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**Cover:** The RBA team and Well-being supporters enjoyed the the finals of the Westpac Business Awards 2022 in the category 'Excellence in Community Contribution'.

With thanks to our partners ...



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# From My Perspective

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



## Elections

What a sea change in local body elections this time around. We have had significant changes to the council with business-

friendly FIX-IT man Wayne Brown winning the Auckland Mayoralty, and local Whau Ward councilor Tracy Mulholland losing her seat on the Auckland Council to Labour's Kerrin Leoni.

There were very few changes at Local Whau Ward Council level with RBA Board regular Warren Piper elected back, along with the re-election of Local Whau Ward Chair Kay Thomas. It will be interesting to see if the changes that have been promised will happen, time will tell.

October was the month of our AGM with our very own RBA elections, and the very first under our new management. Sophia Bristow, MD from Eurotech Designs and Rebecca Harris, GM of Intelligent Environments were elected to our RBA board for the 2022/23 year. They replace Michael Hawkins, MD of Blum and Nikki Harris, CEO of Intelligent Environments

who we thank for their long service, support and hard work.

Our management team would like to extend a heartfelt thank you to all the RBA board for their ongoing support through the transition from the old regime to the new. At times it has been testing, but we have come through the transition stronger as we move into a new year. With our own forward planning and budgeting, we will make a positive difference to the experience Rosebank businesses have when connecting with us through all the offerings we deliver.

As our Chair Stefan Crooks said, Rosebank has a great vibe, and he is very proud to be able to lead such an amazing board and management team.

Regards,

**Phil Clode**,  
**Business Development Manager**

## Mary Bodmin Remembered

The family of Phyllis Mary Bodmin, are devastated to announce the passing of Mary on the 1st October 2022.

Mary's Husband Craig Bodmin was RBA Patron for many years and former Managing Director of Rheem New Zealand Limited. Those that attended Hostings in the early days of the RBA will remember Mary's warm smile and friendly demeanour.

Mary and Craig were married for 58 years, have two children, Kerry and



younger brother Jason. They both currently reside in the Waikato, Kerry and her daughter in Hamilton and Jason,

wife Sigrid and children Lily and Jack in Cambridge. Mary worked at Avondale College for 25 years with her principal role as head librarian. She and Craig loved to travel and had several extensive holidays abroad to the UK, Europe, America, Canada and a Mediterranean cruise. Mary was a keen gardener and had a passion for the arts, holding season tickets to the NZ Ballet, NZ Symphony Orchestra, attended opera, musicals, theatre and shows. She loved spending time with her children and grandchildren. Mary's smile and bright eyes have dimmed but will remain in our hearts forever.

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# Rosebank Advocates

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Dr Grant Hewison

## Auckland's local elections - official results

### Wayne Brown has been elected Mayor of Auckland.

As his candidate profile said: "Wayne Brown ... offers experienced leadership, financial management and governance skills and a track record of success. An engineer and a businessman, he has been called upon by governments of all shades to fix major organisations such as Transpower, Auckland Hospital and Vector. He succeeded. Under his leadership we will take back control of CCO's like AT, get Auckland moving faster and make the most of our harbour and environment. Wayne will stop wasteful spending, focusing on delivering value for every ratepayer dollar. Auckland has major infrastructure projects running late and well over budget. Let's get them finished - before embarking on new bold visions or flights of fancy ...".

### In the Whau, Kerrin Leoni (Labour) has been elected the Whau Ward Councillor.

Her candidate profile said: "I aim to be a fresh voice for the Whau. I am an Avondale resident with strong family ties to the Whau over three generations. My wide range of business and community experience includes being a Local Board Deputy Chair and running my own consultancy in the UK. My community work includes Founder of charitable youth organisation Mana Aroha and Co-Chairing Violent Free Communities in West Auckland. I believe the Whau needs a passionate, focused Councillor who is accessible to all residents. As the mother of a young family, I know the value of vibrant connected communities with quality facilities, such as a new pool, but also worry about the impact of climate change on my children. Connected businesses, homes and community spaces are a key to successful town centres and thriving families. I will be an accessible Councillor representing you diligently ...".

For the Whau Local Board, those elected are Catherine Farmer (Labour), Fositua Amosa (Labour), Warren Piper (Independent), Sarah Hamlin-Paterson (Labour), Kay Thomas (Labour), Susan Zhu (Labour) and Ross Clow (Independent).

Their candidate profiles (slightly truncated) say:

#### Catherine Farmer:

"... Our diverse communities need improved facilities ... I advocate for tree planting, environmental restoration, enhancing our reserves alongside well-designed housing developments; quality parks and recreational facilities; including the Whau

aquatics centre. The Whau arts programme needs to continue. I value frequent public transport, safe connected neighbourhoods and access to libraries including extended opening hours for the Avondale, Blockhouse Bay and New Lynn libraries. I oppose asset sales and support The Living Wage Campaign."

#### Fositua Amosa (Labour):

"... The climate emergency will not go away by itself. We need to invest in ways to bring down our emissions. I will continue to progress the Urban Ngahere Strategy and get trees in the ground. Our town centres will evolve from sleepy villages to modern compact urban neighbourhoods but it must be done well. This means improving the efficiency and access of our public transport network, more infrastructure that makes mode shift a viable option, equipping our parks with family friendly stuff like bbqs, drinking fountains and built shade, transforming our town centres into 'people centres' and resourcing our arts communities ...".

