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## The Perfect View

Open2View profiled

## Victoria Hall on the move again

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**Cover:** The CopperFox Team, Vlad, Tony, Rob and Santosh

With thanks to our partners ...



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# From My Perspective

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



## Politics

Over the last month we have had visits from every side of the political spectrum including an Auckland mayoral debate and everything in-between.

First up we had Nicola Willis, Deputy leader of the National party join us for a morning. Nicola visited several businesses



Nicola Willis and Ash Taylor



Nicola Willis, Christina and Malcolm Box

in Rosebank including Ash and his team from Total Property Services. Ash spoke about the company having to turn away work because of the lack of labour in the market. She next visited Stefan and his team from Westie Group who shared his journey of stress over the last 2+ years trying to keep 100% of his workforce in place. Owners of Aquatica, Christina and Malcolm Box then took Nicola on a tour of their large facility at the end of Saunders Place where they explained their issues around shipping costs and supply.

The Rosebank business visit finished with C-Tech and their carbon composite facility. Chris Kitchen from C-Tech explained they have lost a large amount of business with the America's Cup moving offshore and the cost of shipping going through the roof. A lot of their clients are seeking out Europe for the products they produce so they are looking at setting up the business in Europe.

Labour's Carmel Sepuloni visited Slade Health NZ's new state of the art compounding facility on Patiki Road. NZ Manager Philippa Trout gave us a tour and what the future of cancer treatment in Auckland looks like. Slade Health NZ are looking to officially open its doors in Rosebank in September 2022.

Next was a visit from Brooke van Velden, ACT deputy leader. She spent



Brooke van Velden and Stefan Crooks



Brooke van Velden and Bruce Reid

the morning with Westie Group, World Moving, Aquatica and C-Tech. They once again shared their frustrations at the current lack of labour and the rise of shipping costs.

All the businesses visited are led by resilient owners who are passionate about their staff and what they produce. They have a similar message in that they want the Government to help them grow.

Finally for the month we held a 'Meet the Candidates' debate for the top Auckland Mayoral candidates. Efeso Collins wasn't present as he had a prior engagement, and Leo Molloy had dropped out the day before, so the panel was made up of Wayne Brown, Viv Bec, Craig Lord, Ted Johnston, Gary Brown and Dr Michael Morris. This was an interesting line up that didn't fail to deliver. MC'd by our very own Board member Michelle Maitland and Board Chair Stefan Crooks, the candidates were kept to time and on point.

As we head into the mad season of politics, make sure you make your voice heard and vote! Remember if you don't vote, you can't complain about how things are!

Regards,

**Phil Clode**,  
Business Development Manager



Brooke van Velden and Chris Kitchen



Mayoral debate



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# Rosebank Advocates

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



Dr Grant Hewison

## Auckland's local elections candidates confirmed. Who will you be voting for?

462 Aucklanders have successfully lodged their nominations to stand in the local elections. The race has officially begun as nominations for

Auckland's local elections are now closed and candidates have been confirmed.

Of the total candidates, 64 are standing for ward councillors and 376 are standing for local board members positions.

To lead the strategic direction of New Zealand's largest city, 22 candidates are now confirmed to be in the running for mayor, including Viv Beck, Wayne Brown, Efeso Collins, Craig Lord and John Palino.

For the Whau Councillor Ward, the candidates are:

### Whau Ward

Last Name	First Names	Affiliation
LEONI	Kerrin	Labour
MULLHOLLAND	Tracy	C&R - Communities and Residents

For the Whau Local Board, the candidates are:

### Whau Local Board

Last Name	First Names	Affiliation
AMOS	Fasitua	Labour
BASHA	Aadil	Labour
BISSET	Daphne	Independent
CLOW	Ross	Independent
DAVIE	Kathryn Mary	Community Independents
DAVIE	Paul Clifford	Community Independents
DEGIA-PALA	Anne	C&R - Communities and Residents
FARMER	Catherine	Labour
GASCOIGNE	Valeria	Labour
HOOD	Alister	Community Independents
IKINOFO	Ellie	
KOULIANOS	Nik	Independent
NYAYAPATI	Ravi	C&R - Communities and Residents
PATERSON-HAMLIN	Sarah	Labour
PIPER	Warren	Independent
ROSE	Jessica	Green Party of Aotearoa New Zealand
TAYLOR	Sandy	C&R - Communities and Residents
THOMAS	Kay	Labour
WATSON	Sara	Independent
XU	Bruce	Independent
YIN	Howie	C&R - Communities and Residents
YU	Steven	Independent
ZHU	Susan	Labour

Everything you need to know about the candidates you can vote for will be available on a Vote Auckland website from 5 September 2022. Voting opens 16 September 2022 and closes midday 8 October 2022.

# BARFOOT & THOMPSON COMMERCIAL

## IT'S HOW GOOD HAPPENS IN WEST AUCKLAND

Over \$275,000 donated annually to West Auckland schools, community groups and sports. We are the agency that keeps money local.

### SOLD



203 Triangle Road, Massey

2,812m<sup>2</sup> Light Industry zoned sold for \$2,500,000 - Max McCarthy



10 Avenger Place, Glendene

1,968m<sup>2</sup> Heavy Industry zoned sold for \$2,475,000 - Colin Stewart, Max McCarthy



1/5 Sabulite Road, Kelston

304m<sup>2</sup> building on a 1,012m<sup>2</sup> site - Max McCarthy



23 Cartwright Road, Kelston

966m<sup>2</sup> site with a lettable area of 606m<sup>2</sup> sold for \$2,125,000 - Max McCarthy, Nick Wilson

### FOR LEASE



571 Rosebank Road, Rosebank

675m<sup>2</sup> character showroom, office and warehouse mix - Meir Alfassi, Peter Jeromson



681B Rosebank Road, Rosebank

1,252m<sup>2</sup> office/warehouse space with 20 car parks - Meir Alfassi, Peter Jeromson



32 Honan Place, Avondale

585m<sup>2</sup> warehouse / office with 13 car parks - Scott Whitten, Meir Alfassi



24A Keeling Road, Henderson

2,500m<sup>2</sup> warehouse with a large 8,000m<sup>2</sup> yard - Scott Whitten

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

# Kim's Corner

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



'All' is such a small word, yet its connotations encompass everything.

The Rosebank Business Association (RBA) lives this word daily as we strive to be the voice of/and on behalf of **all** of our Rosebank business district.

Nothing gives us more pleasure than giving back to our Rosebank businesses and the FTEs that work in our Rosebank area.

At the beginning of August, we did just that with the personal delivery by the RBA team of our 'Winter Warming Goodie Packs'.

These consisted of 2 x Naked Locals Roasted Butternut Soups, 1 x veggie delights classic hot dogs, and a loaf of bread which was distributed to all our Rosebank businesses. We even had a few leftovers to be able to give to Avondale College, Avondale Police, and I Love Avondale to distribute to needy local families.

It was fantastic to see the reactions of our business recipients and it is a known fact that gifts lift morale. Why is this important? Because high morale produces effectiveness, low morale produces a lack of efficiency. The RBA just wanted to remind all our Rosebank businesses and their employees that although this gesture had the intent of warming our Rosebank community from the inside out, the true worth is that you all matter.

