Issue 185. May 2022



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Cover: Shelley Funnell, Director and co-founder of the Auckland branch of Henderson Reeves

With thanks to our partners ...



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to the Future Trus

too

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 My Perspective

Phil Clode, Business Development Manager, phil@rosebankbusiness.co.nz



Addressing Crime

With the up surge of crime in Auckland unfortunately the Rosebank business community hasn't been immune.

We have seen many businesses suffering losses through break ins and property theft, be it the theft of milk (Yes, we do have a milk thief in Rosebank) or the theft of a truck which is very disruptive to its business.

It is a big topic currently with many ram raids in Auckland and what seems like

unpunished crime. This is copycat crime that is problematic across the country with 15-20 ram raids per week. The perpetrators seem to be young children that are connected to gangs.

We get a feeling from the Police that they are under resourced to deal with minor crime as their priority is major crime, i.e., domestic abuse all the way through to violent crime.

My colleague Kim Watts has been working very hard in the crime space forming the Rosebank Crime Prevention Group that has been tasked with working on strategy to reduce the crime currently occurring in Rosebank. Hopefully you get her monthly Neighbourhood Watch report updating our businesses on what crimes have taken place over the previous month and this keeps our Rosebank community informed. If an incident is reported to Kim, she will notify all our local businesses via her Kim's blog. Email Kim if you aren't already receiving the monthly report kim@ rosebankbusiness.co.nz

Late last year the Rosebank Business Association made the decision to partner with Matrix Security Group to deliver even better security solutions to our members. This opportunity has allowed us to focus on our core objective of working with local businesses to



implement improvements to create a Safer, Cleaner and Smarter Business community.

It is important that your business is safe while you are not there over night or over the weekends. Go to our website and have a look at our Security recommendations. If you have any Security requirements, please contact Matrix on 09 525 8534 or via their website www.matrixsecurity.co.nz

In this issue we feature and welcome Henderson Reeves lawyers to Rosebank. While they aren't the first Lawyers to take up residence here in Rosebank, they are the first to offer a full-service law firm. They have 10 staff here in their Auckland office and 70 at their Whangarei headquarters.

If you require Statutory Declaration or need to certify a document, feel free to drop in and get them signed. They are truly a friendly bunch.

We also feature Diamond Event Hire into the fold. David Alloway has set up his own Event Hire company and with it has bought the rights to Lumina here in New Zealand. While he can do nearly everything in the event space big or small, he can also light up a party with his Lumina lighting systems.

I am super grateful in May to be visiting my daughter in the United States for her university graduation. Four long years with over half that time locked out of her own country. It has been a long two years of physically not seeing her for our family. We have missed her 21st birthday and other important milestones. While this is minor to losing a loved one it still is a hard pill to swallow. It is great for the world to finally be opening up and I hope New Zealand can follow suit. At least we can travel now.

Regards, Phil Clode, Business Development Manager







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Rosebank Advocates

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

Feedback on the Auckland Transport - Connected Communities New North Road Upgrade project

Recently the Rosebank Business Association had its say on the proposed New North Road Upgrade project. This is part of the Connected Communities programme being developed by Auckland Transport to upgrade and improve

Dr Grant Hewison

upgrade is seeking to achieve:

transport options on key arterial routes across Auckland. There are four key outcomes that the New North Road project

• **Improving Safety** - thirty death and serious injury crashes (2 fatalities and 28 serious injuries) have occurred along the New North Road corridor between 2016-2021. A key outcome for the project is to improve safety.

• **Thriving places** - this outcome seeks to ensure that the town centres along New North Road corridor have good transport links between them.

• **Bus reliability** - improving public transport and active transport prioritisation along the route is a key aim.

• **Walking and cycling** - Auckland Transport wishes to improve the options for cycling and walking to access employment and education opportunities.

RBA Feedback

On 10th March, representatives of the RBA met with Auckland Transport through 'Teams' to discuss the proposals. The RBA raised the following at that meeting and later confirmed this in a written submission.

(1) Investigate an option to make the bus lane for peak traffic only

The RBA requested that Auckland Transport look at the option of using the third lane earmarked as a bus lane only in school/ peak times. At other times, the RBA suggested it could be used to manage the large amount of traffic (25,000 cars and trucks) travelling along Rosebank Road each day.

(2) Investigate allowing the bus lane to also be a freight lane

The RBA asked that Auckland Transport look at the option of using the third lane earmarked as a bus lane as a joint bus/freight lane. Because the bus lane will be wider than the two other lanes, Over the next few months Auckland Transport will be considering all the options and come out with a more firm proposal.

this option would likely accommodate larger freight vehicles and give them greater priority.

(3) Investigate the bus lane also being a T3/T4 lane

The RBA requested that Auckland Transport look at an option for the third lane earmarked as a bus lane to also be used as a T3/T4 lane to encourage people to carpool, especially around the school areas.

(4) Investigate further the impact of three lanes of traffic between Ash Street and Eastdale Road

The RBA also asked that the impact of the change of road layout between Ash Street and Eastdale Road be more of a focus and especially whether this would encourage motorists to 'rat run' down side streets - especially Eastdale Road.

(5) Impacts on traffic, especially freight traffic, north of Avondale/Eastdale roads on Rosebank Road

The RBA asked for closer attention to be paid to the impacts on traffic, especially freight traffic, north of Avondale/Eastdale Roads on Rosebank Road. The RBA wanted AT to consider the impacts from the various proposals on small private car vehicles traffic heading north in peak hours. The RBA said it would like to see this traffic reduced under all the proposals if possible.

