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2021 GREAT NORTH ROAD, AVONDALE

In This Issue

4 FROM MY PERSPECTIVE

Business Development Manager, Phil Clode

6 ROSEBANK ADVOCATES

6 Grant Hewison

8 Kimmy's Korner

10 ROSEBANK NEWS & EVENTS

12 Pathways Awards

14 Heron Plumbing: Employer of the Year 2023 at the 2degrees Auckland Business Awards

16 Did you know..

18 Plans for new \$6b rail line between Avondale and Southdown unveiled by KiwiRail

20 A Night to Remember: How to make your end-of-year function a success

22 BUSINESS NUTS & BOLTS

22 New Member profiles

23 How to handle annual close-downs

24 The Immigration Quagmire: A Plea for Reform

25 "They're just my flatmate" - when trust property becomes relationship property

26 Matrix Security: The Leading Expert in IoT Security

27 What needs to happen when I'm ready to sell my business?



Cover: Heron Plumbing: 2degrees Auckland Business Awards - Employer of the Year 2023

With thanks to our partners ...



EDITORIAL AND ADVERTISING ENQUIRIES:

Phil Clode,
Business Development Manager
Mobile: 027 448 7009
E: phil@rosebankbusiness.co.nz

ROSEBANK BUSINESS ASSOCIATION

18 Jomac Place, Rosebank.
PO Box 71034, Rosebank, Auckland 1348
Phone: 09 820 0551
E: info@rosebankbusiness.co.nz

www.rosebankbusiness.co.nz

www.facebook.com/rosebankbusiness



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From My Perspective

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



AGM

Our management team delivered our first full year Annual General Meeting (AGM) on 26 October. Our team presented the end-of-year financial results for the 2022/23 fiscal year to the RBA and Business Improvement District (BID) members.

The AGM was a successful and productive event that provided our team time to reflect on the previous year and the future. A strong turnout was a positive sign, with good engagement and interest from our members.

Thank you to Michael Hawkins and your team at Blum for hosting the evening and for providing a tour of your facility and big expansion plans. Blum is a world-class

business that leads the way in the world of furniture manufacturing.

We also want to thank Janine Roberts and Stefan Crooks for their guidance over the last year, and the RBA Board for your support.

2degrees Auckland Business Awards

Once again this year, the RBA made it into 2degrees Auckland Business Awards as a finalist for Excellence in Community Contribution. As such, our team got to attend a wonderful evening held at the Cordis Auckland Hotel.

The Auckland Business Chamber certainly knows how to put on a great party! Much fun was had, and the

evening highlighted the hard work that Kim Watts put into our application for the award.

RBA member Heron Plumbing won the 2degrees Auckland Business Award for Best Employer in West and North Auckland. We are proud to have them on our cover this month, with a feature article about their business. Well done, Andrea and Dale Lovell.

Finally, the election has come and gone, and as I write this, we still don't have a government. Hopefully, we can get on with it as summer kicks into gear and enjoy what is left of the year.

Regards,
Phil Clode,
Business Development Manager

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Making Way for Water

In early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts.

Dr Grant Hewison

To address these events into the future, Auckland Council has developed 'Making Space for Water' – a series of stormwater infrastructure improvements and has consulted on these.

The RBA made a submission supporting various initiatives in 'Making Space for Water'.

In particular, the RBA supported: (a) undertaking more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

The RBA also supported initiatives to develop new blue-green spaces in the areas where there were serious flooding risks and to provide information to businesses about how to correctly manage an overland flow path on their property.

Although the RBA supported, in principle, the introduction of a targeted rate to cover the cost of 'Making Space for Water' (and consideration of the options that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area), the RBA was concerned, as it has stated with regard to the introduction of other targeted rates, that the rate would be applied with a business differential.

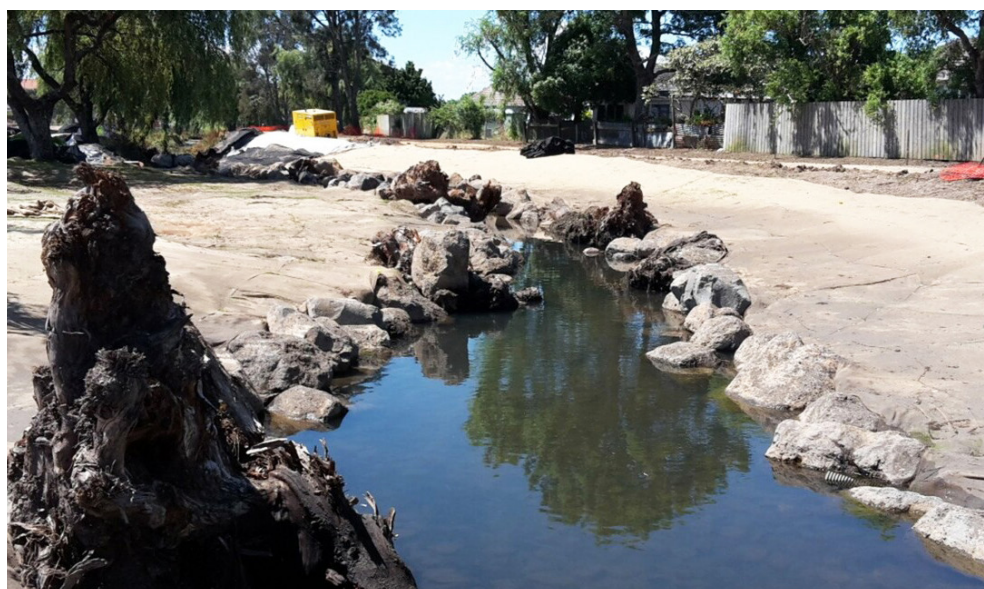
Nine initiatives were originally proposed. Since public consultation concluded, two initiatives have been removed – high-risk properties and culvert and bridge upgrades. This work will be managed instead by the government Voluntary Buy-out Support Scheme or is being funded