#### Warren Piper (Independent):

"... If elected, I will support and advocate for the development of a Park & Ride in New Lynn, an aquatic centre in the Whau, improvements to our waterways and environment, upgrades to footpaths and cycleways, funding for community organisations and events, reliable public transport, planning for future development, town centre safety, and continue to be committed to strong employment and economic growth ...".

#### Sarah Hamlin-Paterson (Labour):

"... We can continue the excellent progress of the current local board in terms of cycle paths, community spirit, support services, and inclusion ...".

#### Kay Thomas (Labour):

"I am currently Chair of the Whau Local Board and have made sure that the board works collaboratively for the people of the Whau ... I support community organisations and have developed rewarding relationships with many groups and organisations in our area."

#### Susan Zhu (Labour):

"... Keen to continue my advocacy for better transport, vibrant business centres, affordable housing, and strong diverse communities ...".

#### Ross Clow (Independent):

"... The Whau Local Board needs to: preserve/enhance all public green spaces; secure racing club land for Avondale township park; deliver Avondale library/community hub project; promote intensification around New Lynn/Avondale town centres; finish Te Whau Coastal Walkway and deliver more local shared paths; front up to climate change challenges and deliver better public transport options."



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- Meir Alfassi, Peter Jeromson

## FOR LEASE



A3, 439 Rosebank Road, Avondale

300m<sup>2</sup> warehouse with 130m<sup>2</sup> office and six parks - Max McCarthy



412 Rosebank Road, Avondale

177m<sup>2</sup> office with 42m<sup>2</sup> of amenities/ lunchroom - Max McCarthy

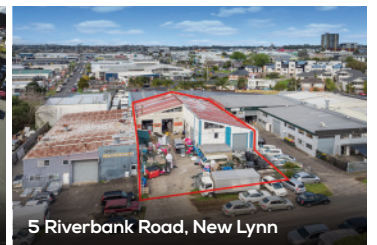
## LEASED



6A Puriri Street, New Lynn

467m<sup>2</sup> warehouse with 85m<sup>2</sup> of office and 10 car parks - Max McCarthy

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5 Riverbank Road, New Lynn

1,012m<sup>2</sup> site with a 688m<sup>2</sup> building - Max McCarthy, Meir Alfassi

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# Kim's Corner

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



## Westpac Business Awards North/West 2022

Thursday 20th October 2022 saw the RBA team and invited Rosebank Wellbeing Collab members heading off to the Westpac Business Awards North/West as finalists in the 'Excellence in Community Contribution' category.

This prestigious event saw bright lights, glitz, and glamour, with the black-tie event hosting 52 tables filled with over 500 people.

With close to 1200 entries, being chosen as one of only 47 in the North & West region to become finalists is an achievement on its own.

Kate Rodger was the MC for the evening and kept the atmosphere light as she referenced Tom Cruise between sponsor category presentations.

The night was a celebration of businesses that had excelled in a chosen category (nine in all) which culminated with the Supreme

Business Excellence Award going to Employer of the Year category winner - ACH Consulting Ltd taking out the top prize.

As newbies to the business award scene, we more than held our own and were mighty proud to be representing the RBA and our Rosebank business community.

We would also like to congratulate local business Stormwater Systems Ltd for being a finalist in the Best Emerging Business category - Well done to Andrew Olsen and his team!



## Ukrainian Association of New Zealand plea for help

Over the last few months, Regal Rexnord's facility in Jomac Place has been the drop-off and storage place for medical supplies and equipment, along with a range of other goods to support the people of Ukraine. Prior to Regal's offer, the donated items had been stored in personal garages.

On Saturday 15th October 2022, the Regal Rexnord staff and volunteers from The Ukraine Association of New Zealand gathered to load a 20ft container with all the donated goods. This container is headed to Poland, from where the goods will be distributed to the people of Ukraine. Regal Rexnord donated their time, facilities, and know-how to ensure this project was carried out as professionally and efficiently as possible.

Edward Patkevych is a board member of the Ukrainian Association of New Zealand and has been coordinating the logistics of the donated goods going to Poland.

Generous enterprises in the health sector are providing medicines and equipment free of charge. Others, such as Regal Rexnord are supporting a local Humanitarian Aid initiative by assisting with the transportation and storage of goods donated by generous New Zealand organisations and bound for Ukraine.



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# Did you know.



## Physio Kit Bag

A physio kit bag for Avondale College's premier Netball team was kindly donated by World Moving & Storage - who appreciate how the little things can make a difference.



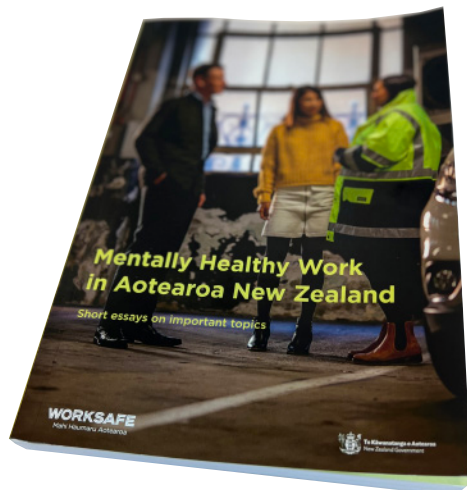
## Be a tidy Rosebank Kiwi?

The team at Alstef Group choose to pick up litter on Patiki Road as part of Mental Health Awareness Week (connecting with your community). Thanks, Alstef Group for being a tidy Rosebank Kiwi.



## Worksafe Book

Rosebank features in the Worksafe book *Mentally Healthy Work in Aotearoa New Zealand* under Chapter #15 - Growing a wellbeing movement at work.