(6) Other transport issues

Finally, the RBA asked about how cycling was being integrated into the proposal and whether options were being advanced for cyclists to have a cycle lane on the eastern side of the Rosebank peninsula and to better connect with the train service in Avondale.

Over the next few months Auckland Transport will be considering all the options and come out with a more firm proposal. Hopefully it will be one that better meets the needs of the businesses on Rosebank Road.

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Kim's Corner

Kim Watts RBA Executive Engagement Manager Phone: 021 639 509, kim@rosebankbusiness.co.nz

It's all about good news! If you are like me and love chocolate, then Easter can't come soon enough, and it was fantastic to see the uptake we received for our online Rosebank Easter Egg Hunt competition. Not one to let COVID-19 dictate everything, the idea of a virtual hunt was born, and to the delight of all our chocolate Easter Egg winners, it was the sheer exuberance I experienced when dropping

off the prizes that got me.

As part of the Rosebank Wellbeing Collab (RWC) our emphasis this year will be on Financial Wellbeing as the implications of COVID-19 take their toll on our Rosebank employees. We have solid support from co-design stakeholders and on Wednesday 6th April 2022 our first Financial Wellbeing Picnic Lunch was held as a virtual webinar through Zoom. The event attracted 25 company representatives to listen to Auckland Unlimited and Haven Financial as they imparted choices on how they can provide financial wellbeing support for their staff. Joanna Bourke from Auckland Unlimited presented their 'Future Ready Training' initiative that provides short, inwork financial literacy courses for Pacific people and in contrast, Sky Leigh from Haven Financial covered the broader aspects of financial education.

A picnic lunch wouldn't be one without something to eat and on the morning of the event, the attendees who were based in the Rosebank Road area received a picnic lunch (consisting of a sandwich, fruit, and a biscuit.) We would like to thank Westie Foods and Deejays for this generous gesture of providing a free picnic lunch.

If you were unable to attend the webinar you can contact me at kim@rosebankbusiness.co.nz to receive a condensed version of the presentation.

The RBA like every other business in Rosebank has been affected in one way or another by the effects of the pandemic and what better way to show our local businesses that we are here for them and that we care about their business and their people, than by way of a Fruit Care Pack.

Between Tuesday 12th and Thursday 14th of April, with the

help of BidFood and Chevalier Produce, fruit packs containing a variety of in-season fruit were compiled and the RBA team of Phil, Kim, and Anouschka, rolled up their sleeves and delivered 600 fruit packs to each of our Rosebank businesses where possible. Leftover packs were divided between our three local schools, and it was also nice to be able to hand a few over to our two local charities FairFood and the Village Community Trust.

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Feedback was immediate and heartwarming as local businesses responded with gratitude and appreciation for our caring deed.

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Rosebank News & Events

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

A story of Survival

Rosebank Business Association and Paramount Services invite you to a luncheon

Featured presenter



Claire Nelson Inspirational survivor and author of 'Things I Learned from Falling'

Trapped alone in the wilderness with a shattered body, this is the moment Claire Nelson thought she was about to die. What followed was an astonishing feat of physical and emotional endurance.

You are warmly invited to a lunch with Paramount Services and the Rosebank Business Association featuring inspirational speaker Claire Nelson, her remarkable experience, her insights

Mike Gibson's Farewell

A farewell was held for the man who began the Rosebank Business Association back in 2005 when Rosebank Road was still called Browne Street. It was apt then, that the luncheon to adieu Mike was held at Browne Street Eatery.

Mike Gibson was not only a co-founder but continued to lead the RBA for over 20 years until his recent retirement. Business colleagues, past staff and current board of the RBA gathered at Browne Street to pay tribute to the man who was credited with getting the association going. It originally was founded out of a need to address the then crime in the area, then Grant Hewison had the idea of a targeted rate, and the BID was formed.

Speeches from co-founding member Derek Batts, former RBA chair and current board member Michelle Maitland, and former RBA chair and current patron Bernie McCrea honoured Mike, his



about life and her determination to survive.

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o.nz

ideas, his successes throughout the years and his being a rock of support.

As Derek Batts said - Mike achieved a lot and can look back with pride. We wish Mike and his wife Drina all the best for the future.





SERVICES

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Westpac Business Awards Win for Visionwest Community Trust

It was a huge moment for the entire Visionwest team when, at the Auckland Westpac North-West Business Awards, Visionwest won the Excellence in Strategy and Planning Award before taking out the evening's big one - the Supreme Business Excellence Award.

In congratulating Visionwest, at the April 5th award ceremony, Auckland Business Chamber Chief Executive Michael Barnett was complimentary of the organisation's business strategy and model, saying, "They have shown resilience, and innovation through both stable and unprecedented times and are deserving winners. It's important they are recognised."

For Visionwest, winning these awards is significant recognition of the complex planning and organisation that is required to ensure a high standard of continuous service delivery. It's a business model that has seen Visionwest grow from a small drop-in centre operating out of a local train station to an organisation that incorporates multiple support services, employs over 1,800 people, and meets the needs of around 56,000 individuals in



Members of the Visionwest team surround Board Chairperson, Arvind Dayal to celebrate their awards success. To the right of Mr Dayal is Auckland Business Chamber CEO, Michael Barnett.

a typical year.

As with all businesses, Covid accentuated the challenges faced by Visionwest. The demand on Visionwest's services were unprecedented. As an example, at its peak, the Pātaka Kai service were delivering food support to 1,000 households a week as many families struggled with the loss of jobs or living on the wage subsidy - pre-Covid the demand was around 200 parcels per week.