I would like to take Phanus Stapelberg Health Foods NZ, easy by helping and hot dogs

this opportunity to thank and the staff at Life who made life very organize the soup as well as Stefan



Crooks from Westie Foods Ltd with the bread.

August also saw a wonderful opportunity presented by one of our Associate RBA members - New Zealand Business Tools (NZBT), who offered the chance for five of our local Rosebank businesses



to send along a representative to attend the Credit & Collection one-day seminar held by Laurie Brensell for FREE! Aimed at anyone in credit management, this workshop was targeted at building skills for dealing with debtors and providing attendees with the tools to improve their cash flow. Feedback was very positive "It was really good, we learned the psychology behind debt collection, I found that really interesting, my role is sales based with debtor management and admin on the side and I will definitely use some of what I learned moving forward," said Jo (attendee).

NZBT has positioned itself as a Credit Management and Privacy Specialist that wants to help protect and safeguard businesses. The current question is how do we all survive this downturn and protect/safeguard a business from a credit management perspective?

Times are getting harder in every industry with product supply issues, staff problems, and ongoing flu/Covid disruptions. BTNZ is beginning to see an increasing number of company liquidations, especially in the construction industry sector. All this prompts us toward the need to review what we are doing from a credit management perspective to protect and safeguard our businesses. Because the requirement to get paid, to maximise your cash flow, has possibly never been more acute than it is today.

One might argue that these are unprecedented times and certainly not something we have experienced within the last 30 years. Now is the time we all should be reviewing what we do from a credit management perspective and if we are not sure what we should do, we should ask for advice. It may be the difference between surviving this downturn, or not.

I would like to take this opportunity to thank Steve Conti and Joseph Clapp from New Zealand Business Tools for giving our Rosebank business community the chance to empower five of our local business employees with the tools to equip them with dealing in the credit management space.



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# Did you know.



## 1 Hearing Tests

70 Rosebank business employees have so far received hearing tests from Bay Audiology. The RBA contributed \$200 to the first 25 businesses to sign up.



## 3 EMA Rosebank Plus Workshop

We hosted the EMA Winter Economic Update with speaker Alan MacDonald - EMA's Head of Strategy and Advocacy

## 5 x FREE Credit & Collection Workshop passes

New Zealand Business Tools generously donated five free vouchers for Rosebank business credit management employees to attend a Credit and Collection Workshop led by Laurie Brensell.



## 2 FREE Health Checks

On the 23rd/24th of August, 116 Rosebank employees received FREE Health Checks by Unitec student nurses. Thank you, Apex Valves, for the use of your conference room.



## 4 Scaling Up

Rob Morris from RGM Consulting Ltd held a Scaling Up event for a number of Rosebank businesses interested in looking at how to scale up their business.





## 6 Pathways to the Future Trust

The RBA has had a fantastic response to the Pathways to the Future Trust Awards with 10 nominations coming from local businesses acknowledging employees worthy of recognition.



## 8 Hosting: First Scene Party & Costume Hire

First Scene Costume and Party Hire and Diamond Event Hire held the first RBA Hosting of 2022.



## 7 Winter Warming Goodie Pack

The RBA distributed a bag of Naked Local soups, vegi hotdogs, and bread to all our 600 businesses to share with their staff as part of our Rosebank Wellbeing Collab initiative.



## 9 Waste Food Survey Result

The RBA sent out a survey to ascertain what's happening to food waste in our Rosebank businesses. Congratulations to competition winner Rosemary Francis from Mint Drycleaners Ltd who received a \$100 EcoMatters voucher and gift basket.

# Rosebank News & Events

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

## RBA welcome you to join us for a hosting with Fair Food

## Stronger Together



Join us with hosts Fair Food and guests to connect and celebrate our thriving business community.

Fair Food is Auckland's original food rescue charity, passionate about feeding people not landfills. Fittingly, this hosting is being held on the International Day of Awareness of Food Loss and Waste.

Every day, Fair Food rescues surplus food from growers, manufacturers and retailers to redistribute to people in need. Fair Food is powered by hundreds of volunteers who hand-sort fresh food in our hub on Rosebank Rd and prepare it for 30+ trusted partner charities to distribute to people in need including asylum seekers, young parents, those sleeping rough, mental health agencies, and women and children experiencing domestic violence.

Over winter, they expect to get food for 75,000 meals to Aucklanders, and can do this for an operating cost of about \$1 for 3 meals. In the past two years, they kept 2000 tonnes of food from going to landfill. That's 5.3 million meals!

Come and meet the team at their hub in Rosebank over drinks and canapes. We look forward to seeing you there.

### Fair Food Hosting

**Where:** 2/624 Rosebank Road, Rosebank  
**When:** Thursday, 29th September, 2022  
**Time:** 5pm – 7.30pm  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

## SAVE THESE DATES:

### Rosebank Business Association AGM

**Where:** Eurotech, 1/604 Rosebank Road  
**When:** Wednesday, 12th October, 2022  
**Time:** 4.30pm - 7.30pm  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

### EMA Workshop

**Where:** Brown St. Cafe, 50 Rosebank Road  
**When:** Thursday, 20th October, 2022  
**Time:** 7.45am - 9.00am  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

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## Hundreds of new homes destined for the heart of Avondale

Eke Panuku Development Auckland has signed a sale and development agreement for a 1.58-hectare development block in Avondale town centre comprising two large sites at 6 and 10 Racecourse Parade to the Marutūāhu-Ockham Group, marking a significant milestone for the regeneration of this vibrant city fringe neighbourhood.

With easy access to transport links, the development of this central site is destined to offer more than 500 homes directly adjoining the future site of Auckland Council's eagerly anticipated multimillion-dollar investment in a new town square, multi-purpose library and community facility, as well as provide new retail and commercial premises along the site's Great North Road edge.

Eke Panuku Priority Location Director - West, John Carter, says "Since launching the high-level project plan in 2017, Eke Panuku has been making steady progress delivering on this plan and bringing differing elements of urban regeneration together to ready this neighbourhood for change.

The first, known locally as 'the 3 Guys site' has been bare for many years. Following recent negotiations to purchase the adjacent site at 10 Racecourse Parade from Kāinga Ora – Homes and Communities, Eke Panuku has been able to take both to the market as one larger site allowing for a significant development opportunity.

We have been able to assemble a site of scale that can deliver well designed homes and commercial spaces right in the centre of Avondale," says Mr Carter.

Mayor Phil Goff says the regeneration of central Avondale is much needed and long overdue. "The new development by the Marutūāhu-Ockham Group will be high quality, with well-designed housing providing homes for thousands of Aucklanders. It lies adjacent to where council will be building a new town square, library, and community hub, the town centre will be boosted by new retail and commercial outlets - it's going to be a great place to live," Phil Goff said.