## PTTFT Awardee presentation

Three more successful Pathways to the Future Trust recipients received their awards in front of employers, family members, and local business attendees at the Fair Food hosting.



## Fair Food Hosting

September saw a hosting at Fair Food where we heard about how they are contributing to helping our West Auckland families in need.



## Westpac Business Awards North/West Evening

Congratulations to the RBA on making the finals of the Westpac Business Awards 2022 in the category 'Excellence in Community Contribution' Well done team!



# Rosebank News & Events

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

## Bayleys presents insights and market updates on West Auckland's property market

Stronger Together



Bayleys Northwest and Bayleys Insights present an update on the New Zealand and West Auckland property market with the latest market data backed by discussion around recent transactions.

Bayleys boasts the country's largest commercial property client base and is the only significant national real estate business in this sector that is Kiwi owned and operated. Established as a specialist commercial and industrial agency in 1973, this remains the cornerstone of Bayleys' business.

Bayleys Commercial and Industrial have won many REINZ awards, and have helped their customers with over 2,550 sales and leases for commercial and industrial properties in their last financial year, at a total transaction value of NZ\$3.6 billion.

Join us to hear the latest trends, developments, and commercial sales and leasing insights from the nation's award-winning commercial and industrial real estate agency Bayleys.

Breakfast is provided.

### Bayleys Market Update

**Where:** Browne St. Cafe, 50 Rosebank Road  
**When:** Thursday, 10th November, 2022  
**Time:** 7.45am - 9.00am  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

## SAVE THESE DATES:

### EMA Workshop - Employment challenges and changes, Presented by Paul Jarvie

**Where:** Browne St. Cafe, 50 Rosebank Road  
**When:** Thursday, 24th November, 2022  
**Time:** 7.45am - 9.00am  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

### Holdson Hosting

**Where:** 386 Rosebank Road, Rosebank  
**When:** Wednesday, 7th December, 2022  
**Time:** 5pm - 7.30pm  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

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# Fair Food Hosting

A big THANK YOU to our wonderful hosts Fair Food for a terrific hosting. Fair Food is a charity that is giving back to our community in an enormous, and meaningful way.

If you are able to help them with volunteers and simply giving your time please contact Tracey Pirini at email [tracey@fairfood.org.nz](mailto:tracey@fairfood.org.nz).

Congratulations to the Pathways to the Future Trust recipients Heena Savaliya - Paramount Services, Tadgh Maher - Newton Cutting Formes Services and Josh Peden - High Wire Electrical.



Michelle Blau, Nick Scholtens, ?? and Tadgh Maher



Fair Food General Manager Michelle Blau



Deb McLaughlin and David Priestley



Bhavin Sanghavi and Grant Hewison



Pathways recipients with Bhavin Sanghavi and David Priestley



Janine and Marcus Barnes



Kerry-Marie Calander, Ramon Saxon and Richard Vernal





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• 10% deposit  
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\*4yr/60,000km with 10% deposit & Guaranteed Future Value of \$19,266.00: \$165 per week GST inc.

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# Setting Up to Celebrate

**Susan Tapper is an expert at delivering cheer under pressure. When the director of Celebrations Group answers her phone to be interviewed for the Roundabout Magazine, she's just walked in from finishing up a wild and woolly job.**

"I was out moving sheep in a paddock," she explains, before effortlessly switching gears to talk business. Susan's skill at pivoting on a dime is just part of the magic behind Celebrations Group, New Zealand's largest and most established supplier and installer of Christmas decorations.

Founded by Susan and her parents in 2006, Celebrations Group sources, designs, imports, and manufactures Christmas decorations. The business caters to large formats—think malls, councils, corporate offices, and national retail chains—and they provide expert installation. On spring nights in October and November, while Kiwi shoppers are all snug in their beds, Susan and her team descend into shopping centres to hang the giant decorations and sparkling baubles that herald the arrival of the silly season.

"We do anywhere up to one hundred sites in a short space of time," she says. "In a shopping centre, you need big stuff. It's got to have impact - shiny, glittery, and colourful."

The Celebrations team specialises in decor designed to delight people of all ages, like hanging stars, twelve metre trees, buildings wrapped with a bow, and festive Santa's grottos complete with toys, elves, and a shed-sized gingerbread house. Susan's flair for the creative means she also stays on the lookout for unique, non-traditional decor. "One year, at a show in Europe, I walked around the corner and there was this giant, eight-metre orangutan made from Christmas lights. I love that out-of-this-world, blow-your-mind stuff that just captures your attention."

A career in Christmas wasn't necessarily the plan for Susan. She hoped to study fine arts, but instead found herself doing a graphic design degree, gaining a distinction in her sculpture module. Later, her flair for objects led her to be in charge of merchandising for a New Zealand clothing brand as they set up operations across the ditch. After returning to New Zealand, Susan was looking for her next role when her mother - Margaret Tapper, one of the founders of Rainbow's End - spotted a client base for sale in The New Zealand Herald. "All of a sudden I had a business," recalls Susan. She was just twenty-three at the time. "Really pretty crazy, when you think about it."

Susan's first venture was STANDOUT Exhibition & Events, where she used her eye for aesthetically pleasing design to build displays and exhibition stands and supply decor for events. (STANDOUT still runs as a brand within Celebrations Group.) From there, Susan and her parents bought a merchandising and partyware importing business. The purchase came with one Christmas installation client.