through other work programmes. Seven of the nine originally proposed initiatives are included in the updated 'Making Space for Water' work programme. They include: Blue-green networks; Stream and waterway resilience; Increased maintenance and minor capex; Flood intelligence; Overland flow path management; Community-led flood resilience; and Rural settlements.

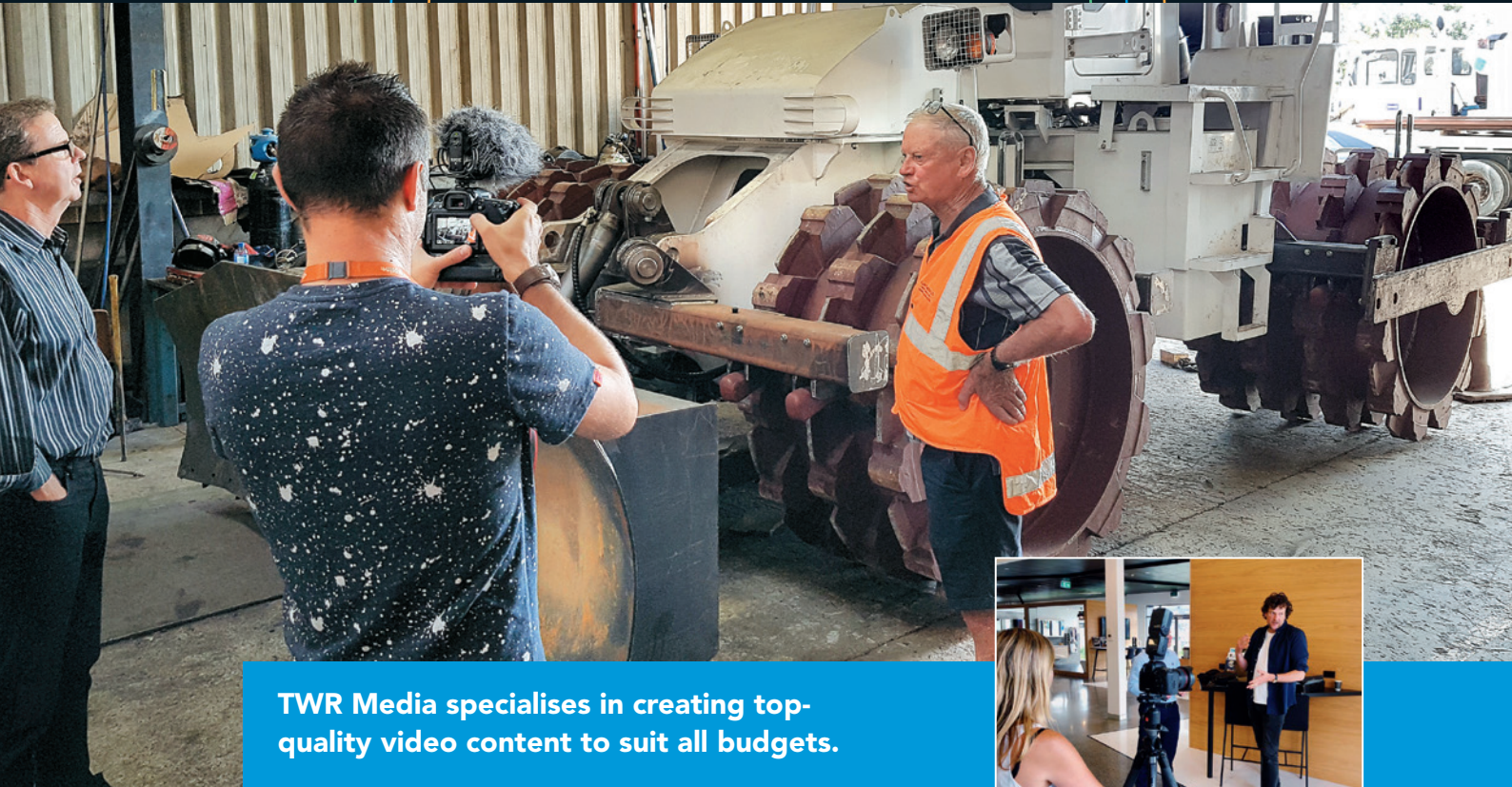
The diversity of communities, catchments, and built environments across Auckland means that the needs and impacts of this programme will not be uniform across all local areas. While there are vulnerable areas across Tāmaki Makaurau, the response will need to be adapted to specific local areas. For example, most of the previously identified areas for blue-green networks were in the Auckland isthmus. This reflects the level of development around a higher number of streams and the clusters of severely affected properties. These areas will see more physical projects in parks and streams. More industrial or built-up areas may have more overland flow path risks, and therefore need more property-level support or specific projects to resolve wider catchment issues.

