

# Round about.

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Profiled

## Ports of Auckland

Delays for Rosebank  
Businesses

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## Current Listings

### For Sale or Lease



**20 Kawakawa Place, Westgate**

Floor area: 328sqm

[bayleys.co.nz/1689257](https://bayleys.co.nz/1689257) Industrial

### For Lease



**35 Jomac Place, Avondale**

Floor area: 2,285sqm

[bayleys.co.nz/1687351](https://bayleys.co.nz/1687351) Industrial

### For Lease



**5 Northside Drive, Westgate**

Floor area: 669sqm

[bayleys.co.nz/1689960](https://bayleys.co.nz/1689960) Industrial

### For Lease



**419E Rosebank Road, Avondale**

Floor area: 638sqm

[bayleys.co.nz/1691935](https://bayleys.co.nz/1691935) Industrial

### For Lease



**3/4 Laurenson Road, Hobsonville**

Floor area: 348sqm

[bayleys.co.nz/1690599](https://bayleys.co.nz/1690599) Industrial

### For Lease



**3/390 Rosebank Road, Avondale**

Floor area: 536sqm

[bayleys.co.nz/1691877](https://bayleys.co.nz/1691877) Industrial

## Recent Deals

### LEASED



**14 Kawakawa Place, Westgate**

Sunil Bhana 021 938 660 [sunil.bhana@bayleys.co.nz](mailto:sunil.bhana@bayleys.co.nz)

Mark Preston 027 393 9286 [mark.preston@bayleys.co.nz](mailto:mark.preston@bayleys.co.nz)

### LEASED



**1/448 Rosebank Road, Avondale**

Sam Raines 021 0286 6812 [sam.raines@bayleys.co.nz](mailto:sam.raines@bayleys.co.nz)

Stuart Bode 027 493 6223 [stuart.bode@bayleys.co.nz](mailto:stuart.bode@bayleys.co.nz)

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**Cover:** Mark Orr and Graham Lange, Titan Furniture directors



With thanks to our partners ...



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# From My Perspective

RBA CEO **Mike Gibson** gives his perspective



## Governance versus Management

**Mike Gibson,**  
RBA CEO

March for many businesses, particularly small to medium, spells the end of the financial year. For the RBA while their end of year is 30th of June, it does bring their annual reporting requirements for Auckland Council and Whau Ward Local Board to the fore.

Given the RBA's/BNZ luncheon hosting on March 25th, (at the Encounter Christian Groups auditorium) matters around Governance, Finance and State of the NZ economy will be covered by both the Reserve Bank Deputy Governor, Geoff Bascand and Leon Grandy who is the Senior fellow with FINSIA and NZ's only chartered banker. This will be very much TOP OF MIND for our Rosebank Businesses at this time of the year.

This combined presentation will cover the state of the economy, the implications of the Monetary statement for all businesses in NZ and also aspects

of governance from 'Banking to the Boardroom' and managing Capital relevant to your business.

Compelling stuff if you're an Investment banker, Chartered Accountant, Trading Bank or the such like, however the reality for most SME's is that the connection between Governance and Management is misunderstood, in fact with Governance being more often than not the forgotten partner.

I thought it appropriate therefore to outline exactly what the RBA's reporting requirements are at this time of the year, in relationship to both the Auckland Council and the Whau Ward local Board and on an annual basis.

### **Annual Accountability Agreement 2019/2020**

The Auckland Council BID Whau Ward Local Board annual presentation (was made March 4th by Skype). This annual reporting and alignment RBA presentation is made to the local board as part of the Annual Accountability agreement in the Auckland Council Bid reporting document.

In addition to this presentation, information and documents include:

1. A set of the Audited Accounts for 2019/2020
2. The proposed budget for 2020/2021 and an indicative budget for 2021/2022
3. The Annual Business Plan for the same period
4. The 2019/2022 Strategic plan with updates from the RBA annual Strategy day, which was held on December 9th, 2020
5. A copy of the current liability and Indemnity insurance (with the appropriate Insurance certificates)
6. Confirmation from the RBA chair that appropriate training will be given to all newly elected RBA Board members

7. Confirmation by the RBA Chair that there is a current signed Auckland Council BID program agreement that will be in place until the date of the 2021 AGM

8. Confirmation that the RBA membership database is as up to date as possible

9. Confirmation by the RBA Chair that the RBA Board charter is operative, and an associated document is signed by all RBA board members

And this is for a business entity whose annual turnover doesn't exceed \$900K.

For many SME's this aspect of financial reporting for their businesses is put on the back burner, it should however be uppermost in the minds of most CEO's, Business Managers, Owners and Financial Directors and made to be an annual requirement and critical component for all future financial planning.

More particularly thru Covid 19, monthly and annual Financial assessments, cash flows, debtors / collection rates etc. are now all part of being a good Business Manager irrespective of your size. They should all embrace the opportunity, assess their financial stability and financial credibility for all key staff and shareholders.

If nothing else Covid has demanded that attention to fiscal detail on monthly quarterly, half yearly and annual set of accounts is accurate and right up to date. Failure to do so, therefore, is at your businesses peril and let's not go there!

Best wishes  
Mike Gibson  
Chief Executive  
Rosebank Business Association



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**FIND YOUR BUSINESS EDGE**

**0800 BUSINESS**



# From My Perspective

RBA Board Member **Nikki Harris** gives an insight into her world



**Nikki Harris**

## **General Manager - Intelligent Environments**

### ***Can you give us a brief history of your business life?***

My route to becoming General Manager for a building technology company was far from direct. Although our company Intelligent Environments is a family business, it was only incorporated in 2007 and my husband and I followed very different career paths before starting the company 14 years ago.

My teaching degree encompassed education, English and psychology and I worked in education initially in the UK, but in 1986 we emigrated to New Zealand and settled in Auckland. I worked as a relieving teacher in various schools while raising our young family but then moved into the business arena working in various sales roles including real estate sales, a stint with Franklin Covey (a consulting and training organisation), and then heading a team of account managers at Herald Homes, the real estate supplement for the New Zealand Herald.

In 2007 we started Intelligent Environments Ltd – initially from our home, and then from our first business

premises in New Lynn. I picked up the reins as General Manager, taking responsibility for our strategic direction, finances and marketing. My husband Paul already had many years of experience and multiple contacts in the industry, and he focussed on sales and business development, and daughter Rebecca was headhunted from her project management role in telecommunications, and became our operations manager, overseeing the implementation of the appropriate technology, now with a team of engineers to back her up. The team has grown to 16 with offices in Auckland and Wellington, and strategic partners based in Christchurch who assist with the delivery of projects in the South Island.

### ***What does Intelligent Environments do?***

Our core focus has been technology for commercial buildings, principally delivered via the design and commissioning of a lighting control system that provides the functionality the building owner or tenant requires. With the huge leap forward in technology and IoT (Internet of Things) in general, we are now able to deliver systems that not only control the lighting and other building services, but are also able to monitor the health of the building, reporting back on occupancy, air quality (CO2 or VOC levels), humidity, light levels/light colour, and much, much more. The building technology systems we propose sit squarely in the world of IoT and can also be programmed, monitored, and maintained remotely via the cloud. This has proved a huge benefit during COVID-19 lockdowns, particularly for critical sites such as hospitals and residential care facilities where visits by tradespeople can pose a high risk.

We are particularly excited by the new wireless systems we can now offer. Previously the installation of a control system involved comprehensive cabling

and was therefore only considered for new buildings or major upgrades. With the new Zencontrol wireless technology we can provide a retrofit solution to make any building smart. This will be popular with older buildings where a technology upgrade will be possible at a fraction of the normal cost of a major renovation. Also by the third quarter of this year, we plan to offer “Intelligent Home Packages” available via an electrician, so any house can become a “Smart Home”. We see this as a game-changer bringing the convenience of a connected home into the price range of every kiwi homeowner, no longer restricted to the multimillion dollar residences of the rich and famous!

### ***What made you pick Rosebank as a site to do your business?***

We operate nationwide, and our site at 485C Rosebank Road is our head office. We chose Rosebank because of its easy access to all motorways. We have multiple sites we look after at Auckland Airport, and our engineers have been busy delivering the building technology for Commercial Bay, Park Hyatt and many other sites located in the city centre. We also have to service customers all across Auckland and being able to jump onto the motorway and quickly head north, south or west, has been of great benefit.