"The previous owner used to do a bit of Christmas, as well as party products and display products, and so that's what we bought," she explains. Fast forward through a series of growth-minded business moves and mergers, and the focus began to shift from partyware and balloons to towering Christmas trees and oversized reindeer.

"We got more into Christmas eight or nine years ago," says Susan, "just based on the types of inquiries that were coming in. That's when we really started supplying directly to shopping centres, as opposed to dealing with a consultant who might get bits from us and bits from other people."

Thanks to Susan's boundless creativity and shrewd business sense, Celebrations Group is now New Zealand's leading supplier of Christmas decorations.



“We have the supply of Christmas decorations,” she says, listing the many facets of the operation, “and then we have the installation of Christmas decorations and hiring Christmas trees to corporate offices. That’s a bit of a growing business - we’ve just set up a Christmas hire website called The Christmas Hire Company. We’ve brought in a sleigh and some oversized reindeer, thrones, candy canes, giant inflatable baubles, Santa’s mailboxes, and some giant 2.75m nutcrackers.”

Susan’s day-to-day team numbers 10 people, but she takes on more help during the busy installation season. Each of her team members works within their core roles “about fifty to sixty percent of the time,” she says, but they also jump in and help each other wherever they’re needed. Outside the “all hands to the pump” installation season, the team’s year-round workload includes sourcing, quoting, sales, freighting, logistics, and even pre-decorating trees to a client’s exact color and decor specifications.

“We are definitely family - we look after each other,” says Susan. And she’s happy to reward such a tireless and dedicated team with perks like a four-day week. “I’ve introduced a condensed working week,



so we all have Fridays off outside the silly season. That’s been quite enjoyable and really good for people’s health.”

In a world twinkling with tinsel and coloured by red, green, silver, and gold, one might wonder: Does Susan ever get sick of Christmas?

“You do, yeah,” she answers cheerfully. “Obviously, we do Christmas 24/7, seven days a week, 365 days a year. But we

don’t get busy until the end of October and early December, when we’re doing hire tree installations and things keep popping up. Once the installation season is over, it’s more business as usual until it’s Christmas again.”

Susan and the Celebrations Group team welcomes anyone interested in purchasing or hiring unique and eye-catching Christmas decor to visit <https://www.celebrationsgroup.co.nz/>



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## Conversation, Tenacity and Resilience

### Reflections on the past year at the AGM of Rosebank Business Association

There was a great turnout for the AGM. The crowd socialised over drinks and hors d'oeuvres before the meeting got underway. Reconnecting and networking with like-minded businesspeople is an important benefit of attending RBA events.

The meeting was emceed by RBA Chairperson Stefan Crooks. He said that compelling conversations had helped to navigate the challenges of the last few years. "Whilst we now have some clear air moving out of the "Covid revolution" I can honestly say that I have experienced amazing conversations amongst the RBA team, and our members that clearly show that we have great tenacity and resilience within our business district."

Membership is stable at 281 despite businesses closing, moving, and Covid. Executive Engagement Manager, Kim Watts, said that there was no looking back from a move eight months ago to a flat management structure at the RBA. There has also been a shift in focus from business success to Rosebank being a place for business, people, and community success. There is renewed interest in employee wellbeing with the Rosebank Wellbeing Collab gaining momentum. There is local community engagement via social media, as well as supporting community projects such as the reopening of the Kurt Brehmer Walkway.

With the rebuild of their website in January 2022, the new fresh look has up-to-date news and added features. Business Development Manager, Phil Clode, said, "Part of the brief was to integrate our new CRM with our website so we can have an up to the minute business directory that talks with the website. We achieved this and now have one of the best BID websites in the country. We also added new aspects to the website and simplified content for ease of use."

Submissions have been made on many issues as part of the RBA's advocacy on behalf of businesses. The RBA achieves greater traction as a collective voice with government (both central and local) and other stakeholders on issues and opportunities that affect local business.

Events are starting to be hosted again as an important opportunity to network, collaborate and engage with others.

New members were elected to the RBA Board: Sophia Bristow, Managing Director of Eurotech Design, and Rebecca Harris,

General Manager, Intelligent Environments, were the successful nominations.

The formal part of the meeting ended with a short message from venue host Sophia Bristow about the journey of Eurotech Design over recent years. She stated that investment in IT infrastructure had helped them to survive Covid. They have celebrated recent deals that have given them significant product volumes with suppliers.



Host Sophia Bristow



Stefan Crooks, Sophia Bristow and Grant Hewison



RBA Chair Stefan Crooks and Whau Local board member Warren Piper



Chair Stefan Crooks delivers a positive AGM





Randolph Covich, Taina Henderson and Gordon Gibbons



BNZ Partners Tim Van Der Kraaij, Kate Ross and Greg Norman



Michelle Blau, Alex Vallings and Xen Zambas



The Eurotech team



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# Grow

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## WHY JOIN THE RBA

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<https://rosebankbusiness.com/rba/rba-membership-benefits>  
**Contact Kim Watts: 021 908 000**  
**email [kim@rosebankbusiness.com](mailto:kim@rosebankbusiness.com)**



## Wellbeing

Investing in your business and your people by utilizing the Rosebank Wellbeing Collab toolbox.



## Pathways to the Future Trust

An opportunity for you to reward your employees who are making a difference by helping further advance their vocational careers.



## Safety & Security

Support the neighbourhood burglary blog by joining the movement and keeping us safe.



## Rosebank Plus

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IN  
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# Round about.