Based in Glen Eden, Visionwest incorporates a number of wraparound

support services including housing, budgeting, counselling, food support, youth employment and training, and in-home healthcare for the elderly and those with disabilities. The Trust operates throughout Auckland, Waikato, Bay of Plenty and Canterbury.

According to event organisers, this is the first time a not-for-profit organisation has won the Supreme Business Excellence Award. Over 1,200 businesses entered the awards. Visionwest was also a finalist in the Excellence in Community Contribution category.

Rosebank Easter Egg Hunt Competition

Congratulations to all the 37 winners of the Rosebank Easter Egg Hunt competition that was run virtually on our Rosebank Business Association (RBA)





website and drawn just in time for Easter.

We had a fantastic response as adults and kids alike journeyed through our newly reskinned website searching for the four Easter Eggs that were hidden amongst our web pages. Because of COVID-19 restrictions, this created an opportunity for the team at the RBA to think outside the square and convert the traditional Easter Egg Hunt into something that was still obtainable and fun for our Rosebank business employees and their families.

Congratulations to our two big prize winners: - Cassandra Eade from GWA (the winner of the main adult prize) and Brooklyn Bennetts- a family member from Triquestra (winner of the main kid's prize).

Cassandra was ecstatic to pick up her prize from us stating "I never win anything!" and as a new employee to GWA has found the Rosebank Business Association website a great tool to get to know where things are in the area.

We would like to thank local contributors for their kind donation of the Easter Eggs, Dollar King for donating the baskets, and Best Blooms for arranging the wonderful wrapping of our major prizes.

Pathways to the Future Trust

Inspiring excellence, creating opportunities



History

Pathways to the Future Trust was established in 2007 as a joint venture between the Rosebank Business Association and the Rotary Club of New Lynn, with the intention of rewarding the efforts of young employees who demonstrate talent, leadership and initiative within their employment roles.

To date, the Pathways to the Future Trust has contributed more than \$200,000 to over 100 young people working in the West Auckland area.



Benefits

Do you have a young go-getter in your workplace? An employee you'd like to reward for her or his contribution to the team? The Trust encourages and rewards young employees who contribute to the success of their employer's business. Successful nominees receive funding from the Trust to advance their vocational careers further and are presented with a trophy at an awards presentation.

By assisting an employee to attend study or acquire equipment to aid them in their current employment, the aim is to give them a "leg up" in their career, allowing them to excel in their current role, and pursue opportunities for advancement their employer may offer.





New Launch

The Trust is grateful to the generosity of the RBA who have pledged \$10,000 of donations to the Trust from 1st July 2022 towards awards for Pathways to the Future Trust recipients for the following 12 months.



Testimonies

"In 2013, I had the privilege of being awarded a "Pathways to The Future Trust" grant. I was honoured to receive the award, not just because it was in recognition of my workplace achievements, but also because it was an acknowledgement of my future potential. The grant provided me with the invaluable opportunity to undertake additional training which has extended my skills and assisted me to develop in my career."

Bhavin Sanghavi CPA (USA), CA (NZ), Licenced Auditor

"I believe that the Pathways to the Future Trusts awards are hugely beneficial to the community. The awards offer great opportunity to young people trying to get ahead in West Auckland and further their studies within their industry. Receiving this award last month was an honour and has helped me to put my future into prospective and give clarity into further study for where I would like to be in the next five years."

Isabelle Stacey, MTF Henderson



Businesses giving back

This is an opportunity for businesses to recognise employees who display the qualities worthy of recognition by encouraging their development and further advancing their vocational career.

EMA

We are proud to announce that RBA partner the EMA will continue to sponsor the Pathways to the Future Trust and look forward to another exciting round of deserving applicants being nominated by their employers for the Awards in 2022.

Awards to give away

Funding grants will be awarded over the next 12 months to recipients of the award for contributions to vocational courses, textbooks or tools of the trade.

For nominations and more information contact: Kim Watts on 021 639 509, or email: kim@rosebankbusiness.co.nz









Shine Bright like a Diamond

Diamond Event Hire

He may not be the first to admit it, but David Alloway is a naturalborn entrepreneur. The upbeat, personable founder of Diamond Event Hire on Rosebank Road describes himself as an "accidental business owner," having worked most of his 20-year career within the ranks of well-known event-hire and exhibition companies. What is clearly not an accident is the hard mahi he dedicates to his own growing enterprise.

David's mission is to make it easy for customers to plan unforgettable exhibitions and events. He offers both top-notch service and the hire of a huge variety of stylish and functional items, including tables, chairs, exhibition stands, red carpets, and even an LED light-up bar. From supplying four truckloads of furniture and equipment to Fieldays to providing three bean bags for a donut shop opening, David dedicates the same work ethic and service level to any size of job he takes on, and has since the very beginning.

"For the first three or four months, I washed cars to make ends meet," he recounts of launching his business. At the start of the COVID-19 pandemic in 2020, David was let go from his position at another West Auckland event business as the effects of lockdown on the industry took hold. Rather than lay low and ponder the future, he seized the opportunity to go out on his own. Selling his 5m boat to raise capital, he bought up tables and other furniture offloaded by his former employer and stored the bones of his new business away in his garage to await the day events picked up again, and corporates re-opened their doors.

Over the next several months, business trickled in, and eventually David realised the time had come to stop washing cars and jump back in full-time. First Scene Costume and Party Hire offered him space for his operations, and Diamond Event Hire took off at full steam.