Marutūāhu-Ockham Group's Mark Todd says "With our commitment to quality and longevity, our vision is to re-imagine urban communities and create



beautiful buildings that people love to live in, stand the test of time and bring a fantastic lifestyle to as many people and communities as possible. We are delighted to be selected to work with Eke Panuku to deliver a master planned development for this site.

"Our plans propose eight buildings of differing heights and configurations, featuring sustainable homes to a minimum of a 6 Homestar rating with integrated outdoor spaces for residents and a public walkway joining to the new town square."

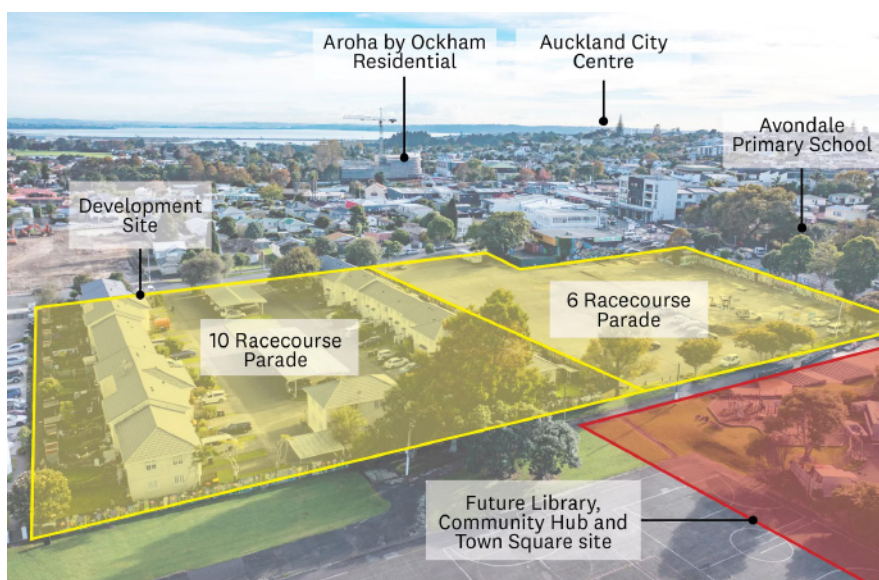
Whau Local Board Chair Kay Thomas says "I couldn't be more thrilled by this news. The community has been keenly awaiting an update on the future of this site and I am delighted that Eke Panuku has secured a development partner with the vision to help unlock the potential of this central location."

Whau Ward Councillor Tracy Mulholland added "Today's announcement really underlines why Council's investment in key infrastructure is so important in our

communities. Our commitment to the ongoing regeneration of the Avondale town centre with the new Library and Community Hub and town square shows that with the right infrastructure other partners will be encouraged to work with us to develop the Avondale of the future. I look forward to seeing this important community facility delivered for the current and future residents of Avondale."

Marcus Amosa, chair of the Avondale Business Association says "I couldn't think of a better outcome for Avondale. This announcement is the result of public and private sector organisations collaboratively working together for the best outcome. "Avondale is such a unique and creative place. With all of us working together with a shared vision, this will enhance all the features that we love as well as bring new elements into our neighbourhood."

The development block does not include the corner site at 1907 Great North Road, owned and operated by Kings Foodmart.





## The Perfect View

**Successful real estate agents know that to attract potential buyers stunning property photos are a must. But what use is the perfect image if it can't reach the market?**

That was the challenge faced by Open2View founder Chris Bates in 1999, when he was working as a real estate photographer. The demand for high-quality photography was already sky high, and he had seized on the opportunity to start his business, bring people on board and begin franchising. But Chris soon realised there was no easy way to deliver his eye-catching work to prospective buyers. Not only that, but the process of creating engaging video tours was long and laborious, and involved stitching together photos by hand.

Thinking outside the frame, Chris launched a website and began posting online. He purchased one of the first virtual tour lenses that emerged from the United States, and in doing so, launched a culture of people-centred service and innovation that remains strong today.

Open2View now counts over 150 franchises across New Zealand and

Australia, each working with real estate agents to provide all their marketing needs. The services on offer include professional photography (including dazzling twilight photos), high-definition video, 3D HomeView and 360° virtual tours, floor plans, aerial photography, real estate sign boards, and print services.

"Everything agents need to market a property or themselves," says Maria Sherwood, Digital Marketing and Communications Manager. "Selling a house is pretty stressful for a lot of people. We aim to make that process easier by providing them with great marketing materials."

The vast majority of Open2View's clients are licensed real estate agents selling residential real estate, but they also provide services for private sales, rental listings and corporate projects. They even shoot the entries for the Registered Master Builders' House of the Year competition.

The company's newest innovation is a step up on a familiar service. 360° virtual tours have long been a popular marketing tool, but Open2View has developed their

own. The tour is built on the floor plan of the property, so prospective buyers can use the plan to navigate through the house. Virtual tours have been particularly popular for commercial properties during Covid, as they allow both overseas and Kiwi buyers to get a full, detailed and contactless tour.

"We've constantly got new products and new technology coming out," says Maria. "This means that franchisees often drop by the real estate offices to see what's new and coming up."

But innovation and new technology alone aren't responsible for Open2View's success. The personal touch and having face-to-face time with agents is essential.

"We like to call our people 'media specialists,'" says Maria. "People think that we're a photography business, but really, it's providing a service. The way we're successful is by helping the real estate offices and their businesses be successful."

Franchise owners primarily work Monday to Friday (with the occasional Saturday shoot for top clients) and enjoy the freedom to manage their own time. During

slower periods, franchisees will often take advantage of the lull to build essential relationships with their clients and drum up business. "No one day is the same as a franchisee," says Maria. "You could be shooting a 2-bed rental and then a multi-million dollar 6-bedroom house. You can be really structured in your day, but be flexible and have variety, too."

The head office on Rosebank Road is a close-knit team of 14, but the entire organisation is wide reaching. The franchises are supported by area managers, and they stay in touch with catch-ups and team meetings within their areas. Historically, the full team has enjoyed an annual conference in either New Zealand or Australia, an event that was put on hold due to Covid and that they hope to resurrect next year.

Maria has worked for the business at head office for eight years, but many have been there a lot longer. She knows of at least three business owners who have been with the company for over 20 years. "It's the kind of franchise where people like to stick around."

"And," Maria adds, "there's a lot of helping." Community spirit between the franchisees extends across the ditch, with



photographers regularly swapping tips, techniques, and ideas. "Everyone's always ready to jump in and help each other out."

With demand for their services still red hot, Open2View is on the hunt for more franchisees. "We're recruiting pretty hard at the moment," says Maria. "We're looking for people who want to build their own business."

Photography experience isn't essential, although it's good to have an interest, but an aptitude for building relationships and proving outstanding service is. The company provides full and ongoing

training, and they invite anyone who might be interested to check them out online and join their bi-weekly webinar to find out more.

Maria is passionate about helping businesses succeed, as anyone considering a franchise should be. "It's not just about going and taking photos," she says, pointing out that anyone with a smartphone can do the same. "It really is all about relationships."

Find out more about Open2View's services and franchise opportunities by visiting them online at [open2view.com](http://open2view.com).