Further development of the initiatives has also enabled staff to refine budgets. The current expected programme cost is \$1.003 billion (\$707 million capital expenditure, \$296 million operational expenditure). The cost of the programme will be shared between Auckland Council and central government. Each initiative will have individual deliverables, however the overall measure of success for the programme will be the reduction of modelled habitable floor area flooding in 10-year and 100-year events.

Final decisions on investment levels and funding options will be considered through the Long-term Plan 2024-2034. If the council were to commit to the full investment in 'Making Space for Water', received the maximum level of government contribution, and funded the balance from rates, modelling suggests additional rates equivalent to a 2 per cent increase in general rates would be required.



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Kim Watts RBA Executive Engagement Manager
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School's out for camp!



We all have fond memories of our school camps: the fun activities, the experience of being away from home, the food (good and bad), and bonding with our classmates. These days, however, school camp isn't a given.

In the final week of term three, after a hiatus of approximately 15 years, Rosebank School enthusiastically welcomed their senior students to school camp. They divided their six senior classes into

two groups, allowing each student to experience a three-day, two-night camp adventure out at Carey Park in Henderson Valley. The weather was exceptionally cooperative, with perfect conditions adding to the students' enjoyment.

During their time at camp, the Rosebank students experienced a range of activities, including archery, air rifle shooting, bush survival skills, a confidence-building course, crate stacking, an exhilarating flying fox ride, and the challenge of rock climbing. Evenings were equally enjoyable, as students gathered around a campfire to toast marshmallows and embarked on a thrilling Burma trail, an entirely new experience for most of them.

Meals saw the students very well fed, with "kai time" a moment of excitement and anticipation. A huge mihi to all the amazing parent helpers who generously gave up their time to make this memorable event possible.

Looking ahead, the senior camp will now be held every second year. We can't wait for the next one in 2025!

Here are a few words from the students:

Bella Grace (student) - *The time I had at camp was extraordinary. Every second, minute, hour, and day was fantastic. My favourite activity was definitely the confidence course - climbing, jumping, and balancing just like a monkey! The food*



was very different to what I had at home, but I loved it. The pie and fruit snack was my favourite. I would like to thank all the parent helpers and teachers for making time to help us on our camp trip. This year's camp is one that I will always remember.

Dan Lord (student) - *At camp, I had the most AMAZING experience. There was a man named Scott, and he was brilliant. He made me feel like I was at home. There was also another man named Joe, and he was very funny. He was good at making jokes that made some of the kids laugh. He was kind too. I loved the confidence course because Solomon and Matthew gave me the confidence to finish the course. Also, I would like to thank the adult helpers for helping everybody at camp. They were awesome!*

Rosebank School would like to express its gratitude to the Rosebank Business Association and the following businesses for their generous sponsorships of the students going to camp: Alstef Group, Apex Valves, ARA Security, Autex Industries, Blum, C-Tech, Fair Food, NCFS, Machines 'R' Us, Syntech, Total Property Services, and Carla Gee.



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Rosebank News & Events

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

RHEEM Hosting



Rheem proudly manufactures locally in Avondale, with a strong connection to the West Auckland community. We're excited to host a Rosebank Association event at our office in November.

For over 50 years, Rheem has led the industry in producing electric and gas water heaters, serving countless Kiwi homes and businesses. We're committed to sustainability, with 65% of our products now having minimal packaging, waste reduction efforts, and a dedicated sustainability team.

We also offer Rheem Solar Solutions, making solar adoption easy for both residential and commercial customers nationwide. We've even installed solar panels on our Avondale factory, reducing our carbon footprint.

Join us in November to learn how our products can benefit your business.