David says that the time between lockdowns was all guns blazing, and he loves the freedom and variety of his work. His favourite aspect is planning each job and seeing his customers happy with what he has delivered. For Fieldays, that meant daily round trips to Hamilton for the duration of the annual event. Corporates come calling for tables, chairs, and exhibition set-ups, and Soundsplash in Raglan and L.A.B at Western Springs both required bean bag hire and same-day set-up and take-down of equipment. No job is too big or small; David even loaned a single plastic table to a young woman shooting a music video. His warehouse space is a jumbled testament to his optimism, go-getting attitude and flexible mindset.

And his efforts continue to pay off. Diamond Event Hire is rapidly growing out of its rented space, and David has recently diversified with an exciting new acquisition: **Lumina New Zealand**, the country's number-one provider of light-up letters. He can now offer his customers the rental of a show-stopping collection



of light-up letters and numbers to add the wow factor to their events.

"The bulk of the letters are 1.5m high," he details, perfect for making memories - and taking photos for the 'gram-at weddings, birthdays, twenty-firsts, and other events. He also has mini letters standing 50cm high, ideal for adding a bespoke splash of glam to a reception table or visual display.

His expertise, offerings, and bookings continue to grow, but David remains a one-man operation. He does take on casuals when he needs to, and he works closely with a colleague from his former employer. For David, maintaining friendly and collaborative ties with his competitors makes perfect sense, describing a sense of solidarity that sees competing exhibition companies reach out to each other for an extra hand or two when they're short-staffed. "We're all in the same boat," he says. And, in this industry, "when you're busy, you're almost too busy."

As Diamond Event Hire has continued to grow, David has found himself transforming, too. Before striking out on his own, he says he used to be "quite stressed" if he didn't have a plan. "To sleep at night, I had to know that things were in place. With Covid, I had to let that go, as there's a good chance things will change."

Now he enjoys the freedom of coming and going to work as needed, seeing his kids in the morning, and plonking his laptop down on any free surface to get the job done. Despite the challenges of the pandemic, he says, "there are some good things, if you look for them."

Diamond Event Hire is located at 334B Rosebank Road and is open 8am-5pm weekdays. David would welcome a call from anyone looking for help with an event on 027 380 2227.





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Henderson Reeves

Open Law Office in Rosebank

Henderson Reeves isn't your typical law firm. Forget the harmful culture of excessive "work hard, play hard" - at this Auckland law office in Rosebank Road, the hard work is certainly there, but the vibe is all about collaboration, work-life balance, and lots of laughs.

"Our vision is that we are happy people providing high-quality legal services, making happy clients," says director Shelley Funnell, cofounder of the Auckland branch of Henderson Reeves.

"Hard work is a given, so happy is our main goal," adds cofounder and fellow director Taina Henderson. "We've created jobs where we get to have fun, we work with great people, and we hope to create a balance where we have lives as well."

After over four decades in law and with a reputation for excellent service, Henderson Reeves was already known for having a happy, engaged, and long-serving team when Shelley and Taina approached the Whangarei-based firm about starting an Auckland office. Having met at another big city firm, both were busy lawyers before taking a ten-year hiatus to have children.

Despite going to law school, Taina entered the field "never meaning to be a lawyer." "I took a job with my dad so I could save up for my OE," she recounts. By the time she left for overseas a year later, she was hooked on the law.

Shelley had a stellar trajectory once she'd decided the law was her calling. After getting a taste of the law while training as a Quantity Surveyor, she moved from her hometown of Hamilton to Wellington and put herself through university in law and accounting, where she obtained first class honours and placed top in many of her classes. She was recruited to the Auckland firm where Taina later joined her, and their friendship became a steadfast one marked by parallel milestones. They both enjoyed a stint practicing law in Europe - overseas at the same time, but in different cities. They both left to have children - each having four - and settled into life as Playcentre mums in different suburbs.

During that time they met regularly to discuss a new way of doing law.

"The law isn't a great model of balancing work and life with motherhood," says Taina. "We didn't want to go back to the traditional law firm model where you and your client drive hours into the city with all the parking issues." In 2016, when the youngest of their children were about to start school, the timing was right, and Shelley and Taina approached Henderson Reeves about starting an Auckland branch with a more flexible, balanced way of working.

"When we first started, we were working from home," Taina recalls. "We had Priuses and tried to build a different model."

They focused on their initial product - Smart Move Conveyancing - and hit the road, meeting with clients at their homes to provide a well-packaged fixed-price conveyancing service. Between them, says Shelley, "we had a wealth of experience that really helped us" as they grew their legal offering.

Shelley, a former high-flying finance lawyer now passionate about businesses, property and estate planning "is good at cutting through complexity," says Taina. "Showing the client how things fit together. And she always brings the fun. We nicely balance each other, since Shelley is a numbers nerd."

"I love documents," laughs Shelley. "Preparing documents, and reading documents, doing transactions...almost the more stressful the better! I like to make things as simple as possible for the client,







and that means explaining it the way I'd explain it to my friend."

Taina, who is drawn to relationship property, pre-nup type agreements, helping people to sort out a division of assets, spousal maintenance and disputes, is "very thorough," describes Shelley. "She's like a dog with a bone with a legal issue and really thinks things through, taking the time to go the extra mile for clients. She remembers everything, and that's really useful when giving legal advice. I would choose her as my lawyer if I were going through a separation. Actually, I did!"

The two-woman, Auckland based operation has now grown into a 10 strong Auckland based team. Henderson Reeves operates as one whole firm of over 70 people across Auckland and Whangarei, with shared resources. With their use of technology and quick adaptation to new processes (like remote meetings and digi signing) they have been able to continue that innovation.