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## RBA hosts first for 2022

We love to showcase our Rosebank businesses and our hosting's present just that opportunity.

Established over 40 years ago First Scene Costume and Party Hire has Aotearoa's largest selection of costume and party props with over 400,000 items in stock. Their items feature in local and international films and series, national theatre productions, television commercials, window displays, product shoots and thousands of parties and celebrations around the country.

Over canapes and drinks RBA members turned out for a very fun and lively networking event in a themed space to the vinyl tunes of DJ Andy. Guests were offered a variety of hats to wear and were given a tour of the enormous and extensive range of costumes and props First Scene are famous for.

Owner Jo Pilkington (Member of the New Zealand Order of Merit in the Queen's Birthday and Platinum Jubilee Honours 2022 for services to the events sector and the community) spoke about the hardship First Scene has been through during Covid and the tremendous support they have received from the business community.

Credited with providing the RBA in lights and event hire furniture for the night, Diamond Event Hire, owned and run by Dave Alloway is the icing on any event or exhibition cake with their fabulous range of stock and service to delight all.

A big congratulations to Sarah Tupara from Jump, Leina O'Brien from Prestige Loos and Helena Holvast from First Scene who were recipients of Pathways to the Future Trust Awards which were also presented on the night.



Jo Pilkington, Nick Scholtens and Tadhg Maher



Keryn Ryan, Michelle Maitland and Anouschka de Gourley



Pathways recipients with Simon Poppleton and David Priestley



Ella Metson, Sarah Tupara and Trish Kay



Antz McDonald and Helena Holvast



Tina Kaiser and Leina O'Brien





Maureen McDonnell and Sandra Mu



James McGoram, John Rehman and Kevin Graham



Nikki and Paul Harris, Raj Maharjan



Kerry-Marie Callander and George McGauley

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# Victoria Hall on the move again



**In a rationalisation of property, the site of the Rosebank Peninsula Church has been sold for intensive housing. Siteworks saw the felling of mature trees and the removal of Victoria Hall. The building will be repurposed as part of the Communities Feeding Communities initiative on the former St Giles Church land in Roskill South.**

The hall, including 12 seats, was purchased for £40 in 1897 through contributions of around 90 Rosebank residents, keen to have a local venue for social as well as religious activity. According to *The Challenge of the Whau* (Ron Oates, Avondale History Group, 1994), the Victoria Hall was originally sited in Eden Terrace, Auckland Central and used as a Jewish synagogue. The church was hauled out by a team of horses to the corner of Orchard Street and Rosebank Road. However, this is disputed as it is difficult to find evidence that this building was in fact a synagogue.

Led by Quakers, the vision for the interdenominational use of the church came into reality. Over the decades, users included the Salvation Army, Seventh Day Adventists, Methodists, Presbyterians, Catholics, Anglicans, and eventually a Union Parish Samoan congregation.

The venue was also used by other groups such as the Band of Hope, Avondale Road Board, Emergency Precaution Scheme (for World War II Civil Defence), Cadets, Life Boys, Avondale Kindergarten, Rosebank Plunket Group, Rosebank Play Centre, Avondale Citizens Advice Bureau Drop-in Centre, and for elections.

Now, Victoria Hall has been transported to Roskill South for the next phase of its life in a different community. There, the suburb

has been rebuilt with hundreds of new homes as Kāinga Ora intensifies housing, replacing stock from the 1950s and 60s. To support the community initiative, the hall will be remodelled to accommodate a meeting space, a foodbank with a commercial kitchen, offices, and bathrooms.

Presbyterian Support Northern Community Relationship Manager Anne Overton says moving Victoria Hall is a huge milestone for the initiative. "This grand old dame of a building has a lovely spirit and stood to be demolished before we claimed her. It's going to be wonderful to see her brought back to life and be at the heart of what we want to do here."

Northern Presbytery Reverend Fa'amanu Akeripa, who is based on site, says he hopes that the hall will help create a new community of faith. "It is exciting that the hall will be at the heart of the Roskill South community. For me, it is about building a sense of ownership for the people and that they will in the long term see this as their spiritual home for Roskill South."

There will be fruit trees, urban gardens, and allotments for those living in apartments or homes without access to the space needed to grow fresh food. The site will also have a small basketball court, an interactive, sensory children's play area, and a picnic area with a pizza oven for people to spend time and connect. "We realised that new pathways needed to be created that lead to food security for these families and a more empowering way found for communities to access food with dignity, that was also more sustainable." says Anne Overton.

Buildings need a purpose to have life. Victoria Hall has a new vision and purpose at the heart of a new community food security model.



**Caption:** Portrait of Ann Fletcher Jackson (1833-1903), Quaker evangelist, and her daughter Bertha Jackson, 1864-1936, taken ca 1890 by an unknown photographer. Ann Fletcher Jackson is seated on the right, holding a book on her lap.

the assistance of funds collected by English Friends. Over the following decades, many denominations used the church. This provided "a hall suitable for philanthropic, religious and temperance work," the purpose stated in the address given at the opening of the hall in 1897.

According to Sarah Jane Lury, the first to write a brief biography on this hard-working woman, Ann Fletcher Jackson in her time living in New Zealand, had travelled over 50,000 miles in the colonies in religious service.

Ann Jackson's story can be read in the twelve volumes of her journals recording her progress in spiritual life and her service to the Society over a period of forty years. As does not seem unlikely for a mother who had borne eleven children in fourteen years, she suffered considerable bodily weakness, but regarded the desire for rest as a temptation. She was generally successful in resisting such temptations, often to the distress of her family. [West & Falwell]

Both Thomas and Ann are buried alongside their son Henry in George Maxwell Memorial Cemetery in Rosebank.

**Article drawn from:** *The story of Victoria Hall, 2001-2002 compiled by Lisa Truttman*

**Credit:** Weber, E Ruth: *Photograph of Ann Fletcher Jackson, 1833-1903, and Bertha Jackson, 1864-1936. Ref: PA12-2291. Alexander Turnbull Library, Wellington, New Zealand. /records/22543036*

## The woman behind Victoria Hall

By Ann Fletcher Jackson

Victoria Hall and Avondale were the epicentre of the Society of Friends (Quakers) in New Zealand. This was due to the work of Anne Fletcher Jackson (1833 - 1903).

At age 11, Ann was sent to a Society of Friends School (Quaker) at Ackworth, West Yorkshire, studying there for three years. She recalled later in life that once she had come home from the school, a ministry Friend paid a visit to her home and told her the following: "I hope dear thou wilt be faithful to the call of the Lord, for I believe He will call thee to special service for Him, to preach the Gospel in distant places and be a comfort to many far and near; only be faithful." Ann was to remember this as a basis for her later ministry work in New Zealand and Australia.

Anne and her husband Thomas had seven children surviving from eleven, by the time they immigrated to New Zealand in 1879. They took up a 300-acre farm near Whangarei that was mostly in bush and held regular Quaker Meetings for Worship at their home, inviting neighbours to join them. Anne became a speaker at many local church meetings and by 1885 her work to create a Quaker network had reached a rapidly growing Auckland. Working with local Friends, she worked tirelessly to establish a Meeting for Worship in Auckland, and by the end of the year this was achieved.