LOCAL BUSINESS IS OUR BUSINESS

Issue 162, April 2020

**Kitchen Mania**  
New Store Opens

**Spark Waitakere**  
Extends its services to local  
businesses

**Waste**  
Rosebank Community  
Composting



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## Roundabout Magazine

Promoting your business with a 300-word profile along with 150 words in the RBA online Business Directory.

## Hostings

Regular opportunities to get to know and support your business neighbours and the wider community.







# Davis Funerals

## A Guiding Light Through Grief

It's 3:00am, and the phone goes off. The voice at the other end is distraught - a beloved family member has died unexpectedly. In the days that follow, what will undoubtedly be a difficult and emotional time could easily become confusing and hard to navigate. Poised and ready to answer the call is the experienced and empathetic team at Davis Funerals.

With five branches that service every corner of the wider Auckland area, Davis Funerals is known for being a caring, dedicated, and professional provider of funeral services, as well as a trusted provider of repatriation services worldwide.

"Our expertise goes across a wide range of religions and cultures," says Funeral Home Manager Michael Powell. "We help the deceased get to where they need to go, and we help the living get to where they need to be. We're proud to be a support system that carries people through what is probably one of the toughest times in their lives."

Davis Funerals has provided care to Auckland-area families for more than eighty years. Founded in 1875 as the Little Funeral Home, the business became Davis Funerals in 1935. Their history is storied and rich, but more important to the Davis team today is providing bespoke, compassionate funeral care to modern families.

"We need to be able to work with empathy," says Michael. "Families don't want sympathy - they want empathy and respect. They're looking for somebody who is authentic, honest and who is going to help them every step of the way."

Excellent funeral care, he explains, is about balancing empathy, authenticity, and a personal touch with tailoring the right service. This is the ethos behind the Davis Funeral Care approach.

"It's being there, but it's also knowing when not to be there. You want to be like the butler on Downton Abbey: guiding the family if they need it and foreseeing challenges before the family does themselves."



Mike Powell  
Funeral Home Manager

Helping families to navigate their grief is a calling for Michael. He was first introduced to the funeral business during his university days, when he worked part time at a funeral home to help finance his studies (and nearly made it his career). After spending almost thirty years overseas in a completely different field, his return to New Zealand served as an opportunity to reflect on what he'd like to do next.

"It was something I felt I needed to revisit," Michael recalls, speaking with an unwavering calm and steady assurance. Despite the heavy emotional load that comes with his chosen field, he says that supporting families

during such a difficult time is deeply fulfilling. The Davis Funerals team is well supported in that regard, with a keen focus on communication, working collaboratively and taking the time to support each other and have a "bit of fun." A free and confidential workplace counselling service is also available to any staff member who needs it.

"Every family is different, and every circumstance different," says Michael. "We focus on being the best we can be for our families



and going that extra mile. Regardless of whether a member of the team has been with us for one day or thirty-seven years, I want everybody to feel proud of what we do.”

And the personal reward for shouldering the burdens and stress of helping others navigate their grief? You can’t beat it, says Michael.

“I couldn’t think of too many other careers where you get this level of satisfaction from providing such an essential and altruistic service.”

This passion and dedication to sterling funeral care fueled a recent rebrand across the business. Starting this month, you can expect to see new logos and artwork on the Davis Funerals signage, printed material and fleet of vehicles. But the core of the rebrand, says Michael, is about the service they provide. In an era of societal change, with a younger generation coming through, Davis Funerals is committed to moving with the times and offering clear, relevant funeral care that caters to each family’s individual experience.

“We don’t pre-empt a family’s funeral care needs” says Michael. “Whether the arrangements are complex or large, it

doesn’t matter - we want to ensure an individual and suitably fitting experience for each family.”

The team helps families to prepare for the future with preplanning and pre-payment options, and they deliver an end-to-end service when the time comes. This includes following up after the funeral has taken place and facilitating grief counselling. “During those days when somebody has died, we’re there to help them get through to that next step where they can accept their grief and they’ve been able to make meaning of the fact that they’re now living life without the physical presence of the one they have lost. After the funeral has finished, and the reception has taken place and everyone’s gone on their way, we want to ensure that the family has help to carry on.”

For the Davis team, caring for the community goes beyond funeral services. “We spend a lot of time doing community outreach work,” says Michael. “We run a number of sponsored morning teas for groups like Age Concern, we work closely with hospice, and we also support younger members of our community through activities like art shows. We talk to the elderly about end of life and the changes it brings, and we also sponsor

shows and events that encourage people to enjoy life.”

Davis Funerals also offers their team fully paid “community days” to volunteer their time in the community. “It’s not always about money - sometimes it’s about having the arms and legs available to actually support the Hospice Shop or to do fundraising for the Cancer Society.”

Michael and the rest of the Davis Funerals team welcomes anyone to drop in for a chat during their office hours (the Mount Eden office is open seven days a week from 8:30-4:30), or you can reach the team online or by phone twenty-four hours a day.

“For many people, funeral homes are quite a scary place to be,” says Michael. “Whether it’s just to have a discussion, to discuss pre-planning, or simply to gather some information, we welcome people to get in touch or drop in. We put as much information as we can on our website, and we aim to be totally transparent—you can find all the pricing there, and nothing is hidden. We’re part of the community and we’re here to help.”

Contact Davis Funerals any time, day or night, on 09 638 9026, or visit them online at <https://davisfunerals.co.nz>.

“Empty chairs are not empty in reality; memories always sit there”



# DAVIS

FUNERAL CARE

# Member Profiles

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

## Active Roofing

Active Roofing has been roofing and cladding the greater Auckland region for over a decade now, with a large team of specialist tradespeople and contracting crews. Their “Can Do” attitude has become synonymous such that when their clients have roofing or cladding projects, they always give them a tap on the shoulder to assist.