RHEEM Hosting

Where: 475 Rosebank Road, Avondale
When: Thursday, 23rd November, 2023
Time: 5.00pm - 7.30pm
RSVP: maureen@rosebankbusiness.co.nz

Business Update



Presented by
Allan MacDonald
Head of Advocacy,
Strategy and Finance
at the EMA

With the General Election in the rear vision mirror, we know the incoming government's plans to support the business community and galvanize our economy remains front of mind for business leaders. The EMA's Head of Advocacy

and Finance Alan MacDonald will be speaking exclusively to the Rosebank Business Association members on the post-election landscape.

This is an excellent opportunity to connect, share, and exchange perspectives on the state of business and economy in this time of change. We look forward to seeing you there.

EMA Update

Where: Browne St Eatery, 50 Rosebank Rd
When: Tuesday, 7th November, 2023
Time: 7.45am - 9.30am
RSVP: maureen@rosebankbusiness.co.nz

Avondale marks one year of delivering lifesaving products to NZ patients

One of New Zealand's leading licensed compounders, Slade Health, celebrated 12 months of operations at its Auckland-based facility in Avondale.

Slade Health Avondale services both public and private hospitals and provides a comprehensive range of sterile infusions, including chemotherapy, antibiotics, analgesics and clinical trials.

Avondale delivers over 40 per cent of chemotherapy products to patients with cancer in New Zealand. It was built to meet the growing needs of New Zealand's health system, with capacity to produce a broad range of formulations and clinical trials.

Slade Health Country Manager Philippa Trout said the team was proud of its



contribution to the nation's healthcare.

"In our first year of operation, our Avondale team of 30 - production technicians, clinical trial pharmacists, quality and logistics employees - has produced and dispatched approximately 300 essential infusions to New Zealanders every day," Ms Trout said.

"We've compounded 50,000 oncology, clinical trials and antibiotics units and couriered 1,900 deliveries to Te Toka Tumai facilities."

"This incredible effort has been underpinned by our team's deep commitment to patient care, quality, innovation and integrity. It's a privilege that we take very seriously."

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Pathways awards

Thursday, October 12th marked the pinnacle of achievement for 17 out of the 24 Pathways to the Future Trust awardees for 2023 as they convened at Autex Industries to accept their well-deserved award trophies.

Thank you to the EMA and The Business Apprenticeship for their partnership and support as Pathways continues to provide opportunities for our up-and-coming leaders of the future.



Christine Galangue, Funaki Tonga, Malia Tonga and Darius Singh



Pathways recipients and supporters



Jo Pilkington, Kerry-Marie Callander, Dean Walter and James Razey-Watts



Lina Karkji, Fady, Munther and Nuha Ghanima



Sophie Elliot, Martin Nicholson, Randall Watkins and Paul Manning



The Intelligent Environments team



Jordyn and Kent Steel



Serena Roncolato and Aneet Sharma



Caro Wedding, Chris Wedding and Rachel Fan-Wedding



Jackie, Katie and Gary Wood



Jennifer, Sharon and Stephen McCann



Heron Plumbing

Employer of the Year 2023 at the 2degrees Auckland Business Awards

The RBA is thrilled to congratulate Heron Plumbing on winning Employer of the Year at the 2degrees Auckland Business Awards. The team was dressed to the nines to accept their award at the North and West Regional Gala dinner on October 5, and owners Dale and Andrea Lovell couldn't be prouder.

"Our staff are amazing - they really are," says Andrea, who is also the office manager at Heron. "We have quite a family culture. We know all their wives and kids' names and what they're doing. That's really important to both Dale and I because we're very family-oriented people ourselves."

Andrea and Dale have owned Heron Plumbing since 2011, but Dale's history with the 63-year-old business goes back decades. As a young man, he began working on original owner Bryan Heron's farm, and two years later joined Heron Plumbing as an apprentice - a career path echoed by that of Heron's staff today.

"Most of our staff started with us as apprentices and worked their way up," says Andrea. "We've always given them a direction on where they can go within the company." Long tenure within the business, one of the bigger plumbing companies in Auckland, is also the norm. "We tend to hold on to our employees. Our four most senior staff have been with us between 13 and 17 years, and one of our older employees has been with us for 25 years. Normally, if any staff do leave us, it's either to go overseas or for senior positions we're unable to offer them because we only have so many."

But, she adds, that's not always the end of the story. "We've been really lucky. We've had a couple that have gone and come back for the culture within our company."

No wonder, with a team culture that values a personal connection with each and every staff member and their family. "We're all very close," says Andrea. "We know everybody's partners and

their kids. Dale and I have been to the weddings of all our senior staff and we've seen all their kids grow up. We treat everyone the same; we don't care what race or religion they are, they're all treated as family. It's a really nice culture to have."

Work-life balance is a top priority, too. "If you want a day off for any reason, you get it. If they've got young children, we encourage them not to miss those special events. I don't think we've ever had to say no to a holiday or a day off - we've always been able to work ourselves around it."