They have specialists in every main area of law: residential and commercial property, civil and family litigation, employment, commercial, wills and estates, agribusiness, and more. They moved into their Rosebank Road office just before Christmas last year.

"Everyone is approachable and friendly," says Shelley. "We're really invested in our clients. The whole firm really values their individuality, and there's quite a flat structure. We're very collaborative."





"Sometimes it's a hard job," Taina admits. "You have to end up laughing together and crying together. It's really supportive and fun, and we wouldn't have it any other way." Noting her favourite part of their firm's values, she says: "Our whole truly is greater than the sum of our parts."

The friendly team at Henderson Reeves welcomes anyone needing a stellar lawyer and excellent legal services, to drop in during office hours at their office on Level 1, 703 Rosebank Road.



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Member Profiles

We profile Members of the Rosebank Business Association



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Founded in 2013, Accountsdept is a trusted one-stop business partner and solution provider for all types of business needs. With the vision to uplift small and medium-sized businesses, the company offers innovative and flexible bespoke solutions that cater to diverse business requirements and optimise challenging processes. At a price of \$35 + GST an hour with absolutely no compromise to their high standard of work, it would be hard to say no.

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range of business management services and assist a wide range of clients - from entrepreneurs through to multi-entity companies. The broad industry exposure of Accountsdept, comes from a passionate and committed hybrid team with a winning combination of industry backgrounds, expert skills and a great attitude.

As industry specialists with great industry proficiency, the core services offered by Accountsdept are bookkeeping and payroll management. Accountsdept offers user - friendly and simplified 'Bookkeeping and Payroll Management Solutions' to make the entire business process seamless, effortless and secure. Their core service offering covers creditor management, debtor management, invoicing, bank reconciliations, PAYE filing and other related business functions. Their advanced bespoke solutions and the payroll specialists of Accountsdept strive to save overall business processing time and keep overheads down to drive business optimisation. This helps business owners to focus on other aspects of growing their business.

As a business partner driving efficiency and effectiveness, AccountsDept is all about delivering agile and complete solutions to run any type of business and offer a great service that makes a lasting impact on the business and the client. This is a testament to its longstanding success and expanding business horizon.

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Keola: building things that work

Keola is a multi-award-winning construction management company that is sustainability-focused along with being a family-owned business. Keola creates buildings that endure, delight, are practical - and leave a legacy. With a chartered engineer at the helm, Keola applies a unique engineering approach to all its projects.

It was Keola that constructed the Chrysalis Childcare Centre on the corner of Jomac Place and Rosebank Road and won a Commercial Project Award for it. In fact, that was Keola's second project for the same client. This client has now engaged Keola for a third project: Gaia Earth Childcare, near the Auckland Botanic Gardens. Repeat business from one client is purely based on trust. Long-term relationships are fostered when there is a track record of delivering on time, on budget, and with industry-leading quality.

Another project Keola is currently working on is the Pavilion Hotel near Auckland Airport. This is a job where Keola's engineering background and problem-solving skills were crucial, as the ground conditions were very poor. 260 piles - each 14 metres deep - were needed to strengthen the ground before above-ground construction could begin.

Keola specialises in larger-scale projects, with a solid track record in constructing medium-density housing and childcare centres. To date, Keola has built some 360 residential apartments. Upcoming projects include two apartment developments in Glen Eden: • '18 West' consists of luxury two-bedroom apartments: think Mt Eden in Glen Eden. The building even has a communal roof terrace for residents to enjoy, plus free EV charging and high-speed fibre.

• Another development, '34 West', consists of affordable oneand-two-bedroom apartments. The two-bedroom apartments come with a car park, and all residents can use the on-site EV charging for free.

To learn more, you can contact Sanjesh Lal on 021 280 8580.

Keola Phone 021 280 8580 Email: info@keola.co.nz keola.co.nz



Business Nuts & Bolts

Business to Business advice from RBA Members & Partners



Janine Roberts Director, Haven Accounting

Buying pros

When you buy an item, you own the item outright and it will appear on your balance sheet as one of your business assets. By owning these assets outright you increase the perceived capital and value of your business. When you're not using it you can decide to rent it out or sell it to free up the capital. If you own the asset you can also claim depreciation.

making a decision.

Buying or leasing vour assets

Should you buy or lease your assets? The decision depends upon the nature of your business. Given that every business differs, there's no simple answer. It's worth considering the pros and cons of each before

Buying cons

Paying for the item upfront can be an expensive outlay for the business. This may tie up working capital in an asset. Not only is it hard to upgrade without significant costs, but it may also mean you end up stuck with outdated equipment unable to move it on. If you need to take out a loan to pay upfront, this will add to your liabilities and reduce your worth on the balance sheet.

Leasing pros

Leasing means little or no upfront outlay, which means less impact on cash flow. This allows you to make use of the asset without worrying about maintenance. In cases where technology is rapidly changing, you may want to lease as you can include upgrading the asset to a newer model in your agreement. You



can spread the cost over a longer period making it easier to find the liquid cash to meet your lease payments. This helps you to use the money you've saved to invest in other areas of the business.

Leasing cons

You may pay more in the long run, most leasing agreements will incur additional costs and interest on your agreement. Depending on what lease agreement you enter into, you may not own the asset at the end of your lease. If you choose an operating lease you won't own the asset at the end, this is usually a short term lease. You can opt for a capital lease which means you'll own the asset at the end, but keep in mind that you'll probably be paying more than the market price in the long term. You may lose the use of the asset if you can't keep up with your payments which could have a significant impact on your ability to operate.