They are the only preferred installers in the Auckland region for Dimond’s Roofing Smiths Architectural Tray brand and are jack of all trades working Residential, Commercial, Infrastructure and Schools, you name it they do it as long as it’s got to do with metal.

- Longrun
- Architectural Tray
- Warm Roof Systems

Their team is experienced and have the professionalism and product knowledge that delivers a high quality of workmanship with an aim to exceed their clients expectations, despite the challenges over the past couple of years this includes working to timelines and budgets.

Active Roofing is Health & Safety centric due to the high risks, and they want to make sure their team go home safe every day, so this is an important part of their business, and they are all Site Safe approved. They utilize the SaferMe mobile app onsite every day to confirm it is safe to work and keep up to date with certificates and any site-specific hazards.

Active Roofing faces challenges the same as many businesses like supply issues and price increases plus the shortage of staff. Although the government is talking up immigration, it is still challenging to bring willing and viable workers into the country.

Moving from Kumeu to Patiki Road recently is one of many business strategies to be implemented to ensure Active Roofing remains a market leader and preferred roofing and cladding partner.

It’s great to now be in your hood!



Active Roofing  
Email: [sales@activeroofing.co.nz](mailto:sales@activeroofing.co.nz)  
Phone: 0800 33 55 32  
Website: [activeroofing.co.nz](http://activeroofing.co.nz)



## NZSEG

New Zealand Skills and Education Group (NZSEG) is a quality education and training provider that serves individuals, local businesses, and communities. With over 19 years of education experience across IT, business, ECE, healthcare and well-being, we take pride in educating and upskilling our learners and industry partners through either NZQA qualifications or tailored industry training which reflects the needs of New Zealand’s industry.

Established locally in the heart of New Lynn, NZSEG has grown over the years to support our learners and partners across the CBD, Manukau and Waikato. With clearly defined schools, New Zealand Skills and Education College delivers NZQA qualifications from level three through to our new Bachelor of Business and Information Management. While Seafield School of English delivers accredited international English Language courses.

We realise that education and upskilling is not about “one size fits all” and based on feedback and demand from our industry

partners, Skills Campus was established in 2020. Focused on addressing skills and knowledge gaps through short courses, Skills Campus works with clients to tailor training specific to their needs and budgets. From digital literacy, first aid, health and safety, project management, IT certifications, sales and leadership courses, Skills Campus creates bespoke training to get your teams up to speed quickly to meet the demands of today’s evolving business landscape.

Creating a culture of multicultural diversity is at the heart of our whanau; we believe it is what makes our message to the community so special. Accepting both New Zealand and international students, we have created a space where everyone can transform their own life through the power of learning, regardless of background.

*“Skills-based learning means giving students the best of both worlds and prepares them for the globally competitive market. At NZSEG, we believe in empowering students for their future through education” - Brijesh Sethi, Founder and Managing Director*

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[www.nzse.ac.nz](http://www.nzse.ac.nz)



# Business Nuts & Bolts

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



Nick Stanley  
MyHR

## What to do when an employee doesn't work out their notice period

Having a person who is about to finish employment with the business fail to turn up to work the notice period can be a real inconvenience. You'll probably be short-staffed and have to start the search for a replacement while the rest of the team picks up the slack. Missing the regular handover period could mean loose ends are left hanging or any valuable insights the employee had go undocumented.

So, what are your rights when an employee abandons the job without working the notice period?

### What are notice periods?

"Giving notice" is when an employer tells an employee, in advance, that they are going to end their employment, or an employee resigns. The notice period is the length of time between giving notification and the date the employment relationship actually ends, e.g., three weeks.

A notice period is always necessary (unless the employer has good reason to dismiss the person without notice for serious misconduct) and the length is usually specified in the employment agreement. If it's not defined, fair and reasonable notice must still be given: two to four weeks' notice is considered fair. Always give and get notice in writing.

### Options instead of working out the notice period

Normally, the employee would meet their obligation to work for the notice period, but the employer and employee can agree to:

- Pay the employee instead of them coming to work for the notice period (sometimes called "payment in lieu" or "garden leave"). This can only be done if it's in the employment agreement or is agreed to by both parties.
- Waive all or some of the notice period if the employee asks or agrees (this might happen if they are leaving for a new job and can start right away). In this situation, the employee won't be paid for the portion of notice period they don't work.

Any agreement which deviates from what's in the employment agreement should be in writing and signed by the employer and the employee.

### Your rights if the employee doesn't work out the notice period

While you can't force employees to stay in their role if they want to leave, failing to turn up for the notice period is a breach of their

responsibility to act in good faith. In the first instance, you should endeavour to keep lines of communication open and contact them to see if anything is stopping them from coming to work. If this fails and the employee doesn't work for the agreed amount of notice, you aren't obliged to pay them for time after the last day they actually worked (but you cannot withhold or make any unilateral deductions from their owed wages or entitlements, e.g., unused annual leave).

If their employment agreement contains a forfeiture of wages provision, you may be able to deduct pay in lieu of notice from their final pay. You could also apply to the Employment Relations Authority (ERA) for damages or to ask the ERA to impose a penalty for the person breaching their employment agreement (by not working the required notice).

Be aware that any penalty will be paid to the Crown, but the ERA does have a discretion to order that some or all of it be paid to the employer. The potential costs for representation and time spent on seeking resolution with the ERA could likely outweigh any payment. Also, the case will become public record and may lead to unwanted media coverage.