From 1886, Anne Fletcher Jackson travelled widely in New Zealand. She was

usually accompanied by her husband or one of her sons as she undertook journeys by whatever means possible - on foot, by cart, or by coastal steamer. By the time of her death in 1903, through her efforts and supported by funding from English Quakers, a network of Friends had been established from Dunedin to the far north.

A combination of the distance from Whangarei to Auckland, over often impassable roads, plus Ann's increasing poor health, led the family to sell their farm in January 1893 and move to Avondale.

There, they saw the need for a place of worship in Rosebank, so they offered their home for that purpose. When the attendance grew too large, they initiated the purchase of Victoria Hall. This was obtained for the purpose of inter-denominational services, with





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# What's in a name? An introduction to CopperFox

When commercial consultants **Rob Erskine** and **Tony Rutherford** decided that they wanted to go into business together (over a beer at their local), they knew that they needed to do something different - and that started with their name.

"While spending hours on your name and logo might seem a little trivial to some, we really wanted to get it right from the

outset - we wanted something that would not only help us stand out from the crowd but that represented our values and personality - what we're all about," quips Tony.

Both Rob and Tony had spent 20+ years in senior financial and commercial management roles within large organisations before both venturing out on their own as consultants, and the chance to build a brand that captured the essence of who



The Team (Vlad, Tony, Rob & Santosh)



they are and how they operate was too good to pass up.

“When people first meet us, nine out of ten will lead with ‘CopperFox - that’s a little different.. what’s that all about?’ says Rob, and while the name might seem a little unusual at first glance, it makes complete sense to the pair.

As a metal, Copper is flexible and reacts to its environment, and when exposed to the natural elements, it develops a patina or thin layer, which actually protects the metal underneath.

“Just as no two pieces of Copper age in the same way, no two businesses face the same challenges in growing and developing - you can’t treat them with a cookie-cutter approach. It just doesn’t work,” says Rob.

“And in much the same way that Copper, as a trace element, plays an essential role in supporting the body to properly function, we strive to do much the same for Kiwi businesses - help support them to grow healthier and stronger,” adds Tony.

Foxes on the other hand are, by their very nature, versatile and resourceful. They are determined, swift and nimble, evading hunters easily. They learn quickly and are adaptive problem solvers and masters of all.

According to Rob, there’s a lot that businesses could learn from the humble fox, “Our approach to any assignment

is to incorporate a bit of that spirit and bring an agile, adaptive, problem-solving approach, tailoring our business support to each individual client’s specific needs, while delivering outcomes that have enduring value for their business.”

So, what about their by-line:

**“Commercial Intelligence for Better Business”?**

Tony feels that they are differentiated by a highly customised approach to supporting a business that is entirely flexible and scalable, “Our support can be as little as an hour a month, to full time, or anything in between. We embrace technology utilising data analytics where appropriate to provide evidence-based insights that support our advice - that’s what Commercial Intelligence for Better Business means to me.”

Since establishing CopperFox, Rob and Tony have worked to broaden their offering and have been joined by Vlad and Santosh who lead the big data and digitisation teams respectively.

“We started CopperFox because we knew that what we could offer as a team was so much more valuable than what we could offer as individuals, and it’s great to have Santosh and Vlad join us along with our wider network, in order to offer expertise across all business support functions,” says Rob.

“It’s a nice mix of youthful exuberance

combined with extensive commercial experience. We’re a sociable bunch that enjoy what we do, love the uniqueness of each challenge, but just as importantly, enjoy the lighter moments in celebrating our client’s success. After all, life’s too short not to enjoy the people you work with,” adds Tony.

So why is the CopperFox offering relevant to Kiwi businesses today? Rob answers, “Aspirational business owners are currently facing unprecedented challenges that are unsettling, unpredictable and unrelenting. We feel we’re equipped with the skillset, knowledge and experience to make a difference in helping businesses manoeuvre in or around that chaos while still remaining true to their longer-term goals.”

“We’re currently helping businesses that are experiencing supply chain disruptions, significant inflationary pressures, cashflow challenges, scarcity of labour with record low unemployment rates, along with the challenge of staying productive and profitable in an environment still disrupted by Covid”, adds Tony.

While the team are based in central Auckland, they’ve been a member of Rosebank for a few years now (at least Rob has) and are keen to join other members at up-coming events that have been sorely missed in the last 12 or so months.

# Member Profiles

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

## Maintain to Profit

### World Famous Auckland Wide!

Managing Directors Grant Narbey and Mona Patel are owner/operators who acquired the Maintain to Profit Auckland West Franchise at the beginning of June 2021.

They are a project management company with a background in project managing subsea and commercial diving operations both nationally and internationally and with that skill base and discipline are well versed in managing trade teams and renovation solutions from concept to completion.

Maintain to Profit brings together over 20 years of experience in the renovation and property maintenance market. We aim to reduce client stress, lower costs, increase profit, and help clients add significant value to their properties whether as homeowners, or residential & commercial property investors. We understand - as we are also serious property investors.

They cover internal and external building works, along with residential and commercial renovations, and included in the list are kitchens, bathrooms, extensions, and property maintenance.

If your renovation needs council consent, Maintain to Profit can work through the whole process with you. Starting with Partners in Design and Consent Applications, concept and working drawings to consent applications, as well as project managing the build process and council inspections. Finally following the process all the way through to CCC - Council Certificate of Code of Compliance.

With the complete package, Maintain to Profit's project management approach takes the stress out of scheduling and contractor accountability. By drawing on their experience they bring an understanding of the complete renovation process to the table.

Maintain to Profit's core values incorporate communication, trust, integrity, accountability, and respect which goes a long way in the building industry.

Maintain to Profit Auckland West has developed a reputation as a trusted partner - providing a 'Fixed Price' wherever possible, for a fixed scope of works, within a 'fixed timeframe' service for their clients.



Grant Narbey, Project Manager  
grant@maintaintoprofit.co.nz  
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## Rede Business

Rede Business is a collection of hard-working, down-to-earth and energetic experts from banking, accounting and sales backgrounds.

We specialise in assisting people to sell and/or purchase trading businesses - mainly small to medium-sized enterprises (SMEs \$2m - \$20m). We have set out to be distinctive from other business brokerage firms by steering clear of the real-estate model, where transactions are rapid, but individual, tailored advice is rare. We strive for excellence and always treat businesses and their owners with respect and discretion.

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and guide them through what can be a challenging transition.

We take the time to understand our industry, our clients and the drivers behind each business transaction and we'll ensure your business is presented to qualified buyers in a professional and compelling way using custom designed marketing material.

By leveraging our networks, we cast the net wide to identify prospective buyers and ensure the opportunities within your business and industry are articulated clearly and presented to vetted and compatible prospective purchasers.

Most of our transactions are conducted off market by sourcing buyers through our networks without the need for public advertising enabling us to keep the process as discrete as possible.

We are based out of our Parnell office but we transact businesses right across the country.