If you want help figuring out which path is best for your business, don't hesitate to contact the Haven team on 0800 700 699, we would love to help you out.





ISSUE 185



Bret Gower Smith & Partners Lawyers

Do we really need a contract?

Many small - to medium-sized business owners in New Zealand question the need for a formal contract with their customers or suppliers. Effectively what these business owners are relying on is an informal arrangement - in law, a verbal contract. That is understandable when all business transactions rely on trust to a large degree - that the goods will arrive on time; that the services will be as quoted; that the other party will do what they say they'll do (and let's face it, even if there is a written contract there is still an element of trust required).

There is nothing wrong with taking that approach, and some business-people feel more comfortable relying on their business experience, their instincts about people and a firm handshake.

However, as the stakes increase, the certainty of a written contract helps to reduce the risks associated with the other party's potential non-performance. For example, will the nonperformance of a supplier prevent you from completing what you have contracted to provide to your customers – potentially leaving you liable to the customer's claim.

In the event you need to enforce your agreement, having a contract in writing enables you to enforce your rights far more easily, and will support any claim you need to make far better than relying on the other person's integrity and/or honesty. With the recent increase in the Disputes Tribunal claim threshold to

\$30,000 it doesn't take many successful (self-enforced) claims to justify the legal fees associated with getting good advice and contract drafting before a dispute arises.

Written contracts with your customers and suppliers will also provide evidence of the ongoing performance of your business — to justify the value of your business when seeking finance, or on the future sale of your business.

Depending on the type of business, a contract with customers can be as simple as a set of standard terms and conditions, or as specific as a bespoke contract drafted for each customer.

A well drafted contract will provide clear terms including: how the price of goods and services are set; when payment is due; when does title (ownership) in the goods change hands; who is responsible to insure the goods; what type of warranty or returns policy applies; what are the obligations of each of the parties; how long the agreement will last; how disputes will be resolved; how the agreement can or will be terminated; how confidential information and intellectual property will be treated by the parties; whether the parties are liable to each other or indemnify each other for any breach of the agreement - and any limitations to that liability that apply; and a host of other terms and conditions particular to the circumstances of the business.

One of the main reasons we find clients are resistant to using written contracts is the perceived reluctance of the other party to enter into a formal arrangement. Often this can be simply because the other party does not want to engage their own legal advice. In some circumstances that can be a reasonable position to take, but we urge clients to be wary of entering into a serious business arrangement with anybody who is not prepared to invest in their own risk mitigation (which is what a written contract effectively is). Our preference is to make the process (and the language used) simple and commercially sound - without any unnecessary complexity - so that clients and their customers or suppliers can determine for themselves whether it seems reasonable or not.

Whether you need your own written contracts, or review of a contract you have been asked to sign, you need a commercial lawyer who is happy to explain the basis for their advice, has your interests at heart and takes the time to understand your business risks and concerns. Arrange a no-obligation chat with Bret Gower, Commercial Associate at Smith and Partners by emailing bret. gower@smithpartners.co.nz or call him on DDI 09 837 6893.





Aaron Martin NZ Immigration Law

What is the plan

Employers who are looking to hire to positions paying over \$84,000 should be moving fast to get their workers into NZ using the Critical Purpose Regime.

Employers should also be looking at renewing existing employee work visas under the preferential rules for those seeking to remain in employment, especially for staff paid below \$27 per hour.

Opportunities in this area are closing fast with the new work visa system becoming operational over June and July.

Accreditation becomes mandatory for employers from 4 July 2022. New rules governing Labour Market Testing come on stream in June dictating advertising requirements and restricting the ability to get visa applications for roles earning above the median wage of \$27.76.

According to an INZ official this is intended to reduce the number of migrants and the reliance on overseas workers.

The accreditation status system is intended to be light touch processing. That indicates filing will be primarily based on declarations, with evidence requested in the processing stage if considered necessary.

But warnings are clear. After accreditation status is approved employers can expect audits to occur which may include sight visits. Accreditation status can be suspended after approval if it comes to light the employer no longer meets requirements or did not in fact meet requirements when applying. That will end an employer's ability to hire those who need work visas.

Two implications arise from that. Employers cannot get away

with simply declaring they comply. If an audit shows the documentation was not in place at the time declaration is made an employer can expect to have accreditation status suspended or revoked. (INZ is in the habit of checking the Properties of electronically filed documents to establish when they were created and if they have been plagiarized from other sources.) Evidence of implementation of policies will be important.

Secondly an employer must maintain compliance after accreditation is approved. That is going to be particularly important for employers who are labour hire companies or franchises (this includes distributorships, or those trading under exclusive supply or branding contracts). The accreditation status requirements are high for these business models because INZ consider these business models come with a higher risk of migrant exploitation.

This has been a long time coming. So there is nothing particularly new here.

That is part of the problem - nothing new here. What is the Government's Immigration Programme? We still have no functional Residence policy beyond the One Off Resident Visa 2021 category that ends on 31 July 2022.

There is mention of re-starting the Skilled Migrant Residence Category after a revamp. We have no definitive indication of the revised criteria or date for re-launch. We have mutterings of a Work to Residence styled pathway for those earning 200% above median wage. Again, no confirmation of criteria or timing for it starting.

Australia have a planned level of 160,000 places for the 2022-2023 year of which 109,900 set aside for skilled migrants. Canada is seeking 1.3 million new permanent residents.

New Zealand's inability to offer certainty to those employers trying to hire could make recruiting from offshore a serious challenge in the coming year. The Government needs to address this promptly but its appears to have difficulty getting its head out of the COVID-19 miasma.