### A word about forfeiture of wages provisions

Forfeiture of wages provisions can be problematic because the amount to be forfeited must be a genuine estimate of, and in proportion to, the likely loss the business would suffer because the employee failed to give proper notice, say you had to get a temporary worker in to provide cover at a higher cost.

You and the employee can agree to an assessment of the potential loss at the time you enter into the employment agreement but that isn't always easy, and we only recommend including forfeiture of wages provisions when it is likely you will have the ability to clearly demonstrate costs incurred or financial loss etc.

Remember too, that forfeiture of wages can't be used as a penalty or threat against the employee. If you are going to include these provisions in your employment agreements, we recommend you seek expert guidance.

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Aaron Martin  
NZ Immigration Law

## Wage Inflation

The government has announced that the minimum wage employers must pay to secure a work visa will increase in February 2023.

Drunk on the 'benefits' of wage inflation is the writers first thought on reading about the increase in the median wage.

The median wage is the minimum an employer must pay to obtain an Accredited Employer Work Visa (AEWV), unless the position falls within the industry sector exemptions which are slowly being limited.

From 27 February 2023 employers will need to pay \$29.66 per hour or a salary of \$61,693 based on a 40 hour working week to get an AEWV for a prospective employee. Footnote: the notice foreshadowing this said it will also apply to "other work visas". We are not sure which other work visas that may be.

The Government is dedicated to increasing wages. Increasing the median wage mechanism results in pay parity within the workplace increasing pay for similar positions throughout the business. This wage inflation increases the Government tax take through PAYE, but forces employers to pass on the cost to the New Zealand consumer. The increased cost of the product or service also means an increased GST tax take.

And so the Government ends up addicted to a cycle of wage inflation promoted by financial self-interest and reinforced by dependence to ensure the government's books look good and they have money to distribute government largess. For hard-working New Zealanders it just beds in further increases in the cost of living.

The impact to employers is often swept under the carpet by claiming it "simply reflects existing wage increases dictated by the market". That is complete rubbish. Government dictating a wage

is not an act of the free market. It is a disingenuous macro view that ignores the reality for individual businesses but is politically convenient.

If your CNC operators are paid \$28 per hour and you employ three of them but need to hire an additional two from offshore because you can't find the skill here, the employer has to pay those two employees \$29.66 per hour to get the work visa. That is an additional \$132.80 per week you need to pay above the \$28.00 rate you would normally pay. The existing three staff will want the same rate, and rightly so.

That will then add a further \$199.20 to the wage bill, bringing the total increase in the wage bill of \$332 per week over and above the existing pay rate of \$28 per hour normally paid to CNC operators as a direct consequence of this change in immigration settings and the impact of pay parity.

Again, those who have the luxury of a government salary with six figures would probably say \$300 isn't a lot of money for an employer. That also misses the point. The corresponding increase in the product's cost or service passed on to New Zealand consumers to deal with this increase, may mean its product or service is uncompetitive against imported products, or outsourced services that can be found offshore.

If that is the case, the business owner may consider that perhaps it's better to have the work done offshore and ship the product to New Zealand. In which case the CNC operators lose their jobs.

Also, the increased cost of living makes New Zealand appear less attractive to live in, making it harder for employers to attract talent. That will be compounded if the Government persists in limiting the ability for partners of workers to enter New Zealand on a work visa.

If the Government was serious about dealing with the cost of living issues and inflation, and maintaining our competitiveness in the international skills market, it would stop using immigration settings to drive wage inflation. But unfortunately I can't remember a time when a Government addicted to an increased tax take has decided to go cold turkey.

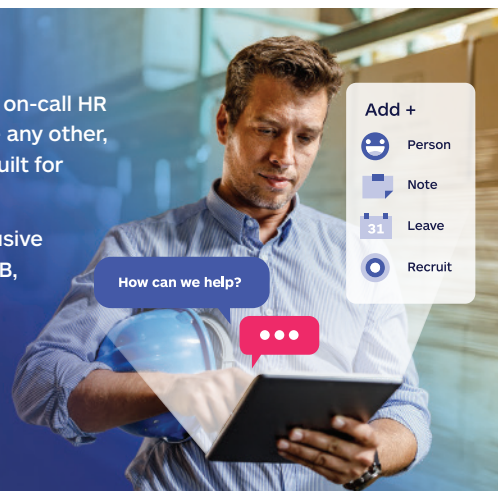
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Scott Carter  
Matrix Security

## Home Security Advice

The holiday season is upon us and with it increased opportunity for criminal activity.

Make it hard for thieves and burglars by taking simple, common sense precautions and properly securing your property. You needn't make your home a fortress, but for some expense, you needn't feel vulnerable either. You have the right to feel safe in your own home.

The following are precautions to consider:

- Always lock your doors and close your windows when you are out, and especially at night when you are home.
- Don't tell strangers your name by having it on your letter box.
- Install deadlocks on exterior doors, including an internal door to a garage. Then burglars cannot open the doors and easily escape with your belongings.
- Fit window locks on your windows. Burglars will be reluctant to break the glass to get in and risk being heard or injured by the glass.
- Burglars can easily slide the glass out of louvre windows and squeeze through. Install bars or a grille to stop them getting in or glue the glass into place with epoxy resin.
- Install night security lighting that is sensitive to movement.
- Fit lockable bolts on sliding or French doors.
- Have a porch light, a solid front door, and a door viewer so you can see who is knocking.
- Keep your garage or basement locked. A strong staple padlock will keep it more secure. If you keep a freezer there, consider a padlock on that too.
- Lock ladders and put away tools.