The team at Heron Plumbing is passionate about what they do, and they've cultivated a strong local reputation. "We support the community, and people know that," says Andrea. "We're part of the Don Oliver Youth Sport Foundation, and we were behind the plumbing at The Trusts stadium. All of our workmanship is guaranteed, we always leave things to a high quality."

The staff take pride in providing customers with stress-free service options they won't find elsewhere.

"We're maintenance and we're commercial, so we do everything," says Andrea. "And we're Rheem service agents, so there's a few of our guys who have limited electrical licenses. That means you don't need to get in an electrician and a plumber when your hot water heater has issues - we can do it all."

The team also handles issues with backflow and drainage. "We're really a one-stop shop. You don't have to use someone for your plumbing, someone else for your gas, someone else for your drainage, someone for your roofing - we can actually do all of that."

The Heron Plumbing team numbers around 30, which is double the number of staff who were with the business when Dale and Andrea took over. The majority are men, which is no surprise in the male-dominated plumbing industry, but four are female, with three working in admin roles and one a plumbing apprentice.

"I'm really excited about that," says Andrea. "We'd love to have more females in the industry. It's really hard to get women into the trades, but more and more are putting their hand up to join us."

It's clear that Andrea is a firm supporter of the plumbing industry, despite her laughing that plumbing was always Dale's dream, not hers. "Dale is the one who started off as an apprentice, and it was never anything I wanted to do. But since I've been within the industry, I've learned that plumbers are really down to earth, really friendly and inviting, and the industry is really welcoming. That's one thing I really like about it. And with us, our staff treat you as one of the boys, but they treat you with respect."

Dale is always keen to get involved in industry extracurriculars; he is a former chairman of the Auckland Master Plumbers and has been on the executive team of the New Zealand Master Plumbers. Andrea says that meeting others plumbing business owners and discussing shared issues is another benefit of the

industry.

"It is a really cool industry," she says. "All the suppliers and merchants are nice to deal with as well. It's not an industry to shy away from - there are definitely career opportunities here."

With Heron's ongoing success and their reputation for high-quality workmanship, Andrea says their goal is to maintain their excellent service - and their current size.

"We don't want to get bigger. Sometimes you can get too big and you don't know your staff. We like to know who all of our staff are, their family and their children, so this is a good-sized company for us."

With the festive season around the corner, the team will soon be coming together in true family style to celebrate the year's accomplishments and all their hard work.

"Christmas is a very family-oriented occasion," says Andrea. "Our Christmas parties are always at our place, with all their wives, husbands, and children as well. We tried to move away from it," she chuckles, "but the feedback was that the team prefers it at ours. And then we've got a mid-winter Christmas event that's just staff and we do go-karting or whatever they want to do."

Dale and Andrea have three young adult-aged children of their own, none of whom are interested in taking over the family business, but that suits the couple just fine. "We've always told them to follow their own passion." Better yet, adds Andrea, it makes the career path available to their staff all the more visible. "Our guys know that they can come up from within the company and someone's going to have to take it over, since it's not our kids' passion. We've always made that clear."

Congratulations once again to Dale, Andrea, and the Heron Plumbing team. For any maintenance or commercial plumbing needs, get in touch with the team on 0800 888 287, or visit their website to request a free quote: <https://www.heronplumbing.co.nz/>



Did you know..



Free Health Checks

For the 3rd year in a row, Unitec Students came to Rosebank on the 10/11 October to carry out FREE Health Checks for our Rosebank business employees.



RBA Survey Winner

Congratulations to Duane Rice from Rheem NZ who is the winner of our 2023 RBA Survey.



Fair Food

Fair Food celebrated Zero Waste with supporters and volunteers at its Happy Hour event on the 28th of September.



Rosebank School Camp

Thank you to the Rosebank businesses who sponsored a kid to go to school camp. Memories are gold!



Pathways to the Future Trust

The 12th of October saw 17 Pathways to the Future Trust Awardees receive their trophies at an event held at Autex Industries.



Business Awards

The RBA was once again a finalist in the 2023 2degrees Business Awards for 'Excellence in Community Contribution'.



Most Wanted

Our latest 'Most Wanted' business is MyHR whose employees annually engage in contributing blood to support the NZ Blood Service.



Plans for new \$6b rail line between Avondale and Southdown unveiled by KiwiRail

KiwiRail has unveiled its 30-year vision for Auckland’s rail network, including a proposal to establish a new rail line connecting Avondale and Southdown.

Along with the City Rail Link (CRL), this new section of track would be the biggest development on the city’s rail network since the opening of the Britomart railway station in 2003.

The new rail section is designated to run on land reserved for rail use since 1955, stretching alongside SH20 and through Ōnehunga. The project is part of the Auckland Rail Programme Business Case, a joint venture between KiwiRail and Auckland Transport (AT) aimed at future-proofing passenger and freight rail services for the growing city.