We have been in Rosebank for a number of years. Originally there were just four of us in the company and we sub-leased a “room” off another company in Copsey Place for just a year, knowing the site was to be re-developed. Fortunately we found suitable premises to then move into on Rosebank Road itself where we operated happily for some time. Growth prompted us to seek more suitable premises for a larger workforce. We were also starting to run seminars and needed a “boardroom” type space. We moved into our current Harbourside location in October 2019.

# Gin

## ESSENTIAL GUIDE

Available at your local store now!

**Gin**  
ESSENTIAL GUIDE  
2021 EDITION

**Bombay & Tonic**

A classic around the world, nothing quite pairs with a summer evening like a gin and tonic, and Bombay Sapphire shines through this classic cocktail.

**INGREDIENTS:**  
45ml Bombay Sapphire Gin  
120ml Tonic Water  
1 Lime Wedge  
1 Lemon Peel

**METHOD:**  
Pour 45ml of Bombay Sapphire from the freezer into a balloon glass.  
Fill balloon glass with ice.  
Squeeze and drop in a lime wedge, top with tonic water and stir. Garnish with lemon peel, expressing the oils over the drink.

**Bombay Bramble**

This simple twist on the modern classic, beautifully demonstrates the inherent fruit flavours found at the heart of Bombay Bramble.

**INGREDIENTS:**  
50ml Bombay Bramble  
25ml Fresh Lemon Juice  
12ml Sugar Syrup  
1 Lemon Peel  
1 Blackberry

**METHOD:**  
Pour 50ml of Bombay Bramble from the freezer into a rocks glass.  
Build ingredients over crushed ice.  
Garnish with lemon peel and a blackberry.

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support west

ENGLAND | 15



# Rosebank Advocates

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



Dr Grant Hewison

## New community lease for West End Rowing Club

The West End Rowing Club held a 15-year community lease over part of Saunders Reserve with the former Auckland City Council which expired on 18 August 2018. Since expiry, the lease has been operating under a periodic tenancy on a month-by-month basis.

The rowing club owns its clubrooms on the reserve and has applied for a new community lease.

The recent history of Saunders Reserve goes back to 1908, when a merchant named Peter Robertson purchased 20 acres of the Pollen property near the tip of Rosebank Peninsula. Robertson ran for a seat on the Avondale Road Board in 1894, and succeeded in 1897, serving until 1902.

While Robertson's western property remained mainly grazing land (and later market gardens), the piece jutting out into the Whau River took on the local name of Robertson's Point.

From 1907 to 1936, this piece of land was to play a part in the development of first the sport of motor launch racing, and then rowing. In 1906, the Avondale Motorboat Club was inaugurated, and racing was held off Robertson's Point. However, by 1908 it was found that the conditions at the Whau Estuary were too muddy for formal motor launch races with the craft of the time.

On 2 March 1935 and 21 March 1936 the Annual Provincial Rowing Championships were held at the Whau Estuary. At the 1936 regatta, "a special challenge race was put on the programme for blind oarsmen from the recently-formed Jubilee Rowing Club.

This was the first time such a race was contested in New Zealand Rowing history." An inter-provincial eight-oared championship had been held on the river in 1930, and a training camp for the 1934 Auckland Provincial team had been held previously on the Robertson property.

Reckitt & Colman Limited purchased the Robertson property in 1960, along with another property which forms part of today's reserve, adding to an adjoining property from 1958.

When Reckitt & Colman decided to subdivide their property to

create a Rosebank Industrial Park along Saunders Place, land was vested along the foreshore to the Council, with plans to convert the area into a park.

Saunders Place was named after one of the directors of Reckitt & Colman at the time, with the reserve named after the new street.

In April 1999, the West End Rowing Club shifted from its St Mary's Bay base to Saunders Reserve. Clearances of the foreshore area owned by the City Council in 2000-2001 due to the campaign at the time to eliminate the painted apple moth provided an opportunity to lay out a walkway within the reserve, from Saunders to Charann Place. This was named the Kurt Brehmer Walkway, in honour of the noted local conservationist. The Kurt Brehmer Walkway was officially opened 23 March 2002.

So, the activities of the rowing club align with the classifications of the land parcels that make up Saunders Reserve. The rowing club has requested a lease term of 10 years with two 10-year rights of renewal in acknowledgement of the club's past 21-year reliable same site tenure as well as the significant financial investment made in its clubrooms and pontoon - both which are available for public use.

The longer lease term would also provide some level of security as no other obvious space has been identified for the activity of rowing.

The Whau Local Board has approved public notification of the intention to grant a lease to West End Rowing Club Incorporated and will hear and consider any submissions or objections.

**In 1906, the  
Avondale  
Motorboat Club  
was  
inaugurated**

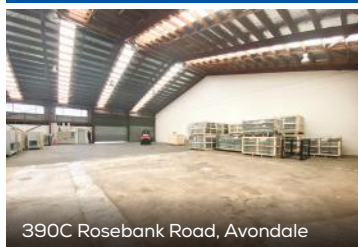




# WHAT'S HAPPENING IN YOUR AREA



## For lease



390C Rosebank Road, Avondale

Max McCarthy



29 Portage Road, New Lynn

Max McCarthy



651 Rosebank Road, Rosebank

Meir Alfassi



1A Charann Place, Avondale

Sam Russell & Meir Alfassi



## Recent transactions



204/7 Scotid Place, Auckland Central



38/691 Manukau Road, Royal Oak



485A Rosebank Road, Rosebank



468 Rosebank Road, Rosebank



Unit 2, 3 & 5, 1064-1068 Coatesville-Riverhead Highway, Riverhead



34A Portage Road, New Lynn



190 Main Road, Kumeu



3/183 Mcleod Road, Henderson

If you think you'd like to secure your own slice of one of these prestigious properties,  
we'd love to hear from you.



Colin Stewart  
021 555 642



Meir Alfassi  
021 221 0155



Max McCarthy  
027 610 3786



Peter Jeromson  
021 904 050



Scott Whitten  
021 685 063



Sam Russell  
021 253 6421

# Rosebank Events

Find out about the latest **April / May RBA** Events.

**RBA welcome you to  
join us for a hosting at  
Total Property Services**

Wednesday  
21st April, 2021

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**Total  
Property  
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Business Association

We are thrilled to invite you to our next business social event with hosts Total Property Services - your commercial property partner, taking care of business.

Total Property Services create amazing environments for people to work in by providing world-class cleaning and support maintenance services. Proudly New Zealand owned since 1982 and operated with employees Nationwide, they strive to deliver a range of innovative services on budget and on time. Whether you want to reduce your Carbon Footprint by engaging their team to create circular waste economies (through onsite composting and worm farms) or make your environment safer for staff by using products like Enzymes (that maintain your asset as well as remove the nasties), their team can deliver the solutions.

Plumbers/electrician's and carpenters are all their own, so if something requires fixing as well as cleaning - they have the team to do it. Most recently known for their work in the Green Building space, their Green Star Building Accredited professional can audit and deliver a Green Cleaning policy that supports your Green Star and NABERZ building rating.

TPS welcomes you to their Hosting with the RBA, and we both look forward to seeing you there.

**Date:** Wednesday, 21st April 2021

**Time:** 5.00pm to 7.30pm

**Venue:** 608 Rosebank Road, Rosebank

**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

**RBA and MyHR present:**  
***The changing employment  
landscape; New challenges in 2021***

**Rosebank**  
Plus

**MyHR**<sup>®</sup>

How can we help?



**Date:** 13th April 2021

**Time:** 7.45am to 9.30am

**Venue:** Browne Street Cafe, 50 Rosebank Road

**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)



# Rosebank News

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



Police line at Canal Rd. Photo: Beacon

It was a sobering end to a long occupation that at times had held out hopes of a positive outcome.

The issue has become a polarising one in Avondale, and the longer it went on, the more entrenched attitudes became. There is a significant amount of callousness to trees and the environment shown on social media.

The land vendor and the purchaser will be celebrating. Late last year consent was sought for 34 terrace houses on the site, but this was withdrawn.

Across town, Mayor Phil Goff must be relieved that this headache for the Council has at long last ended.



Proposed Canal Rd housing plan.

## Dramatic action not enough to save Canal Rd trees

### Developers 3 - Tree Protesters 0

- Henry St: trees gone
- Ash St: Big Mac felled
- Canal Rd: remaining mature natives felled

After New Zealand's longest-running live-in tree protest, the last native trees at Canal Road were felled on 9th March,

245 days since the chainsaws were first revved up.