## Going On Holiday

These simple precautions will help deter burglars while you are on holiday:

- Cancel your newspapers. Have a friend or neighbour collect mail.
- Have a light connected to a timer that turns on at night.
- Tell relatives or neighbours where you're going, how long you'll be away, leave a contact telephone number and address.
- Arrange for someone to mow your lawn.
- Don't close the curtains or blinds.
- Try not to advertise your absence. It's easy to make your home look lived in while you're away. For example: leave large size shoes at the front door, get someone to call by to check your house, rearrange the curtains, hang out washing, or park their car in your drive. Your holiday will be more enjoyable with that extra peace of mind.
- Matrix Security offer a Holiday Hot List solution that includes daily foot patrols of your home to show a visible security presence, mail collection and alarm monitoring.
- If you return home and find you have been burgled, call the police. Do not touch anything. You may destroy any evidence.

## Mark Your Valuables

Experienced thieves will sometimes only take cash which cannot be identified. But your home contains all sorts of attractive, high value and portable items which can be easily sold. It is sensible to identify valuable items with indelible markers, etching or engravings showing your driver's license number. Keep a note of serial numbers. Take photos or videos of other valuable items such as paintings, jewellery, silver and antiques.

## Alarms

Ensure your alarm is in good working order and that you have a current alarm activation response plan. Matrix Security have personalised plans for all clients including when to despatch a security officer. We provide obligation free reviews of your security - call today on 09 525 8532.

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Pierre Wong, Senior Solicitor  
Henderson Reeves

## Off the Plans Part 3: Preparing for Settlement

In our final chapter of our off the plans series we take a deep dive into the settlement process and what needs to be done before you get the keys to your brand new home.

Once the new title and CCC have been issued, you will get notice that you have 10 working days (usually) to draw down your loan and complete the settlement. You and your lawyer need to act quickly once settlement is triggered because there is a lot that needs to be done in the lead up to settlement (and there are penalties for not being ready to settle on the due date).

### Valuation

As part of your lending requirements, you may be required to obtain a completion valuation report on the finished property. In some cases this can be completed before settlement is triggered, but some banks require it to be obtained once settlement is triggered and before they will issue loan documents.

### Title Checks

Once the new title to your property is issued, your solicitor should check it for any unexpected interests. You usually can't challenge the interests registered on your title but if there is something unexpected or detrimental, it's better to take advice before you settle. This is also a good opportunity to check whether the area of your property is different from the initial estimates in the plans and specifications.

### The paperwork

Once settlement is triggered, you should contact your bank or broker so loan documents can be provided to your lawyer. As discussed above, your bank may require the valuer's completion report before they issue loan documents.

You will also need to arrange insurance for the property. Talk to your lawyer, make sure the insured sum is adequate for you and the bank's requirements and ask for an insurance certificate with your bank noted as first mortgagee. If you do not provide this certificate before settlement, the bank will not advance your funds.

If you intend to purchase in a trust or company, it will need an IRD number. You cannot settle without one.

Lastly, once loan documents have been issued you must arrange a time with your solicitor to sign the necessary transfer and loan documents. If you have any overseas holidays planned or are

not going to be physically available, we recommend notifying your solicitor as soon as possible – depending on when the loan documents are received, there is a limited window for signing.

### Pre-settlement Inspection

This is your chance to take a look around the property and make sure everything is in order. You should turn on all the lights, make sure that all the appliances are working, the garage door openers and heat pump remote are there and working, and that there aren't any building works still to be completed.

We recommend that you complete your pre-settlement inspection at least five days before the settlement date. While the vendor doesn't have to fix everything before settlement, this should allow enough time for any issues to be fixed or for commitments to be made. We recommend bringing a pack of post-it notes with you to tag any issues you identify. This will alert the builder to a required change and will also help you keep track of any defects you find during your inspection.

Your pre-settlement inspection will take some time and is not a process which should be rushed.

### Settlement Day

Settlement means the formal change of ownership and when you take possession of the property.

You cannot expect to get access to the property until your solicitor has received bank-cleared funds from you and any lender, and those funds have been paid to the developer's solicitor. The time of settlement and possession is mostly outside of your solicitor's control, and settlement could occur first thing in the morning, or it might not happen until as late as 5:00pm.

Once funds have been received by the developer's solicitor, you will be able to pick up your keys and access your new home.

If you are unable to settle on the day or you settle after 4:00pm, you are likely to be charged penalty interest by the vendor. If you can't settle on a Friday, you must pay penalty interest for at least three days as you can't settle on a weekend. The amount of the penalty interest varies, but is usually 11-18% p.a. and charged on a daily basis.

### Post Settlement

A new build can often have minor snags or work that is not up to standard. Under the Building Act a builder must rectify and make good defects that are found within the first 12 months of practical completion. We recommend that you notify your vendor of all defects as soon as possible. If you have a Master Build guarantee, you must carefully follow their process for notification or you could invalidate the guarantee.

Settlement is an exciting process, however getting there can be complicated. Specialist advice from an experienced property lawyer makes buying off the plans a much less stressful process. A lawyer will spot the risks, deal with problems that arise and answer any questions you may have to ensure a smooth settlement.

If you need advice on purchasing a property have a chat with one of our off-the-plan experts Shelley, Pierre, Amie or Sandra at Henderson Reeves Lawyers 09 281 3723. We're just down the road opposite the Gull Service Station.

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