Still in draft form, unfunded and unapproved, the project is estimated to cost around \$22 billion, with roughly \$6 billion earmarked for the construction of the new rail line, which will require huge earthworks and take years to build.

With the city poised to account for 40% of New Zealand’s population growth over the next decade, KiwiRail CEO Peter

Reidy stressed the significance of the project saying, “This is the plan we have put up [...] to move people and freight.”

The plan comprises three crucial components: the removal of level crossings, a fourth main rail line between Westfield and Wiri, and the Avondale to Southdown line.

Dave Gordon, KiwiRail’s head of capital projects, outlined the pivotal role of the Avondale-Southdown line as a way to extend the North Island Main Trunk line through the west of Auckland and up into Northland, leaving the more central lines clearer for passenger rail.



The proposed Southdown-to-Avondale heavy rail route, in blue, would intersect with light rail at Onehunga and Mt Roskill



The case for the new rail line would need much higher freight volumes, largely hinging on the relocation of the Port of Auckland to Northport and the potential establishment of an inland port in West Auckland.

The new line could be partially trenched/tunnelled through Ōnehunga, “but there’s no doubt it would be a disruptive thing,” Gordon said.

The plan is separate to the projects already underway in Auckland to support

the opening of the \$5.5 billion CRL in 2026. These include a \$330 million upgrade of the rail lines, a \$375 million rail electrification project from Papakura to Pukekohe, plus a \$495 million allocation for the construction of two new stations along the route and \$318 million for a third rail line connecting Wiri and Quay Park.

Three billion dollars in funding is being sought in the more immediate part of the vision to enable a programme of road and pedestrian rail crossings to be

closed and/or replaced by underpasses or bridges to reduce the disruption to traffic of increasingly frequent train services.

Work has already commenced to remove six pedestrian crossings and one road crossing before the CRL opens, but the remaining crossings will not be removed for another decade or so. Estimates that some existing crossings would have the barriers down for up to 50 minutes per hour have turned attention to Melbourne to see how that city has managed the change.

Auckland’s population is expected to increase by an additional 300,000 people within the next 10 to 15 years and another 700,000 by 2050, according to AT Chief Executive Dean Kimpton.

“This programme is designed to enable those people to move so we don’t congest our roads and the roads can be used for those who need to drive,” Kimpton said.

The draft business case now needs to go to the KiwiRail and AT boards for sign-off and funding proposals before business case work can be done in detail.

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



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A Night to Remember:

How to make your end-of-year function a success



The Christmas and New Year break is right around the corner - but if you haven't yet planned your end-of-year function, you still have just enough time. Organising a fun and festive celebration is a fantastic way to recognise your team's hard work, acknowledge your achievements as a business, and close out the year with positive energy and team pride. Roundabout spoke to event experts within the RBA to find out their top tips for hosting a successful event, no matter your budget or team size.

Finding a venue

The RBA is fortunate enough to have several members offering venues for events, including The Trusts. Amanda Cassidy, General Manager of Hospitality and Marketing, recommends Mr. Illingsworth in Te Atatū, The Hangar on Central Park Drive in Henderson, The Good Home in Henderson, and Brick Lane in New Lynn as great spots to host a corporate event. "The Hangar is the largest bar with the most amount of space, but all venues have separate spaces for functions," she says. She points potential hosts to the comprehensive function pack on each venue's website that details each available space, menu options, licensing hours, and frequently asked questions.

"Book early," she advises, "and make sure you're organised with your numbers. We want to make things as seamless as possible for you, so be really clear about

how many people and what you want before you book."

Browne St. on Rosebank Road is another local venue with options ready to accommodate your business. "Our space is best suited to a canapé-style function - mixing and mingling and small plates," says co-owner and operator Sam Fraser. "We hold up to 150 people standing, and we've got a full bar, sound system and projector. We're licensed until 12am, and we cater everything on site. Everything is tailor-made on a case-by-case basis per event."

Sam says that it's important to consider the feel of the space to create a good atmosphere. "An important thing for our space is that it's large but intimate. It has a good vibe to it - it's not eerie and open, like a big hall. It's just as suitable for 50 people as for 150 people."

He also advises looking beyond weekends if you're finding venues already booked up, for example a Wednesday or Thursday. "We also do heaps of daytime corporate events."

Simon Poppleton, Club Manager at New Lynn Bowls, adds that it's important to make sure the venue is user friendly for your guests. The New Lynn Bowling Club offers a function space for corporate presentations, indoor and covered outdoor bowls, and other games like darts and pool. "Make sure everything is at their fingertips: toilet, bar, facilities. For

us, the bowls are readily available and out there ready to rock and roll. We're under cover, so even if it's raining or hailing, your function is on with us."

Making it fun

Many Christmas functions have an element of work-specific celebration to them, such as highlighting achievements. Amanda advises having everything well organised with the venue to make sure it all goes smoothly. "People have things they are specifically celebrating - maybe their biggest year yet, surviving the year, or their awards," she says. "To make things as easy as possible, have lots of communication with the venue and lots of organisation."