ISSUE 185

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There's a myth that digital transformation (DT) should be left to enterprise companies. After all, the larger the organisation, the more applicable it is? Not necessarily, because sales, human resources, and customer service are three of the most common

Kate de Lautour The Icehouse

functions where effective digital can make a real difference and these are critical areas for all businesses - SMEs have a lot to gain.

If you can save 20 hours a week of administration time by automating your payroll or invoicing, would that not be tech worth investing in? If you could drop the time your inventory sits on warehouse shelves by half - by having better data and forecasting, or have customers' technical questions answered within one working day by connecting the sales team directly with your tech teams messaging system, would that not give you a leg-up on customer preference?

Whether you're a plumber, a commercial bakery, sell agricultural machinery or are an engineering firm, your customers will not only expect to be able to make an enquiry through your website, they will also want to make an online purchase and see your socially responsible behaviour via your social media channels, while also receiving personalised offers and messaging.

The three main branches of DT can be thought of as Operational Priorities, Consumer Focused Priorities and Value Addition Priorities.

At the centre of operational priorities sits an effective customer relationship management system, or **CRM**. This is the place to stay connected to customers, streamline processes, and improve profitability - a single point of truth for your data and key for making informed, company-wide strategic decisions.

Enterprise resource planning (ERP System) is the ability to

deliver an integrated suite of business applications, allowing for automation across finance, HR, distribution, manufacturing and more.

When the business is small, picking up the phone may be all you need in terms of internal communications. As the business grows, **team collaboration and messaging tools** become more important. Think Microsoft Teams or Trello.

The most important customer-facing priority for digital presence is, of course, your **website**. It's your primary means of frontline customer service and communications and it needs regular investment but this doesn't have to be costly - just smart.

Digital Marketing is interesting because consumers now drive so many digital initiatives. The main example is the shift to social media - clever digital marketing is necessary and expected in today's world.

Automation around reminders, scheduling for necessary maintenance, and personalising these communications is central to building **customer relationships**. Making a customer feel special can go a long way to elevating their continued experience with your business, potentially reducing cost per acquisition, and increasing lifetime value of sales.

Some ideas may not be a necessity but are an opportunity to create more space between your competition. Think 'augmented reality' for fashion, where a user can see what clothing looks like on them before purchasing, or maybe a bonus fitness tracker app with a running shoe purchase.

But - Innovating for the sake of innovation, trying to improve what's already working well, and not having the right people in place are common challenges. In short, the strategy may be wrong.

With many owners struggling to know where to start and get a grip on the hard questions about digital, the new Icehouse programme will help you get the answers.

Facilitated by leading IT and digital marketing specialists Brent Roberts and Kevin D'Ambros-Smith, The Icehouse Digital Transformation Programme starts July - contact Kate de Lautour to register interest - k.delautour@theicehouse.co.nz

Kate de Lautour is The Icehouse Customer Growth Partner -West Auckland

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Shelley Funnell Henderson Reeves

So you think your trust will save you from your ex?

People who believe putting their assets into a trust before a relationship begins will stop them having to share assets with their spouse, will have a timely wake-up call from a recent decision of the Supreme Court in Preston v Preston [2021] NZSC 154.

Mr and Mrs Preston had a seven year relationship (and were married for 5½ of those). They each had children from previous relationships (his were grown up). Mr Preston had transferred his home and most of the shares in his business into a trust set up before the relationship. However the parties used those assets for family purposes during the relationship, living in the house, and living off the income from the business. Mr Preston appointed Mrs Preston a beneficiary of the trust, on the advice of his accountant.

It was a loving relationship and both parties were committed to it. Mrs Preston made the usual non-financial contributions to support Mr Preston and the family, she used her own money (from before the relationship) to make loans to support his business, to pay for family holidays and to help his kids to buy their first cars.

Over time the home and business increased in value.

Around the seven year mark things fell apart, and the parties separated. Mr Preston was adamant that Mrs Preston would get nothing from the trust, and there was very little relationship property to share out.

Mrs Preston was left without a home or sufficient capital to set herself and her daughter up in a home. Mr Preston was enjoying all of the significant assets of the trust.

Mrs Preston went to Court for a share of what the trust had built up with her support. She lost in both the High Court and the Court of Appeal. Others would certainly have given up – she was ordered to pay substantial costs, she had a gruelling time being cross examined by expensive lawyers about how little of any real value (meaning, monetary value) she had contributed in the course of the 7 ½ year relationship.

QC Vanessa Brunton had been following the case, and knew it

didn't uphold the principles of equality - of the sexes and of their differing contributions – that are built into relationship property law, and section 182 of the Family Proceedings Act 1980.

She took Mrs Preston's s182 claim matter right to the Supreme Court and won, arguing that bringing a trust into a relationship creates obligations, and if the relationship ends, and one person is worse off, the Court will step in to remedy that under s182. What Mrs Preston was claiming (and what she received) was \$243,000 or 15% of the trust assets – and the ability to rehome herself and her daughter. Pretty modest compared to what was left in the trust and the hundreds of thousands of dollars he would have spent fighting her claim through the Courts.

The resounding moral of this story is this: if you want the benefits of a trust arrangement AND to avoid sharing, you need to declare that openly to your spouse, ask for a 'pre-nup' type agreement, and let your spouse decide whether that makes you someone they want to marry or not.