Although veteran protester Steve Abel occupied a truck-mounted crane to prevent it from being used in the cutting, the operation went ahead regardless in a rapid clear-fell operation.

After protesters tried to storm the fence, it looked like every available police officer in Auckland was called in. Beacon counted 70 police on site. Eight arrests were made.

## Before Now

On a scorching March evening in the light and airy work studio and exhibition space of local artist Stephen Bambury, based in Saunders place, RBA members gathered to enjoy the 'Before Now' exhibition of Stephen Bambury and fellow artist John Bailey.

Stephen moved his Eden Terrace studio to Avondale about three years ago and his studio is the site for this exhibition.

It draws on current and earlier artwork by these two artists and acknowledges that forty years ago (in 1980) they both had solo shows at the same gallery, the Peter Webb Gallery. It was there where much of the most advanced art practice of the time was exhibited.

Attendees were treated to a personalised tour of Stephens various studio spaces where he crafts and creates his art. A question and answer session followed between members and both artists. Thought provoking questions were raised by RBA members of the audience invoking stories recalled of the influence behind some of the artwork including that of a shoe shiner confronting John in Barcelona, a pushy shyster who attempted to take unreasonable amounts of money from him.



Stephen told the audience of his many years living in Europe, firstly in a chateau in France and then in the city of Paris and how his work is affected by the different stages in his life and the countries and environments he is living in and experiencing at the time.

Like minded businesspeople from around Rosebank enjoyed the opportunity to connect and network over sumptuous cheese and Babich wines whilst having the opportunity to speak to the artists and admire the exhibition.



Janine and Marcus Barnes, Willory owners

# Covid, Ports of Auckland

and the impacts on businesses in Rosebank

**Importers are feeling increased pressure as Covid-19 impacts sea freight around the world. As demand for goods has risen sharply in New Zealand following the initial lockdown, the flow of containers entering the country has become erratic, resulting in huge, costly delays.**

As volumes have increased, the Ports of Auckland are also experiencing significant delays in the processing of containers. Some ships are being forced to sit in the harbour for several weeks as they wait for a berth, resulting in further port congestion surcharges for importers. This currently sits at \$200 USD per 20-foot, or \$400 USD per 40-foot container on top of existing port charges.

While these experiences are not unique to New Zealand and are being seen around the world, many believe the lack of experience at the Ports of Auckland is only exacerbating matters further.

During this time, shipping companies hold the monopoly and increased shipping costs, and extra fees are being added onto local importers fees at alarming rates. Many importers are unable to access government support through this trying time and the way they do business is constantly being reassessed.

Speaking with two members of the Rosebank Business Association, Alice Cranfield looks at how they are choosing to do

business amid a time of uncertainty.

## **Willory:**

Willory is an importer and wholesale supplier of garden pots, planters, accessories and garden décor across New Zealand. "In November we started to hear stories on how worldwide demand for goods was surging and ports were suffering with an inability to cope with this new demand," says Willory owner, Marcus Barnes. "Add to this health and safety issues being seen at the Ports of Auckland and a lack of experience prior to this happening and we quickly started to see the impacts here."

While timing was the first issue to arise, the cost to import the containers continued to climb steeply and this is a trend not currently showing any signs of slowing.

"A container coming in November from Vietnam for example, would have cost us about \$5000," says Marcus. "Today, we are looking at \$12,000 for the same container."

Willory has been lucky as they have had the opportunity to move excess stock already held in New Zealand as new stock was delayed, but not all businesses have been so lucky. While the company has managed to avoid a price increase to their retail and trade customers at this point, pots are currently costing Willory



about 20% more. Marcus says this is not a trend that is sustainable.

"I look at this as a spike. We've managed to keep our wholesale prices the same, we are just not in a position to be so friendly with discounted rates."

An interesting knock-on effect is being seen with containers in New Zealand and Marcus says this is where importers are being hit with hefty fees once again. As shipping containers are emptied, importers are having trouble getting their empty containers picked up. The ships leaving the country are also experiencing troubles keeping up with the huge volumes of containers needing to exit the country. Once again, importers are having to incur extra charges as they pay costs for the empty containers to sit at their premises.

Marcus believes there is a huge need for all parties to come together and tackle this issue head on.

"The shipping companies are profiteering hugely through all of this and a cap needs to be put on the prices they can charge," he says. "The Ports of Auckland also needs to increase its skilled labour and develop more efficiency around its automated cranes and systems."

I am hopeful things at the port will improve in the future. The Council seems to have cracked the whip and things are

gradually improving."

### **Eurotech:**

Eurotech imports whiteware from America, Europe and Asia with distribution to retail customers throughout New Zealand. Prior to Covid, the company prided themselves on being on time with stock and new products coming into the country.

"Before the pandemic, we had minimal stock outages. By way of contrast, during the pandemic in 2020, gaps were very noticeable," says Eurotech managing director, Sophia Bristow. "It just means we can no longer run a backorders system with pre-sold containers, as the estimated delivery of those containers are difficult to forecast with accuracy. Once the containers arrive and stock is in our warehouse, we then start the selling process. Because of this, our cash conversion cycle is even longer again in addition to production capacity constraints and shipping delays."

As global shipping costs continue to go up, some as high as 300 – 500% compared to same period last year, Sophia says the business needs to review its cost structure with a view to pass on the additional cost to the market wherever appropriate. It is expected that the importers share some of that pain while being

mindful of margin implications.

So how does Eurotech deal with this evolving way of doing business?

"We remain positive and are working through the challenges," says Sophia. "Thankfully, good relationships established over the past with our key stakeholders such as suppliers, customers and staff are key to being successful in navigating through the choppy seas."

While Eurotech were eligible for the first lock down's wage subsidy, they did not meet the eligibility criteria for subsequent subsidies. While Sophia says sales are holding up at reasonable levels; stock, margin and cashflow management are critical.

"We are hoping that once the vaccine is effectively being rolled out, we will start to see some more certainty in the way we do business."



Sophia Bristow  
Eurotech Design





The Titan Furniture Team

# Titan Furniture

Titan's story begins in 1977 in a factory in Avondale, Auckland. Founded by Warwick Orr, the company was then named Titan Metal Industries and was based in a factory shared between three other businesses, with Titan using 40sq meters of the 110sq space.

The company's sole purpose was to supply reinforcing stirrups to the construction industry which they shipped nationwide. Titan consisted of only three staff then, one steel supplier and a few customers.

Today Titan Industries Ltd, trading as Titan Furniture now occupies the whole factory. As well as maintaining a full light engineering steel workshop, Titan has its own purpose-built factory for upholstery and warehousing, along with a showroom and office residing at 34 – 36 Honan Place Avondale.

Let's look into the journey of Titan's current Managing Director, Graham Lange. He started his employment at Titan Furniture on the 25th July 1990 as a machine operator in the engineering department, operating a Curvi bending machine that produced steel formed bends in furniture tube for the manufacture of tubular furniture. "I remember my very first day as I was full of the flu, heavy head and runny nose, I thought to myself what a great start. It was a very interesting job as there was always a new design to create from steel, wood and upholstery that was constantly challenging the boundaries and making you think outside the square, which suited my mind set".

Over the first few years I gained a wealth of knowledge from the Engineering Manager, Norm Webster, he was a very clever