Beyond celebrating your business's achievements, Simon advises making sure that daily work duties don't encroach onto your team's celebration time. "Relaxation's a big thing," he says. "There should be no pressure and nothing to stress and annoy people - the event should be carefree and happy with lots of fun and laughter. For us, the big thing is the ease of playing bowls. You can be any shape and any age to play the game. There's no stress, no issues, and no one judging you for how you do - we're a carefree, relaxing environment."

In Sam's experience, a key part of creating a fun and successful event is putting effort into the music and decorations. "You've got to have a good DJ or a good playlist,"

he says, noting that Browne St. has the facility for a DJ to plug in and start playing. "Regardless of who is hosting, you tend to get a bit of a dance floor going at the end of the event - it just seems to always happen. Another thing that sets apart the good functions from the bad is putting an effort into decorating the space - theming it or setting up fun things like photo booths. Those events tend to go off."

Staying on budget

If your function fund is limited, many venues will work with you to create an event within your budget. "We have quite a few catering options available," says Simon, "and people have the option to bring in their own food if they have specific needs they need to cater for or if they're on a budget. We try to make it easy."

Sam is of the same mindset. "We look at every single function inquiry for what it is and see if we can make it work. We do have a minimum cost for functions, but everything is on a case-by-case basis and we can usually come up with a solution for most people."

If a large event is out of reach, Amanda points out that smaller celebrations can be just as enjoyable. "A function doesn't

have to be dozens of people," she says. "Sometimes you might take your team out to lunch around Christmas. It might be just the people you work with directly that may have a special meal out, or those you've achieved something with. It doesn't have to be the full-on party."

Keeping it professional

Any function has the potential to go off the rails when alcohol is involved, so Amanda recommends reminding your team of the behaviour expected of them.

"You might want to set some rules of engagement so that everybody has fun," she says. "Not to sound like the fun police, but you don't want anything to go wrong on the night that will ruin everyone's good time or land anyone in hot water." She recommends aligning this message with your business values and phrasing it as a simple reminder to uphold those values at the function. "You want to be merry, but not too merry."

Safe transportation options at the end of the night are also important and should form part of your health and safety plan if alcohol is involved (see [worksafe.co.nz](https://www.worksafe.co.nz) for more information on your responsibilities as an employer). "That's a big drawcard for Browne St.," says Sam. "We've got a

lot of parking across the road and we're also next to the train station, so people can catch the train after a drink."

Enjoying yourself as the host

No matter the size or style of your event, Sam's experience is that everything usually goes well - so once everything is organised and underway, give yourself permission to breathe. "People are always nervous when they're setting up their events and before the night," he says, "but as people arrive, people tend to relax and just get into it."

Part of being able to enjoy the evening is having everything in hand with time to spare. Simon notes that bookings are filling up fast, so now's the time to get something in the calendar. "We've just had five enquiries in one day," he says. "And there are only so many days in the week."

For information about The Trusts venues, visit <https://thetrusts.co.nz/support-local>

For information about hosting your function at Browne St., visit <https://www.brownestreet.co.nz/events>

For information about hosting your function at the New Lynn Bowling Club, visit: <https://www.newlynnbowls.co.nz/facilities>. *By Beth Caunter*

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Their combined business operates on the principles of trust and integrity and is dedicated to providing quality professional service with successful outcomes for clients. They are very excited to have joined the Rosebank Business Association as an associate member and look forward to meeting members and supporting the RBA in upcoming events.

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Lifting the bonnet on KAAR

In 1994, Kelvin Armstrong and his wife, Karyn, embarked on a journey to establish Kelvin Armstrong Auto Repairs (KAAR). From the outset, their focus was on building a reputation based on integrity, quality, and exceptional customer service. With hard work and guidance from mentors and coaches, Kelvin and Karyn have made KAAR a standout name in the automotive industry.

The RBA, along with the Westpac West Auckland Business Award process, have played a significant role in KAAR's transformation journey. A pivotal moment was Kelvin and Karyn's transition from working in their business on Rosebank Road to working on it. This change in perspective led to a newfound confidence, and in 2011, KAAR expanded its footprint by opening their Henderson branch.

KAAR's success isn't just down to vehicle repairs; it is also thanks to their dedicated people. Under Rosebank Manager Blair Calder's leadership, and with a commitment to teamwork, KAAR consistently delivers outstanding service, as evidenced by their bustling car park and five-star Google reviews.

Giving back to the community is an essential aspect of KAAR's ethos. Kelvin served on the RBA Board for five years and has been the Chairman of the Central Park Henderson Business Association Board since 2015. He occasionally steps in at the Avondale location, connecting with long-time customers who have relied on

KAAR's services for nearly three decades – a testament to KAAR's trustworthy reputation.