If you'd like relationship property advice before, during or after a relationship, or your trust hasn't been reviewed in the last two years, have a chat with one of our trust and relationship property experts at Henderson Reeves Lawyers. You can find out more about us on our website, or ring and speak to Taina or Shelley or one of the team on 09 281 3723.

> Mrs Preston was left without a home or sufficient capital to set herself and her daughter up in a home.





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Scott Carter

Matrix Security

How to control access to your business

Controlling access to your building is a crucial element of an effective security business strategy. The purpose is to minimise the risk of unauthorised people accessing your business premises to ensure the safety of your assets, data, equipment, and your people.

In the past, a reception area was deemed the means to control access. Currently, access control systems are more sophisticated leveraging advancement in technology to integrate with other systems and provide more

comprehensive controls around who can enter premises, when and where. Access control systems can integrate with alarm systems and other essential services and as technology evolves, go beyond a simple swipe card to smart apps and face recognition.

Benefits of access control systems

Protecting staff and property isn't the only benefit on offer:

• **Do away with keys.** A computerised system means there's no need for keys. Lost or mislaid keys are a common problem and create the potential for a security breach.

• **People tracking.** Computerised systems are more accurate than paper-based ones. If there's an incident, accident, or theft, you can quickly and accurately identify who was in the building or space at that time.

• **Reduce costs.** Many systems can be integrated with other essential services such as alarm, lift, lighting and air-conditioning systems to completely automate your building. Avoid the need to re-key your entire building every time an employee or tenant leaves. Improve your bottom line with better employee performance and punctuality by tracking time and attendance. Reduce workplace

hazards by keeping unauthorised personnel out of high-risk areas.

Types of access control systems

When it comes to selecting the type of access control system, a lot depends on your business's size and security needs. There are four main types of access control systems to choose from.

• **Discretionary access control.** Permissions are managed based on the identity of the person/team and is the least restrictive of the options.

• **Mandatory access control.** Best suited to businesses requiring high security and confidentiality with strict controls.

• **Role-based access control.** Under this option, role determines level of access. Not all employees will need to enter all parts of the building and may be limited to specific times of day.

• **Rule-based access control.** Access restricted based on rules such as time of day or location.

Different components of access control systems

There are various systems to choose from with the following essential features.

• Access cards. Most systems use access cards that work like electronic keys. Other options to consider include smartphone apps, face recognition or fingerprints.

• Access control keypads. Keypads can be used instead of card readers. Employees or visitors insert a code to gain entry.

• **Electronic locks.** This hardware locks and unlocks the door electronically.

• Access control software. This is where the real power of the solution resides with most solutions having the flexibility to integrate with other systems. As technology advances and new functionality is released, you have the potential to upgrade.

Expert help and advice

With our extensive knowledge and experience, Matrix Security Consultants can assist you in making the right choice. Our consultations are obligation free and onsite.



Contact our experienced consultants for a free security audit to find out.

PHONE: 09 525 8532 audit@matrixsecurity.co.nz





Tracy Mulholland, Councillor Whau Ward

Do you think Auckland Transport consultations are robust?

Not surprisingly Auckland Councillors voted 13-10 to support Auckland Transport (AT) consulting on its divisive Draft Parking Strategy, a token exercise based on the advice of transport officials who had declared they have a predetermined view. A flawed consultation is profoundly cynical and will merely offend tired and overburdened ratepayers.

Those same officials are loyally backed by a narrow majority of elected members who believe Aucklanders must sacrifice more convenience, more freedoms, local connections and pay more to receive fewer services.

I voted against the Draft Parking Strategy. Along with my colleagues Christine Fletcher, Daniel Newman, Greg Sayers, Desley Simpson, Sharon Stewart, John Watson and Wayne Walker, I cast my vote against what I heard was a predetermined strategy which is premised on the removal of more than 80,000 carparks.

Who parks in the parking outside town centre shops? Customers do! AT appear to be telling Aucklanders to walk, cycle or catch a bus or a train even if it doesn't suit!

It is essential that we support small businesses, the lifeblood of our region's economy. The café owners, services businesses, chemists, gift shops; people who risk their savings to set up and run businesses and who rely on loyal customers to shop there.

Most customers travel by car and those cars need to park somewhere. Remove the carparks and you remove the customers. Think about it, why do malls and supermarkets offer free parking? To enable the customers that help drive the profit margins.

There is nothing more valuable to small business than loyal customers who buy goods and services. No customers, no business. No business, no jobs.

This reality appears to have been lost on some colleagues who argued for the removal of cars. Maybe some elected representatives don't get it, or it doesn't affect them.

The protagonists for the Draft Parking Strategy argue that commuters should pay to park at Park and Rides.

Park and Rides have been successful in getting people out of their cars and on to public transport. That's a good story but the proposal is to charge at these facilities. This move is ideologically driven, financially punitive and it shows little understanding of the transport reality for those living in suburban Auckland.

Don't be fooled by the argument that the Draft Parking Strategy is about tackling the 'Climate Emergency'. It's not. I predict Auckland Transport will shortly cut some public transport services because it's going broke. The Government - which is polldriven, noting the temporary reduction in fuel excise tax - has underfunded AT's activities for more than a decade.

Climate action is a distraction from the real goal, which is charging motorists more and more to help fund AT, which has become both extreme and dogmatic in its puritanical desire to eliminate cars from Auckland.

The real issue for Aucklanders is not the elimination of their cars, but how to resist questionable decisions until such time as balanced decision-making can be restored. Demonizing motorists and targeting small businesses is just not right.

Tracy Mulholland Whau Ward Councillor Mobile: 021 195 7296 Email: tracy.mulholland@aucklandcouncil.govt.nz

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