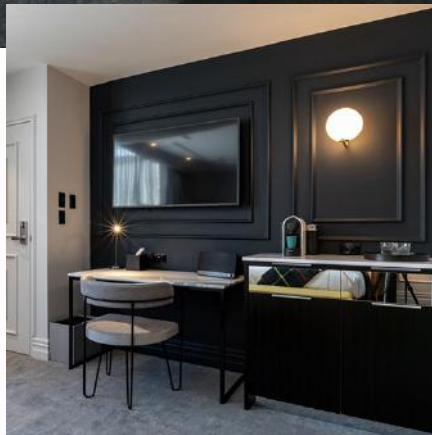
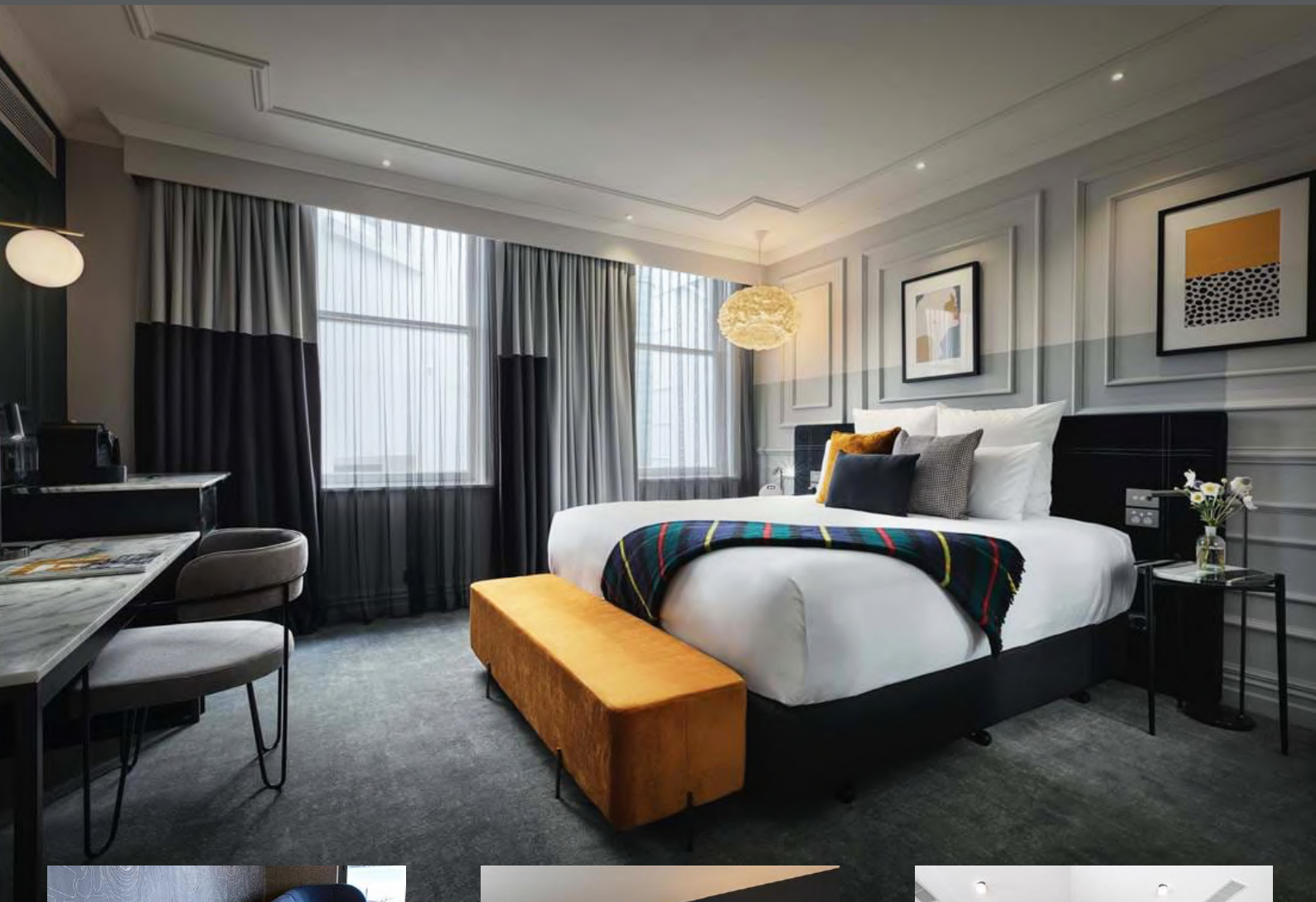
and humorous man, always a laugh but also very strict on how everything had to be just right when it came to making furniture and light engineering products. Norm moved on from Titan and I was given the opportunity to step up to fulfil that position. This was just the challenge I needed, and I revelled in this. Overseeing staff, dealing with clients, bringing their aspirations and ideas from either a hand sketch or just a verbal conversation into reality, it was challenging and demanding but very satisfying".

"The owner of Titan, Warwick Orr and I worked very closely over the coming years, he was an inspiration to me, taught me so much about dealing with people, be it staff, suppliers, clients, in fact all aspects of running a business. I went back to school for six years undertaking accounting, HR, systems, processes and management, and although I found this extremely taxing at first, I revelled in it".

"After I completed this I was then given the opportunity to take on the position of General Manager, and once again this brought its own set of challenges which I took on board. This proved to be very exciting and enjoyable, but also feed my need to be extended and challenged again".

"Titan has gone through several recessions over the years and I have been there to experience it as one of the team and work through the difficult and turbulent times. It's not just surviving these times but one must learn from this and plan for the future of the company and its staff. It is well known that one cannot do without the other, one of the most important things to remember is we need to be a Team".





### SERVICES

- Access to indent furniture -non-stocked but spoilt for choice
- In Stock Furniture
- Design and manufacture
- Refurbishment of furniture

### RESIDENTIAL

- Stools
- Chairs
- Tables
- Living Walls
- Breakfast Nooks/Day Beds
- Outdoor Furniture

### COMMERCIAL

- Restaurant and Healthcare Furniture
- Hotel FF&E
- In-house manufacturing of metal work
- In-house upholstery department



Graham says “Becoming the General Manager of Titan enabled Warwick to ease up and enjoy a more relaxed lifestyle. Warwick was instrumental in guiding, mentoring and advising me through until he knew that I was then ready to take that next step and buy into Titan in 2009 when I became a Director and later Managing Director. This comes with huge responsibility and expectations which is both demanding but extremely rewarding. A piece of advice Warwick gave me was to know your strengths and your weaknesses. Also mixed with – it’s all about people - which he was one of the best at”.

“With this in mind I needed a Sales and Marketing person to join the team, and as it would happen Mark, who is the son of Warwick Orr and grew up around the company had come back to New Zealand from his OE working in various countries. Initially Mark fulfilled the role helping with sales whilst I was away overseas on our annual sourcing, buying trips, but he did so well I offered him a term contract which then became permanent and in time he became a Director”.

“Mark coming on board was instrumental in bringing in fresh ideas for sales and marketing, and his experience in the supply chain world made us look at our business model, our systems, processes, in fact every part of the business differently. Together we have worked very hard on all of this, both of us bringing our different skills, experience and expertise together which is a very good combination and created Titan as it is today”.

“We offer new creations on custom designs or we can alter a standard Titan style to your liking. The team will work through to develop product renders to meet your specific design. Titan also

imports a range of furniture. We have suppliers as far as Italy and Asia”.

Up until recently Mark Orr and Graham Lange have spent many years traveling overseas sourcing suppliers and researching materials and manufacturing processes for the company and their clients. Says Graham “I enjoy this part of the business immensely, not just the new ideas, materials and products but meeting the people and their cultures and of course the food.

These experiences have most certainly changed me and my views in general, I often say we live in one of the safest and most beautiful places in the world”.

Titan Furniture has been awarded with multiple projects in the Hotel Market. Some are ongoing, while others have been completed successfully. Their clients appreciate that the team at Titan are passionate professionals and will help with outlining your needs. They provide peace of mind with over 30 years of experience, bringing your concepts, ideas and aspirations into reality.

“With Covid19 arriving 12 months ago to our shores it has changed our people, businesses, New Zealand and the World forever,” says Graham

Lange.

We believe the need to be a fast moving, agile and adaptive business has never been as important and required as now. Not to just survive but to revive, grow and secure our future for the Titan team.

For Titan the future is of our own making so let’s make it together.



Mark Orr, Graham Lange and Contracts Manager, Ashkan Khosrav



Titan Furniture, Winners of the inaugural Rosebank Business Challenge



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# Avondale's Military History

Story by John Subritzky

**Avondale was a major military training area in both World Wars. As horsepower was king, it was natural that racecourses were used as training bases.**

## World War I

The predecessor to the Maori Battalion, the Maori Pioneers, trained at Avondale before sailing to Egypt. They initially garrisoned Malta, before being redeployed to Gallipoli in July 1915. That was a brutal experience with the contingent being reduced from 677 officers and men to just 132. After Gallipoli, they went to the Western Front. In 1916 they were reinforced by Pacific Islanders, including Rarotongans, Tongans, Niueans and some Samoans. The following year there were sufficient Maori reinforcements for them to revert to being the Maori Battalion.

Louis Netana (Nathan) was a farm worker from Maropiu, north of Dargaville, near the turn off to Kai Iwi Lakes. He was 21 years old when he enlisted on 12 November 1914 at Avondale Military Camp. After training at Avondale, the NZ Maori Pioneer Battalion sailed for Egypt on the Warrimoo.