We recently sold an RBA member's business and buildings and would welcome the opportunity to chat with any members in the areas of succession planning, readying a business for sale or looking to grow by acquisition.

If you want to know what your business might be worth then we also provide an independent valuation service which is carried by our Chartered Accountant director.

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# Business Nuts & Bolts

Business to Business advice from **RBA Members & Partners**



## Common Themes

One of the best things about what I do is getting to work with great companies across a wide range of industries. Despite being in different sectors, common themes often emerge from our discussions. I thought I'd share a couple of ideas which have come from recent client sessions.

### 1. Price - the single most important commercial decision in your business?

Rob Morris  
RGM Consulting

In most businesses, price is the single most important commercial lever you have to drive profit and value. Why? It's because any increase (or decrease) in price drops straight to the bottom line.

Normally you only get one go at setting the price. It's crucial you get it right. Here are some questions to consider:

- How do you make the pricing decision in your business? Is it getting the attention it deserves? Who has the final say on price? Are their incentives driving the right behaviour on price?
- Do you fully understand your cost base? Are you estimating it accurately? This is more important than ever in the current high inflation environment. Companies which don't have a clear understanding of how costs have developed over the last 12 months, and a view on how they're likely to develop over the coming 12 months, are at high risk of margin erosion.
- Have you got a feedback loop in place where you systematically feed learnings into the way you price new projects, deals, or customers? It's OK to make a pricing mistake once but making the same mistake over and over is really something you want to avoid.

So, what's the perfect price? I'd suggest it's the maximum possible price you can charge while still meeting your market share goals. If it's lower than this, are you leaving value on the table?

### 2. Getting your team to step up often means you need to step back.

It's easy to understand this in theory, but often hard to do in reality.

Most successful business owners and leaders are highly passionate about their business - it's a big reason why they're successful. However, this passion and engagement can actually become a barrier to the business achieving its potential.

If you're frustrated that your team isn't stepping up, ask yourself whether you might be part of the problem. Have you unwittingly trained your team into coming to you to check before making any important decision (or even unimportant decision)? Is your leadership team implementing your strategy, or their strategy? In other words, have you actively engaged them in creating the future vision and plan for the business, or do you expect them simply to implement your plan (the "genius with 1000 helpers" approach)?

Does your business rely heavily on your involvement and drive? Or are you setting the foundations for a great business which endures and thrives past the point when you're involved in it?

A good way to challenge your own leadership style is to read Liz Wiseman's bestselling book 'Multipliers'. Liz distinguishes the behaviours of Multipliers, who are leaders who make everyone around them smarter, from 'Diminishers', who do the opposite. Businesses which have Multiplier style leadership dramatically outperform those which don't. We all have both traits within us, and the key is to consciously focus on and develop our own Multiplier behaviours. Well worth a read.

If you'd like to go deeper into these issues, give Rob a call on 027 525 6785, or check out [rgmconsulting.co.nz](http://rgmconsulting.co.nz)



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Aaron Martin  
NZ Immigration Law

## A Boat without a Rudder

In May when the Reset (that became a Rebalance) was released, buried in it was the dumbest idea yet. Cancel the ability of partners of AEWV holders to get an open work visa, and make them enter on a visitor visa. Force them to stay on that visa until they too get a job that allows them to get an AEWV.

This writer was elated when a ‘clarification’ of the work rights of partners of AEWV holders was subsequently released confirming open work rights to those partners. This was the same status as they had enjoyed under the old Essential Skills Work Visa rules.

An intelligent change in policy we thought. Sadly not. The incoming Briefing Paper prepared for the new Minister, Michael Wood, shows INZ still plan to remove work rights for partners of AEWV holders unless the AEWV holder meets the requirements of the Green List. If the AEWV holder is not within the Green List their partner must enter New Zealand on a Visitor Visa and remain on that until they can qualify for an AEWV. That is a very compelling reason NOT to accept a job in New Zealand.

This demonstrates a consistent pattern of behaviour by this Government in immigration policy: make announcements that look very positive; but at the same time release a policy that is going in the opposite direction. The old ‘give with one hand, and take away with other’ trick.

What is the motive? This Government doesn’t like migrant workers. Let’s not forget its natural coalition partner New Zealand First was the most anti-migrant political party we have witnessed. But Labour too campaigned on the platform of reducing migration.

It repeats again and again (tell a lie 1000 times etc. etc.) that migration drives down wages. Despite its own Productivity Commission saying there is no evidence of that.

We saw more of this odd behaviour in Minister Nash’s announcement of the new Active Investor Category on 21 July. Despite not being able to explain clearly how his flagship policy worked, he justified its creation by repeatedly blaming Migrant Investors under the old system for investing in Bonds. Apparently, that didn’t yield the desired outcome for the economy. This, despite it resulting in 12 billion being invested and pre covid there being another 2 billion in the system in unprocessed applications.

Not a shred of data to support Nash’s claim was provided. Worst still someone forgot to tell the Minister they invested in Bonds because that is what the immigration policy directed. But it’s easier to level the failure at migrants.

Despite Minister Nash never having even spoken to his target audience about his newly invested policy (by his own admission)

**Stability and consistency in immigration settings is not hard to achieve, but don’t expect that any time soon.**

he was certain “HE KNEW” what New Zealand needed. But does he know how to deliver that? Given the Government’s record of failed delivery in all other areas we have our doubts.

The biggest blunder was cancellation of the previous policy. In the 21 July announcement the Minister surprised everyone by saying the Investor policies (that have worked well) would close in a week!

In the months leading up to the closure the existing Investor Residence categories had been operating in the usual manner. That saw Invitations to Apply for Residence being sent out to these Investors, advising they had four months to file all their documentation.

But on 21 July the same organization was sending the equivalent of a Dear John email advising Investor applicants they now had only one week to get their paper work filed or their application was dead in the water and on 28 July their Invitation to Apply would be cancelled. Welcome to New Zealand.

This “burn the house down and replace it with the house that Jack built” approach to immigration policy does real damage. As one of my Investor category clients (who was preparing to invest 10 million) asked: “what is going on down there?” in reference to this erratic behaviour. He’s off to Australia by the way. Oh, that is the same country that introduced an Investor Category very similar to Minister Nash’s but are dropping it because it’s a flop.

Don’t worry, when Nash was told this at his press conference, he didn’t think that it was a problem because “we believe we have the settings right”. If I had a dollar for every time that was said by a Minister announcing an immigration policy I would be retired.

How would he know if they have the settings right when they are untested? He’s never spoken to an Investor migrant to find out whether his settings might be right. Who releases a product into an international market without doing any market research with your intended consumer market?

Stability and consistency in immigration settings is not hard to achieve, but don’t expect that any time soon.



Jennifer Wyatt Sargent  
Human Resources Consultant

## Training and Development

In my previous article “The Reality of Business Life in 2022 – More Change” I focused on the imperative that employers should be growing the skills necessary for their business by training, upskilling and reskilling the staff they have.

