- What rights of renewal the Tenant has, the Renewal Date and the Final Expiry Date (These are all included in the First Schedule of the Agreement to Lease).
- The confirmed annual rent and outgoings. Are the outgoings in addition to the rental or included in the rental?

- What is the percentage of the total outgoings and the estimated amount of the outgoings plus GST per annum if the outgoings are additional to the rent, and what outgoings are paid by the tenant and what outgoings are paid by the Landlord?
- The rent review dates and the type of review, i.e. market rent review or CPI rent review, or a combination of both should be recorded.
- The business use needs to be clearly described.
- Type of insurance for the building held by the Landlord.
- All Landlords fixtures, fittings, and chattels should be recorded in the Agreement to Lease.

A no access period is now a standard provision in the ADLS Agreement to Lease and Deed of Lease. This applies where the premises or part of the premises are destroyed or damaged which results in the Tenant being able to gain access to the premises for a period of time. This clause was inserted into the Lease provisions after the series of Christchurch earthquakes.

#### Reviewing an Agreement to Lease before it is signed

Often, an Agreement to Lease is not reviewed by the tenants' lawyer or the landlord's lawyer prior to signing. This is a big risk to both parties.

Whether or not the parties intend to sign an Agreement to Lease

or go straight to a Deed of Lease, all aspects of the leasing of the premises should be carefully considered and any Agreement to Lease or Deed of Lease should carefully be reviewed by a skilled commercial property lawyer before the Tenant or the Landlord signs the document. They can advise you on the pitfalls, amendments, additions or deletions that would benefit you and provide clear wording to record the intention of both parties.

If you are a landlord and using a commercial real estate agent, your lawyer should review the lease documents before the property is advertised as available for lease. You want the Agreement to Lease document that is going to be given to potential tenants to reflect your wishes from the outset, then you negotiate once a tenant is interested in the premises.

If you are a tenant, you should request a copy of the Agreement to Lease and confirm the type of Deed of Lease from the leasing agent or the landlord and send this to your lawyer for review before signing. If the leasing agent is pressuring you to say that there are other interested tenants, find out what their deadline is and let your lawyer know when it needs to be reviewed by. The documents can be emailed, and reviewed without too much of a delay.

**For advice on commercial property and commercial leases, contact Smith and Partners' commercial property expert, Dawn Fullam on 09 837 6833 or email [dawn.fullam@smithpartners.co.nz](mailto:dawn.fullam@smithpartners.co.nz)**

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To arrange your review, simply contact Charlton or Bernie.

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