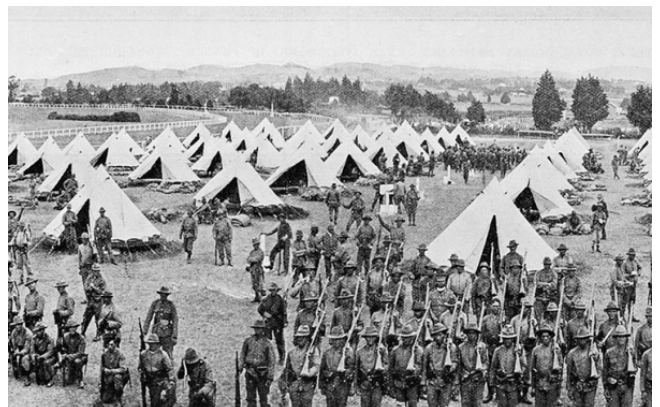
Louis served in Egypt, Gallipoli, Mudros, Lemnos and the Western Front. He was awarded the 1914-15 Star, British War Medal and the Victory Medal. He returned home and had a family. He died aged 72.

The troops had a sense of history because they were, as they put it, the first Maori War party to travel over the seas in centuries.

The NZ Tunnelling Corp of Engineers also trained at Avondale. In France they were involved in underground warfare, trying to avoid the German tunnellers, while digging tunnels to set explosives under enemy lines.

## World War II

This was a different experience for New Zealand because the rapid



"After inspection by the Governor General, December 1914." Sir George Grey Special Collections, Auckland Libraries, AWNS-19141210-36-2.



Japanese advance through the Pacific in 1941 -42 made the threat very real. Japanese aircraft flew over Auckland on two occasions. They were carried on and launched from submarines. Perhaps the threat is why there are few, if any photos of training at Avondale in WWII compared to the many photos from WWI. Avondale was not only an important training base, but it was also part of "Fortress Auckland". There was an anti-aircraft position between the racecourse and the Whau river. An anti-tank trench was dug near Portage Road, from the Whau River to Green Bay, to interrupt any possible Japanese invasion from the north.

In September 1940, the 1st Battalion, Auckland Regiment started training at the racecourse. It was notable that a group of young women called the Independent Younger Set assisted in the canteen at the racecourse during the training programme. This was a group of young women from Remuera, led by Helen Staveley, which formed in May 1940 with the aim to help all charities, the Metropolitan Patriotic Society, and the Red Cross.

In October, the 1st Field Company, NZ Engineers, used the course for training. They engaged in bridge-building exercises across the Whau River. Conversely, the following year they gave demonstrations of bridge demolition to the Independent Mounted Rifles Squadrons at Avondale and Parau.

The Women's National Service Corps camped under canvas at Avondale 29 Dec 1940 -7 January 1941. This was the first camp for women to be trained in war service. 150 women attended. It is interesting that this early training for women was here in Avondale. WWII opened up many more non-traditional roles for women due to labour shortages. It was a change that continued after the war.

In May 1941 a three-month intensive training course began for new members of the Territorials for home defence service. Another intake of 180 men occurred in July. Then, heavy rain caused most men to abandon their tents and return home. Part-time soldiers!

Construction of the camp proper began in July. A roadway was built between the main stand and Ash Street using scoria. Footpaths were constructed using ash carted in from the King's Wharf power station and the Auckland Gasworks.

By this stage, the Avondale Jockey Club (AJC) could not tell how

long their racing would be disrupted for, so they approached Ellerslie for permission to use their course.

In March 1943, a holding camp is established for Japanese POWs following the Featherston riot/incident. No-one is quite sure how that incident escalated so quickly, but within seconds 31 Japanese POWs were dead, with 17 more dying of wounds. One guard was killed. The Featherston camp was closed briefly while an enquiry was carried out. The POW camp at Avondale was in the area now occupied by the BP Station and McDonalds.

Then the Americans arrived at the racecourse for a short, one month sojourn. It cannot have been very pleasant for the 700 men in the middle of winter. They were there while the US Naval Mobile Hospital Number 6 (MOB 6) was being built. This is now the site of Avondale College.

Next in, we had the NZ Navy establish their own transit camp for naval personnel. This reflects the severe shortage of accommodation in Auckland under the influx of troops.

In January 1944, there was a shift to accommodation for civilians. The Public Works Department (PWD) camp was set up at Avondale, due to a housing shortage in Auckland but a need for workers in essential industries. The first draft of 50 single Maori men from Rotorua arrived 3 January and were housed west of the main grandstand near the racetrack. By early 1945, 151 men were housed there and that was enlarged later that year to a further 80 men, taking over the former POW holding area.

The men were taken to Westfield each morning in trucks and returned in the evening. They worked in the freezing works primarily, but also phosphate works and New Lynn tanneries and brickworks.

Things were winding down in 1945, but activity still continued until early 1948. In February 1945, the racecourse was used by Avondale Technical and Intermediate students, until the schools' playgrounds were cleared of debris and rocks.

#### Sources:

*Official History of the Public Works Dept, Archives NZ files, Papers Past articles and parliamentary papers.*

*Lisa Truttman: <https://timespanner.blogspot.com/2016/12/avondales-racecourse-and-second-world.html>*



Sergeant Louis Netana, NZ Maori Pioneer Battalion. Photo: 16/1542 Sir George Grey Special Collections, Auckland Libraries, 31-N870.

Photographer: Herman Schmidt, 1915.





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## Live Wire Media

**We would like to thank the team at Rosebank Business Association for giving us (Live Wire Media) the opportunity to join their Family. We are a marketing and advertising service provider who over the past couple of years have been privileged to work with the RBA team. You may have caught the events on Social Media and Marketing Strategies in a pandemic world - AKA Covid. That was Us.**

We will be working with the team to build some inhouse digital solutions and are looking forward to meeting members at future events to give you more tools and knowledge for your own marketing opportunities.

Our team is spread out across NZ with members in Northland and Christchurch. But we originally started in Te Atatu Peninsula (or Tat North to the locals) and are very familiar with Auckland, which made our alignment with RBA a natural fit.

### **What marketing advice do you need to know for 2021?**

It will be no surprise that during 2020 within New Zealand we saw some significant changes to the digital landscape. Late in 2020 over ¾ of advertising agencies anticipated the change in business strategies to lean further into e-commerce or data-led strategies in 2021.

With the continual growth of local search and online search driving sales both online and off, digital solutions are a priority for 2021.

But if you consider the findings of the Deloitte Global Marketing Trends report you will be able to see key findings that align with

NZ trends in regards to the importance of maintaining a Human Experience and Trust Building.

**HUMAN EXPERIENCE:** *More than 70% agreed they valued digital solutions that deepened their connection with other people, and 63% believe they will rely on digital technologies more than they did prior to the pandemic even well after it subsides.*

Businesses need to focus on building connections, not just improving productivity and efficiency. Know what is valuable to the audience and ensure that marketing messages align with these values to build that.

Focus on things like: Extra ways to connect with the customer, how your staff are treated and what you do to retain valued staff members, what loyalty options do you have for your customers, what is the businesses impact on the environment or society?

**TRUST:** *Almost four in five people could cite a time a brand responded positively to the pandemic and one in five strongly agreed it led to increased brand loyalty on their part. Conversely, more than 25% of those who noticed brands acting in their own self-interest walked away from those brands.*

It's vital for a business wishing to succeed in 2021 to gain consumers trust and a keyway of doing this is ensuring that what the business is offering is what it is delivering. That an online experience reflects an offline experience. Know what is important to your audience and make sure that any promises you make, you keep!



Mel Heap and Stuart Thompson  
from Live Wire Media.



## COMMUNICATE WITH YOUR AUDIENCE & HUMANISE YOUR COMPANY TO BUILD TRUST

### With so many digital options where would we recommend focusing your efforts?

There is a lot to do within your Digital portfolio and assets, but these are some key areas we would suggest keeping your focus on:

**Local SEO:** As mentioned before, local search options have increased and will remain a priority. If you have not started on any local SEO initiatives, we would recommend giving this activity some attention as soon as you can.

**Social Media:** Social Media is a strong way to directly communicate with your audience and humanise your company to build trust. Advertising rates are still very affordable and dynamic ad sets make testing advertising content and maximising results even easier.

**Make Sure Your Business is “Experience” Ready:** Google will be updating its algorithm in May of 2021 to include “Page Experience”. They make updates all the time, so why do we care

so much about this one? This one is a bit different. First, they have given MONTHS of notice which they do not normally do, they want people to be prepared. This change is all about consumers and how they experience your page, and it is going to be an important factor for how pages rank in search results.