From the mid-nineties, employers have generally taken the expensive path of recruiting people who are ready-made specialists, either because they have got out of the habit of doing it themselves or they no longer have the capacity in terms of time or the personnel with the skills necessary to develop their existing workforce through in-house training. Once an employer accepts the current shortage of job applicants with the requisite knowledge, skills and experience is unlikely to improve, certainly in the short term, and acknowledges the need to explore other avenues, then training and developing the existing workforce becomes a viable alternative.

In-house training on its own may be sufficient, but for more complex industries this may need to be combined with external training from specialists in particular fields. However, there is no doubt that having a training and development programme that is understood by all and, most importantly, is available to all has immense benefits for the employer in that employees experience increased satisfaction when they perceive their employer to be actively interested in their on-going development and tend to be less inclined to jump ship.

I still meet CEOs who freely admit to never recruiting anybody over whatever arbitrary age they have decided upon as being too old to learn, and I will never forget the woman who wouldn't hire people over 40 years old and then looked at me in horror and said, “I'm 40 in a couple of months - I may have to rethink that!”

So, it's not surprising that many organisations don't include older workers in training and development programmes because of the belief they won't gain any benefit from it. It's true that many people haven't set foot in a classroom since they left school or university, but learning is a skill that has to be practised, so training “on the job” and building on existing knowledge will help to build the learner's self-confidence so they are more comfortable participating.

But assumptions attach to each generation – would you agree with all of the following?

- Gen Zers are tech savvy, entrepreneurial and independent. They dislike restrictions.
- Millennials are tech savvy and educated. They are idealistic and ambitious and often resent the need to work their way up to CEO.
- Generation X are educated and have a good work ethic. They are often self-contained and see no need to involve others.
- Baby Boomers have a high work ethic and are self-motivated. They prepare meticulously. They can't cope with technology, are less willing to learn and performance declines with age.

Many organisations are multi-generational, i.e., their workforce spans up to five generations from Gen Z to Baby Boomers, each with their own unique characteristics. And Sandra Teh, Culture Evangelist at Amazon Web Services (AWS) believes it is something to be embraced. “Having different generations represented in the workplace allows for teams to tap into a wealth of unique perspectives, with each generation bringing different experiences, perspectives, work styles and strengths.”

And it is always worth remembering that good talent is ageless.

However, the acquisition of skills is not the sole responsibility of the employer. Yes, it is down to the employer to ensure each worker can do their job to the best of their ability, to incentivise them by showing them the potential career paths within the organisation, and to nurture any desire for more learning experiences by involving employees in different projects and in identifying and solving problems.

I firmly believe the employee should take equal responsibility for their learning and should take advantage of any learning opportunities that arise. Yes, there is usually an opportunity to discuss their learning and development requirements for the year with their manager when they meet to agree objectives. But if the employee enjoys learning and has ambitions that are not supported by their employer then they should plan their own development path. And if the employer realises how determined the employee is, there are often compromises that can be negotiated that satisfy both parties.

But that's a conversation for another day.

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## Owner Manager 101 - Managing People

Managing people - a broad subject and a daunting one for owners and managers. It's daunting because using techniques and tools to motivate, inspire and satisfy all those different workplace personalities, who in turn have their own challenges, career experiences and expectations, is incredibly tough.

Kate de Lautour  
The Icehouse

The unprecedented disruption that we have experienced over the last two and half years has brought plenty of challenges. With more people leaving New Zealand than arriving, one of the biggest challenges now for businesses is finding and keeping enough of the right people to enable the organisation to meet its goals and objectives. What this means is that companies simply can't expect to keep doing what they've always done, and still get the same results.

### Are you a good manager?

Research tells us that effectively managing people is directly linked to the on-going success of your business. 'Managers account for at least 70% of the variance in employee engagement scores across business units', according to Gallup. In the US, team performance and output can be affected by up to 70% depending on managerial skills (Harvard Business Review).

We've all heard the horror stories about 'bad' managers, and we all remember the 'good ones'. You've probably worked with a few.

### Manage people to get more from your team

The best people managers understand that they need to deploy different techniques and practices to each individual team member to get the very best out of them - just like a sports coach. The one-size-fits-all approach cannot possibly work, so you have to find out the different ways that exist to handle all those contrasting characters in the workspace.

You may have ideas around how to work with the high and low

performers. Great. But what about the vast majority of workers who sit in the middle - those in-betweeners who make up the bulk of our workforce? They don't need much supervision and do a good job, but how can you manage them to ensure they're motivated? Maybe you haven't even considered that these people might need a little bit more managing?

What's your people management style? If you're an owner, you probably didn't even consider this to be an important factor when you first started out - and you probably didn't have the time. Now you're more established - it might be time to identify, refine and enhance.

The tools are out there to help you develop your ability to manage and consider how you might apply new learning and ideas to your own people management style to get the best out of your teams.

### Learn the ways to manage effectively

We know that the way you manage people affects your business, and the techniques for enhancing your ability to attract, retain and develop the capability and capacity you need to achieve your company's purpose, are readily available.

Managing people is fluid and ever-evolving - which is a good thing because it means your business is evolving too - and in a positive way.

Where leading and managing people is concerned, amid all the disruption and changes, what's often missing is a clear and structured plan for how to design a great employee experience - the kind of experience that means the people currently working for you want to stay working for you and want to do great work, and the people you want to work for you are compelled to join your organisation because your employee value proposition is so strong.

For information on how The Icehouse Owner Manager Programme, Leadership Development Programme, coaching and advisory services can help your business, contact [k.delautour@theicehouse.co.nz](mailto:k.delautour@theicehouse.co.nz) [www.theicehouse.co.nz](http://www.theicehouse.co.nz)

**The RBA are running a workshop with The Icehouse on "Staff Retention and Attraction" on Tuesday September 6th at Browne St. Eatery from 7.45am - 9.30am. Contact [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz) to register.**



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Taina Henderson  
Henderson Reeves

## Buying 'Off the plans': Part one - is it for you?

### What is purchasing "off the plans"?

Buying "off the plans" means agreeing to purchase a property that hasn't yet been built.

As the construction of the property is yet to be completed, the agreement for sale and purchase will contain a set of plan and specifications ("Plans") for the property you are buying. The Plans will contain details such as the layout of rooms, size of garaging and outdoor areas, right down to the colour scheme of the fittings and fixtures lighting, heating, and what appliances the property will come with. The more detailed the Plans the better.

In some instances a show home will be available to view to give prospective purchasers an indication of what the completed product will look like (although usually the agreement will say that the finished product may not match the show home, as the vendor will have some leeway to make changes). More often than not you won't get an opportunity to actually see what you are buying until the day of your pre-purchase inspection.

### Pros and Cons

There are some key differences between buying an off the plan property and buying an existing property. It is important to consider those differences as each has its own set of benefits and risks.