Which all fits with the 2021 marketing focus of improving the Human Experience and Building Trust. Google wants to refer well-functioning websites (as per their criteria) in their search results.

**Content:** Content is King! Creating unique content for your business is vital - it always has been. You need to think about what people are asking and then give answers to problems. Not that long ago it was all about giving something away for free online to grab people's attention. Not now. Now it's about answering their questions and providing solutions. Even if sometimes that solution is: Hey this thing you can do yourself, but this other thing, get an expert in.

If you can't wait for the next event to talk about digital (or other media) solutions, give us a call on 09 406 0019.



## WE NOW LIVE IN AN ONLINE WORLD MAKE SURE YOU STAND OUT

# Sustainability



REDUCE



REUSE



RECYCLE



BIODEGRADABLE



COMPOSTABLE



RECYCLABLE



André Hendriks  
Off The Wall Marketing

## Why is sustainability important?

Since June 2020 we have written articles about sustainability to give you some information about the different aspects, and help you understand more of what's going on in today's world regarding the 3R's, climate change, waste problems, biodegradable and sustainable, and how to pass on this planet to our next generation.

Sustainability is incredibly important in our current era, but why? In many cases, one has to invest money, as well as tackle and change deep-seated principles to put sustainability at the heart of business and private sectors. It is therefore crucial to consider the reasons why sustainability is important. This way you know exactly why you are doing it, and you will support sustainable actions even more.

### Why sustainability is important for the future of your company

Sustainability is not only important for the future of the planet. Your company also benefits from a larger customer base and a positive outlook if it respects the environment. More and more people are opting for sustainable, and this number will continue to grow. Since many companies do not yet have a sustainable variant, you can easily fill a gap in the market by making a traditional service or production cycle more sustainable, or you can contribute to a more sustainable approach within your own work.

### How can you start making your business more sustainable?

If you want to be more sustainable in business, it's best to do it step by step. What we advise is:

#### Start with your core values

Sustainable entrepreneurship can only succeed if it becomes an essential part of your core values. It's a mindset. It will only work if it becomes part of your way of life or your way of doing business. Therefore, make sustainability part of your mission, vision and company culture and incorporate it into your communication.

#### Research what is already there

Before you can make a plan of action, it is important to investigate what you (consciously or unconsciously) already do about sustainability in the company. With this baseline measurement you have a good map of the current situation and can measure your



results well later.

#### Learn from others

Are there already fellow entrepreneurs who have introduced the sustainable solutions you have in mind? You can learn what works or what doesn't work from them.

#### Focus

Wanting to do everything at once is not efficient, you lose your focus and have too big an investment in time and money at the start. Therefore, begin with one focal point, for example your influence on the environment. The influence on society can then be added later.

#### Involve your employees

Involve employees from multiple parts of the company. This not only gives you specific knowledge, but also generates more support in the company and often these employees get more satisfaction from their work.

#### Create a sustainability plan

Once the course is set, you can write a sustainability plan or add a sustainability chapter to your business plan. Describe your end goal, who and what it takes and make an estimate of the costs. Formulate your SMART objectives: Specific, Measurable, Attainable, Realistic and Time-bound.

**As a marketing company, Off The Wall Marketing aims to play a proactive and leading role in the use of sustainable and renewable products in advertising and packaging. We have the passion and expertise to advise other businesses in becoming more sustainable.**

Andre Hendriks, 021 073 4711  
[www.offthewallmarketing.co.nz](http://www.offthewallmarketing.co.nz)  
[info@offthewallmarketing.co.nz](mailto:info@offthewallmarketing.co.nz)



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### Gantry/Huka Bins



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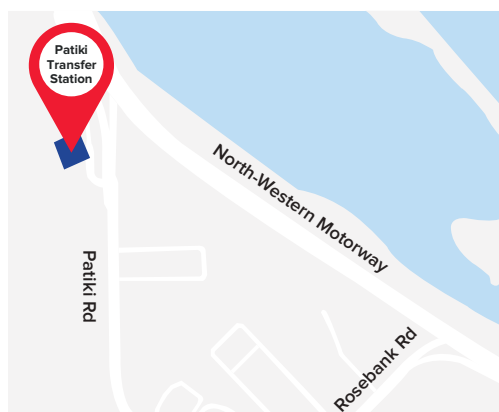
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# Kim's Corner

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



What a difference a month makes! We have been through Alert Level yoyos, albeit that one started on the last day of the month, where anybody trying to put on an event would have been tearing their hair out. The Rosebank Business Association were a part of this melee as our team tried to organize the Rosebank Business Challenge and didn't know until the day before whether we would be able to proceed

or not. Planning is always key to any successful event and because of the restrictions that have been placed on us by Covid Alert Levels, the word 'certainty' is becoming a distant hypothesis.

All things said the wellbeing event was a success, as local Rosebank businesses came together to not only attempt to be the 'Top Rosebank Business for 2021' but to have fun and meet other local business employees.

Who would have thought something so simple as kids' games could take us out of the Covid head space even if it was just for three hours on a Tuesday afternoon?

It has been just over a year since Healthy Families approached

the RBA with the idea of creating a collaboration between themselves and a BID area. I have to say that helping formulate and instigate the events

that have led to us creating the Rosebank Wellbeing Collab has not only been exciting but very rewarding. It is great to see how businesses are starting to open up to the idea of how mental and physical wellbeing can not only help their business but also their staff with significant improvements in productivity and

absenteeism. We will be sending out a short survey to everyone as we value your viewpoint and any suggestions you have that could benefit the Rosebank business community. Surveys help us determine the areas we should be focusing on by bringing fresh eyes to an ever-improving idea. If we keep building on ideas created from the local Rosebank businesses this will help point us in the direction that needs to be taken to improve Wellbeing within the business community.



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out our  
Google  
reviews!



# Vegan chocolate panna cotta

by Fran Mazza from Piccolina Cafe, 610 Rosebank Rd

We are a big fan of the panna cotta, there's something magical about the rich creamy texture, and the flavours you can make are endless. This panna cotta requires dark chocolate that has no milk solids, so read the back of the packet! Most dark chocolate over 60% will be vegan, but please check, and choose a brand with a conscience.

## INGREDIENTS:

- 1 can 400mls coconut cream
- 50 mls organic maple
- Pinch of flaky sea salt
- 2 Tbsp coconut oil
- 60 gm 60% or 70% plus dark chocolate
- 2 tsp agar agar powder

## METHOD:

Put all the ingredients into a pot and heat on a low heat until all the chocolate has melted. Using a whisk, mix until all the lumps have disappeared. Grease eight dariole moulds with baking spray and pour the mixture into the moulds until 2cm below the top.

Place in the fridge overnight to set. The next day de-mould the panna cotta by running a warm knife around the inside of the mould.

Turning the mould upside down, tip the panna cotta out with a light tap on the plate.

Serve with fresh seasonal berries.



# feed me feed me

By Fran Mazza

From the owners of Piccolina at 610 Rosebank Rd, this beautiful book offers over 100 great recipes for people who enjoy tasty food that can be cooked at home with readily available ingredients.

AVAILABLE IN-STORE OR AT [PICCOLINA.CO.NZ](http://PICCOLINA.CO.NZ) \$40



# Member Profiles

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

## Sharing the TSB Bank story

Did you know TSB is the only bank in New Zealand to be owned by a philanthropic organisation – the TSB Community Trust? Thanks to this unique ownership structure, 100% of their profits stay in New Zealand and go back into the local economy, putting money into towns and regions right across Aotearoa.

The bank's purpose is to 'Unleash Our Unparalleled Customer Care for Community Good,' and to support this they have passionate people in branches right across the country from Auckland (including Takapuna, Botany, North West and Newmarket) to Christchurch, bringing this to life.

TSB were delighted to have their customer care focus recognised in 2019 when they were named the KPMG Customer Experience Excellence Champion, and were also awarded the Consumer NZ People's Choice Award for banking again in 2020 - winning this for the fifth year in a row!

They also enjoy a national partnership with NZ Surf Life Saving and annually donate \$165,000 to clubs around the country for equipment - with \$10k going to Piha Club in 2020. Last year they also supported 'TSB Good Stuff' innovation projects bringing to life bright ideas to help the community following COVID-19. They were thrilled to award four grants to projects in Auckland with one being a collaboration with Dr Michelle Dixon aka Nano Girl to help get young women into science and technology.

How can we help you?

TSB wants to see Kiwis successfully getting into homes and residential lending is how Mobile Mortgage Manager Rhonda Pearce can best help you. Rhonda is based between West Auckland and the North Shore, and there is also a team of Mobile Mortgage Managers across Auckland who can help with your queries about home lending.

TSB's digital presence and experience are just as convenient, and their Customer Engagement Centre can be contacted on 0800 872 226, or check out [www.tsb.co.nz](http://www.tsb.co.nz)

So, get in touch about home loans! Rhonda looks forward to hearing from you and is thankful for the opportunity to be part of the Rosebank Business Association.



Rhonda Pearce  
Mobile Mortgage Manager  
Phone 027 472 5690, [Rhonda.pearce@tsb.co.nz](mailto:Rhonda.pearce@tsb.co.nz)  
[www.tsb.co.nz](http://www.tsb.co.nz)



## Join the Fair Food & RBA Wellbeing Colab

### Doing Good in Our Hood

Based at 2/624 Rosebank Road, Fair Food, founded in 2011, is a proven well-established and deeply respected food rescue charity distributing to over 50 charities and community groups in West Auckland - in fact, Fair Food is the only food rescue operation in West Auckland.

By diverting good surplus food from landfill to feed those in need (all for free), Fair Food addresses social and environmental issues that were among our most urgent and concerning even before COVID-19 struck.

Over the years, Fair Food has built strong multi-level relationships with food suppliers, food recipients and the local West Auckland community. At the New Zealand Food Awards in October 2020, Fair Food was awarded both the Greater NZ Food Heroes Award and the overall Supreme Award!

In their new fit-for-purpose hub, Fair Food trucks return each day laden with surplus good fit-to-eat food recovered from partners including Countdown, Farro, Inghams, Taylors Farms and others, to be lovingly hand sorted by a band of volunteers.

For the volunteers the benefits are obvious - it is a chance to contribute and to connect, which in turn fosters a sense of camaraderie and wellbeing. The impact is also immediate - as each day Fair Food helps nourish our community, looks after the planet and helps look after each other as well.

To pop in to learn more or to enquire about a volunteering opportunity in Fair Food's happening hub, contact Toni at [volunteering@fairfood.org.nz](mailto:volunteering@fairfood.org.nz) or phone 022 401 8975

Volunteer slots are as follows:

- on the vans - Monday to Friday - 7am-12pm (3 slots each day)
- in the warehouse/logistics - Tuesday to Friday - 8am+ half day/full day (1 slot each day) and,
- on the food sorting table & other good deeds - Monday to Friday - 12-2.30pm (up to 12 slots).

Volunteer corporate cook ups are also available subject to community needs, and the Fair Food hub is also available for morning meetings followed by volunteering. Get in touch today to do good in our hood.

All are welcome.



# Business Nuts & Bolts

Business to Business advice from **RBA Members**



Warwick Russell  
SMEtric Insights

## Four things your spreadsheets can't do

Excel has been the tool of choice for data analysis for many years. But there's pressure to get more insights from data and Excel can't do it all. Luckily there's some business intelligence tools available to go beyond spreadsheets and unlock more insights. These tools can do four things that Excel can't do:

### 1. Integrate all of your data

Businesses have data everywhere, lots of it. It's in the cloud, on premises and in different forms not just Excel. There's social media data, financial data, CRM, operational data, web analytics etc. Using as much data as possible, it is possible to paint the whole picture and get more accurate insights. But sophisticated macros and pivot tables in spreadsheets are often only understood by the creator. Now it is possible to integrate all the data, wherever it is held, with visualisations and reports made accessible to others.

### 2. Data blending

Historically, creating monthly or quarterly reports has involved exporting data from your accounting system, CRM, sales and marketing. Then someone spent hours on each set of data and had to connect the dots to pull it all together into a presentation.

But now, with the right tool, links can be set up to each of your data sources and the data blended automatically, either live or as an extract. You will get a single view of performance and track

goals increasing your understanding, the quality of your decision making and also as a result, making driving business performance easy.

### 3. Better visualisations than excel

Well-crafted, thoughtful visualisation makes the light bulb go off. Visualisation of dashboards in various types of graphs and filters brings a level of intuitive understanding that spreadsheets and pivot tables can't hope to achieve. It is easier to understand and share the whole picture, and then start asking the questions to get to the bottom of things.

With interactive visualisations, you can filter views, adjust parameters and drill down to examine the underlying data. Questions can be answered in a few clicks. Data feeds can be live, hourly or weekly so the right timeline can be chosen for your needs and give you more timely insights on which to base decisions.

### 4. Automatic updates

What if your dashboard stayed up to date every time you opened it? Spreadsheets only reflect the moment in time that the data was extracted. Putting a basic dashboard together in Excel can take hours and be quickly outdated. But with the right analysis tool, your dashboards can be linked to your data sources and automatically updated on a schedule to suit your needs.

We won't be ditching Excel all together, but with business intelligence tools you can spend more time acting on the data and less time trying to find it, no matter how big or where it is stored. Having easy to share dashboards with automatic updates can empower your decision making and that of your team. It makes driving business performance and productivity easy.



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## COVID-19 vaccinations and your business

The Government recently released information on the rollout of COVID-19 vaccines and how employers can play their part.

Workplaces are seen as crucial to making access to vaccines as easy as possible and the government recommends that employers support workers to get vaccinated by doing things like:

- facilitating on-site vaccinations (the government is providing the vaccination free of charge),
- allowing employees to get vaccinated during work time without loss of pay,
- providing workers with information about the vaccination and its benefits from the Ministry of Health (MoH).

Read the government advice here: <https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/covid-19-vaccination-and-employment/>

### Can I require employees to be vaccinated?

Many employers are asking MyHR whether they are able to insist that employees are vaccinated against COVID-19. This is where things get a bit murky. The vaccination will not be mandatory for the general public and the government advice clearly states that employers cannot require an individual to be vaccinated. However, you can require that a specific role be performed by a vaccinated person. To do so, you must first do a health and safety risk assessment to support this requirement, and you must do this assessment "in collaboration with workers, unions, and other representatives". You can also negotiate with employees on changes to existing conditions of employment to require vaccination or make changes to a person's duties for health and safety reasons, if the employee is not vaccinated.

The government warns that employers must avoid unjustifiably disadvantaging their employees. This is a technical term which means that employers must not do anything which affects their employees employment or conditions of work, in a way that disadvantages them and/or makes it harder for them to do their job, if it's not justifiable or in good faith.

For example, giving vaccinated employees more hours of work compared to their unvaccinated colleagues, without having a

legitimate health and safety reason to do so, would likely be viewed as unjustified disadvantage.

Does an employee have to tell me if they are vaccinated or not?

Employers can ask workers if they have been vaccinated but workers are not legally obliged to say if they have been vaccinated or why they are unable to be vaccinated or choose not. If a person does not tell you what their vaccination status is, you may assume that person is unvaccinated, but you should first inform employees of this assumption.

### Can I fire someone for not getting vaccinated?

Probably not. The government advice says: "Employers and employees may agree to a negotiated end of employment, but individual dismissals are unlikely to be justifiable in almost all cases, based on current circumstances."

It's been nearly a year since COVID-19 reached New Zealand and we have been operating without a vaccine until now. This may undermine an employer's argument that it's now not safe to operate your business without all workers being vaccinated.

As with any contested dismissal, your employee(s) may choose to bring a personal grievance against the business, which could be costly and time-consuming.

### Can I require vaccination as a condition for a new employee?

Employers are able to require vaccination as a condition for new employees, but this must be "reasonable for the role".

### MyHR's advice

We recommend getting on the front foot and to start talking to your staff as soon as possible about COVID-19 vaccinations.

Read the information on the government websites and think about where your business and workers fit into the vaccine rollout.

Share information and make vaccination as easy as possible for your people. However, in most circumstances, you won't be able to force anyone to be vaccinated. While the government advice may make it seem like there is some scope, this isn't well backed up by their information and lawyers we have consulted with have been pretty clear that there are various statutes (e.g. the Bill of Rights, Privacy Act, Human Rights Act) that protect people's right to choose.

It's much better to consult with your employees and support them. Remember that all discussions about the COVID-19 vaccination must be fair and reasonable and done in good faith.





Aaron Martin  
NZ Immigration Law

## Border control difficulties leading to lost economic opportunity

The difficulty that still continues to plague border control continues unabated. Likewise, the frustrations of New Zealand employers.