#### Pros

- The price is agreed before the property is built (although not always fixed - see part 2 of our series).
- You will be receiving a brand new home built to the latest building standards. If the property is going to be an investment, the property will also often be built to the latest Healthy Home Standards.
- If you are a first home buyer you may be eligible for a Kāinga Ora First Home Grant of \$10,000 per person, and for Kāinga Ora's First Home Partner scheme.
- If you are an investor there may be tax benefits - including a shorter 'bright line period' - and interest deductions

may be able to be claimed (N.B. we recommend you seek accounting advice before you buy so that you understand the tax consequences for you!);

- You may pay less for an apartment you buy off the plans than you would for a completed apartment, because of the risks of buying in early. However that's not guaranteed, and you should always seek expert advice unless you are very familiar with the market.

#### Cons

- You don't get to walk through the home you're going to buy first, so it may turn out to be different to what you expected.
- There is often a 2 -3 year timeframe from the date you sign up to purchase the property to the date of settlement. During this time market conditions (and your personal circumstances) may also change.
- You may end up waiting longer than you had initially expected as many agreements allow developers to extend sunset dates.
- If property values fall during the construction process, purchasers who were once able to obtain finance may no longer be eligible. Interest rates may also change during the construction process, which may affect how much you can borrow or the repayments you can afford to make.
- If the developer runs into financial problems while the project is underway, the project may be cancelled.

#### The Developer

When buying an off the plan property it is a good idea to check out the developer before you sign the contract. You should satisfy yourself that the developer has a good track record and reputation, and is likely to complete the development to the quality and standard shown in the plans and specifications

How long have they been in the industry? How many properties have they built? If possible, visit some properties that were built by the developer to check out the design and quality and talk to some previous buyers to see if they are satisfied with their properties. If the developer is not the builder, you should make sure that the builder of their off-the-plan property has a proven track record. Is there a third party guarantee on offer (such as a Masterbuild guarantee) in case the builder and developer close up shop or go under after completing the build (we discuss the pitfalls of third party guarantees in part 2 of this series)?

Off the plan contracts can be complicated and are often drafted in the developer's favour - so there is no substitute for expert legal advice before you sign! A lawyer will spot the risks, and can answer any questions that you may have. If you need advice on purchasing a property have a chat with one of our off-the-plan property experts Shelley, Pierre, or Amie at Henderson Reeves Lawyers 09 281 3723. We're just down the road opposite the Gull Service Station.'

In next month's edition we will be exploring key provisions in an off the plans agreement and how these can affect you.



Scott Carter  
Matrix Security

## Teamwork

The journeys of our people are something Matrix Security are proud to share, and something we hope will help our customers understand the full scope of how our Security and Patrol Officers can benefit business security. These stories may indeed also inspire those wanting a career change into a community focused role.

Here is the story of Daniel Walters, most recently the Operations Manager for Waitemata, sharing words on joining us and the unexpected - yet rewarding - path

that presented, after years spent in hospitality and travel.

Despite no prior security work experience, Daniel was able to utilise his skillset - built upon in other vocations, including bar management and as a travel consultant - in his initial role as a Matrix Security guard. With customer facing expertise, communication skills and multitasking abilities, all serving him well.

"I chanced upon an opportunity to work in security out of necessity as a result of COVID - I needed to support my family. When I received a phone call from Matrix Security asking me to come for an interview, I jumped at the opportunity - despite the fact I came from a hospitality and travel background," says Daniel. "When I first started at Matrix, I was securing our film sites, and each day required me to engage different hats, from controlling access onto the set, to checking credentials of visitors, to administering COVID19 protocols,



taking temperatures, patrolling the sites, checking fence lines and stages - making sure no one was taking pictures - and protecting all the IP," explains Daniel.

"I had this assumption that security guards did a lot of just standing around outside businesses and not much else," he says. "I quickly realised it wasn't like that at all. Security work is a lot more customer facing - you need to be able to communicate, to have empathy, to form relationships, to multitask."

"I recently had a situation where I was flagged down by an occupant at one of our sites while on patrol, and this person was obviously in distress - there was no one else around the premises." explains Daniel.

"So, I stopped, and the person informed me of a violent situation unfolding at the site. I was able to keep control of the situation, calm the person down, call the police and wait for them to arrive. What was an ugly situation ended as well as it could have, and I came away knowing that I really helped someone get through an incident on my watch - it's a good feeling."

The robust teamwork infrastructure within Matrix Security, resonates with Daniel. Having the full support of everyone in the workplace - which prioritises training and health and safety - empowering people to succeed.

"When you're on patrol and come across an incident, you have to think instantly. Critical thinking is invaluable and game changing for what's unfolding. You need to possess that skillset in order to assess quickly, "How can I diffuse the situation? How can I keep our people and our clients safe? What is the best course of action here for all concerned?"

To find out more about the role of Security and Patrol Officers, please contact our experienced consultants on 09 525 8532.

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Tracy Mulholland,  
Councillor Whau Ward

## My View

Recently one of the largest pieces of planning work has been completed, that is the Government enforced changes to planning, requiring greater intensification referred as the NPS-UD and the MDRS. Council has notified the plan changes to the public, any objections will be heard by an independent panel and reported back to council after the elections.

The whole process was eye opening and required Councillors to understand their wards and the impact these changes would be having on a literal street level. This is when being local matters. While all decisions Councillors make are regional in nature, it's important to know what the impact is at local level. Even for Whau, one of the smallest wards geographically, the impacts vary suburb to suburb. Knowing who is going to be most affected and engaging with them early, has been an important part of this journey, and being a local mattered.

I mentioned last month about asset recycling and a reserve being sold in Howick, unfortunately the Council by majority voted to proceed with the sale. However, it was an important issue that my council colleague in the Howick ward advocated strongly because she is a local and understood the local concern, she knew the people involved and the reasons why they wanted to retain the reserve, being a local mattered.

The recent capital works upgrades of the Wolverton culverts and the New Lynn to Avondale shared path, are a great reminder of local issues. The impact on the community can so easily be overlooked but knowing which businesses will benefit from the shared path, who in the community will be using the path

and how it will improve community safety is important local knowledge.

I don't think I have ever been so thrilled about culverts, but the multi-million Wolverton culverts upgrades have improved flood resilience for the Ward and have also dramatically improved the appearance of the area. Once again these were local issues, and it takes being local to understand the community impact.



There are countless times where I have had constituent queries that do not require a council response, but require local connections, pulling out the "rolodex" and solving issues. I often consider the role of ward Councillor, is a subject matter expert for the ward they represent, especially at the council table.

There were recent questions asked about local board and regional decision making and if there is an actual need to have local knowledge as a Councillor at the regional level given the role of local board input into decisions. My answer is ABSOLUTELY, we only get good regional decisions because Councillors understand their local communities and have a buy-in greater than just being an elected member. Without the local connections and being part of the community, I imagine it would make it incredibly difficult to represent and advocate for the community you are not embedded in.

Now to the local body elections, the message is simple. VOTE! Do your part in giving the city direction. Have your say in who will lead the board and the city over the next three years. Who do you think is best suited to manage infrastructure and funding issues the city is facing? Be heard, VOTE!

**Tracy Mulholland, Whau Ward Councillor**

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From top left: Stuart Bode, Alister Hitchcock, Wesley Gerber, Matt Clifford, Mark Preston, Beterly Pan, Brendan Graves, Sunil Bhana, Sam Raines

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