The Other Critical Worker process established to assist employers to gain access to unique, specialist or technical skills not readily available in New Zealand, seems marred by strange inconsistencies and subjective decision-making.

America's Cup personnel can get through. Performers in stage shows can get through. Yet Immigration New Zealand produces negative outcomes for structural engineers, highly skilled growers and engineers being transferred as part of intra-corporate assignment to support the employment of New Zealanders. In addition, we recently had the news of a luxury cruising vessel being denied visas for crew, resulting in it sailing for Australia to undertake major refit work. That was a significant lost economic opportunity for businesses in the marine industry.

Employers are left scratching their heads wondering whether Immigration New Zealand has any understanding of how to promote the economic interests of New Zealanders. The recent interview with senior managers simply put the blame on the

government by saying - we are just following the rules set by politicians. If the rules are working to produce a negative outcome for economic activity wouldn't that suggest priority should be given to changing those rules? Yet we don't see much activity in this area.

A review has been announced of a residence category. That's largely directed toward those already here and already working. The critical issue is employers getting access to skills they cannot find in the local labour market. There appears to be no plan going forward. We still have no indication how the government is intending to deal with border control for those who have received the vaccine. Other countries appear to be moving at pace to get their border control systems back to some sense of normality to get economies back on track. New Zealand seems to be lagging behind.

The strategy appears to be go slow and go last. That might be a very Covid driven response but if it is not keeping abreast with the Covid landscape globally (especially in light of the vaccine rollout) we run the risk of the economic gain we got from "go hard; go early" getting wasted. As the vaccine is rolled out, the ability of the government to move promptly and to respond to new developments on the Covid pandemic will be the measure by which they are judged.

It would appear that they missed out on the trans-Tasman bubble possibly as a consequence of frustration by our Australian counterparts at the inflexibility of the government's approach to border control. Or, has creation of a two border system (managed isolation with its physical constraint in terms of numbers) and the Visa system, resulted in a complex entry system too difficult to manage except in absolute terms, meaning until MIQ is no longer needed employers won't get access to skills from offshore regardless of the adverse impact to their business? It would appear so, and that only once the MIQ requirement is dismantled are things going to return to normal. For many businesses that will create a lot economic pain and missed opportunity, including job creation.

**For many businesses that will create a lot economic pain and missed opportunity, including job creation.**

## KEEP IT SIMPLE – PRACTICAL IMMIGRATION ADVICE FOR EMPLOYERS



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Gina Jansen  
GINA JANSEN LAWYERS

## Lease Reinstatement Obligations

When considering a commercial lease, a landlord and tenant often sign up using the Auckland District Law Society (ADLS) standard lease form, which sets out repairs and reinstatement requirements at the end of a lease, oftentimes without an understanding or negotiation of what the end of lease practical implications will be. Reinstatement work can be severely underestimated by tenants, resulting in expensive and prolonged negotiations.

However, steps can be taken at the start, during and near the end of a tenancy to reduce the shock and costs to meet reinstatement obligations.

The best and easiest way to reduce inconsistent expectations of end of lease repairs and maintenance, is to agree on the condition of the premises at the lease commencement and accurately record this through a Premises Condition Report (PCR), which is then attached to the lease itself, and records the condition of the property and who owns what. A PCR requires specific, as opposed to generic, lists of fixtures and fittings and will include photographic evidence using description terminology that aligns to the lease itself. While there are costs involved with procuring a PCR, the cost can be shared by the parties and made well in advance of execution of the lease agreement.

As most end of lease costs arise from costs to make good tenant alterations, fixtures and fittings, it is ideal if tenants have a good understanding about the work to be carried out at the start, and during the lease, along with removal and make good costs. Where the number of tenant alterations, fixtures and fittings can be reduced, end of lease costs will likely be reduced too and it may be negotiated, to the tenant's benefit, that alterations, fixtures or fittings be owned and/or carried out by the landlord, reducing high removal costs of fittings with little to no second-hand value.

A benefit to the landlord is ensuring the quality of materials and construction standards used, and which may be of poor quality if left to be carried out by a tenant. Items may be left by a tenant that would suit a landlord with future tenancies, for example, light fittings.

Where removal is required, specifics should be stated about the level of make good by a tenant, for example, will a fixed shelving unit require an entire wall to be replastered and painted or simply the holes being patched up? Lease assignments can be a particularly problematic area and further reports should be obtained at assignment time for both landlord and assignee, even where condition reports are attached to the lease. An assignor may have made subsequent, but not apparent, alterations which then affects the assignee's later reinstatement costs.

One key to reducing mismatched expectations is to obtain a Terminal Dilapidations Assessment at the outset of a tenancy, or on assignment, to set expectations and assist with values. Forewarned is forearmed and reports are highly recommended, should be obtained early, and well before the end of a lease.

NB: This article is not intended to be relied on as legal advice. In all instances, professional advice should be sought.






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## New tenancy rules on healthy homes for rental property owners

If you own a rental property, there are some important changes that you'll need to be across regarding the Healthy Homes standards going forward.

Recent law changes have come into play which requires landlords to include a Healthy Homes compliance statement in new or renewed tenancy agreements signed on or after 1 December 2020.

The compliance statement outlines the progress a landlord or property manager has made towards meeting the new Healthy Homes standards.

If the statement is not included, you could incur a fine of up to \$500. It may not be needed if the tenancy is fixed term and ends before July 2024.

### What are the healthy homes standards?

The healthy homes standards set out minimum standards that owners of residential rental properties must meet. These incorporate:

- Insulation
- Ventilation
- Heating
- Moisture and drainage
- Draught stopping

The standards around underfloor and ceiling insulation and smoke alarms came into effect from 1 July 2019. Another set of regulations were added from 1 July 2021 which apply progressively when there are changes in tenancies after this date. There is a universal application from 1 July 2024.

### Can I claim for expenses regarding these changes?

Whether or not you can claim deductions for costs incurred to meet Healthy Homes standards requires careful consideration. First the relevant asset would need to be identified, and from there it would need to be determined whether the expenditure is revenue or capital in nature.

Haven Accounting can provide specific guidance for your rental property around each standard. We can also assist in determining whether costs incurred are deductible for tax purposes in the year in which they are incurred, or whether they form part of the residential rental building and are therefore capital in nature.

You may be allowed a deduction on some expenditure which would otherwise be capitalized of up to \$5,000 until 16 March, and up to \$1,000 following this date.

Costs incurred to meet the requirements to provide compliance information and keep records will be a deductible expenditure.

### Key dates for landlords:

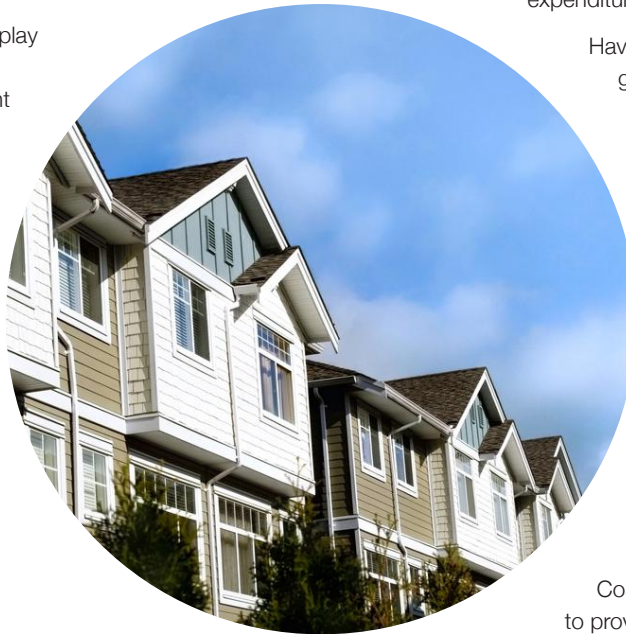
**From 12 August 2020:** Rent increases limited to once every 12 months. Previously it was once every 180 days (six months).

**From 11 February 2021:** Several new law changes to the Residential Tenancies Act will take effect.

**From 1 July 2021:** All private rentals must comply with Healthy Homes standards within 90 days of any new or renewed tenancy.

**From 1 July 2024:** All other private rentals must comply with Healthy Homes standards. This means fixed-term tenancies that have not renewed since 30 November 2020.

**For more help contact Haven on 0800 700 699 or [haven.co.nz](https://haven.co.nz)**



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To arrange your review, simply contact Charlton or Bernie.

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