Kelvin and the KAAR team are grateful for the continued support and loyalty of their valued customers, including the businesses that entrust KAAR with the needs of their fleet. As always, the KAAR team remains dedicated to upholding the principles of integrity, quality, and exceptional service that have been at the core of their business since the very beginning.



KAAR Avondale

Phone: 09 828 0080

Email: kelvin@kaar.co.nz

<https://www.kaar.co.nz>

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Jason Ennor
MyHR Co-founder
and CEO

How to handle annual close-downs

If you usually close down your business over Christmas, or you're thinking about it for the first time, doing it properly is important.

Like everything covered by New Zealand employment law, any close-down requires that your business follows a process, and it can cause unnecessary hassle if you don't get it right.

With a little bit of planning, the regular annual close-down can be seamless and not get in the way of everything else happening during

this busy time.

Close-down periods and the law

New Zealand employment law allows employers to implement one annual close-down each year in which they close all or part of the operation and require employees to take annual leave (even if they don't have enough leave to cover the break).

This usually happens over the Christmas and New Year period, but it doesn't have to. In seasonal industries, a close-down might occur at other times of the year.

Employers don't have to close the entire workplace. Engineers, maintenance workers or manufacturing staff might continue working while the office is closed, or customer service may continue answering queries while the wider operations close down.

Employment agreements don't have to contain a close-down clause, but we recommend you have one, as it makes the requirements very clear.

Notifying employees

Employers must provide at least 14 days' notice of the close-down. While there is no legal requirement to notify employees of a close-down in writing, we recommend writing a simple letter informing staff of the close-down dates. This helps to avoid any confusion.

We also recommend doing this well in advance. Leaving it to two weeks before Christmas doesn't give people a lot of time to plan or for you to deal with any questions or issues that may arise.

Annual leave for employees

As long as you give employees at least 14 days' notice, you can direct them to take annual leave during the close-down. This is straightforward when the employee has enough leave to cover the whole break.

If an employee doesn't have enough leave to cover the shut-

down, time off is unpaid, or you can agree to let them take annual leave in advance. This ensures the employee is not out of pocket, but it does come at a cost to the business, and if the employee leaves before accruing the leave back, you may never recover that cost.

Employees who aren't yet entitled to annual holidays (for example, if they have been working for you for less than 12 months) must be paid 8% of their earnings up to the close-down. You also need to move their leave entitlement date to the day the annual close-down starts to ensure they don't miss out on any annual leave benefits.

Alternatively, you can nominate a date close to the close-down start date, as long as it doesn't disadvantage the employee.

As with any annual leave payment, employees can request to have the leave paid out in full in advance of the close-down – but it is much more common for leave to be paid in the normal pay-cycle. Ideally, you will have a clause in your employment agreements covering this arrangement.

Paying public holidays

Public holidays are paid if the day would "otherwise be a working day" (i.e. a day that the person would've normally worked if it wasn't a public holiday).

This applies to the close-down period as if the close-down was not in effect, meaning employers can't claim that it is not a working day because the business is closed.

Five simple steps for closing down

1. Decide if there will be a close-down.
2. Set the dates.
3. Notify your people with a simple letter as early as you can, at least 14 days out.
4. Be prepared to speak to anybody who raises an issue so that problems are dealt with effectively and you get the right outcome for the business and staff.
5. Enjoy the break! Breathe a sigh of relief, toast the season, and fire up the BBQ.



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Aaron Martin
NZ Immigration Law

The Immigration Quagmire: A Plea for Reform

In the ever-evolving landscape of immigration policies, New Zealand is currently grappling with a slew of challenges that impact both employers and visa applicants. From prolonged processing times to inconsistent regulations, the nation's immigration system faces an urgent need for reform. Post election, it is paramount that these issues be addressed to usher in stability and efficiency.

Extended processing times

One of the most pressing concerns revolves around job check applications by accredited employers. Previously processed within a mere 10 working days, this pivotal step in the work visa application process now takes a staggering 30 to 40 working days. This delay poses a significant problem for employers with existing staff members requiring visa renewals. When job check applications cannot be approved before the current visa expires, it spells disaster. Employers must act swiftly, especially if their staff's work visas are set to expire within the next four months.

Implications of the election

With the election done, there is hope for change. A new government might bring the much-needed elements of stability and efficiency to New Zealand's immigration portfolio. Addressing these challenges would not only streamline the immigration process, but also bolster the nation's economy.

Visa criteria

Stabilising visa criteria is essential. Several key aspects require attention:

1. Median wage adjustment: The yearly adjustment of the median wage for work visas and skilled residence categories has contributed to wage inflation without a corresponding increase in productivity. This arbitrary tool impacts businesses of all sizes, irrespective of market conditions. The previous practice of employers paying market rates worked well. Immigration New Zealand considered private sector wage surveys as benchmarks but allowed for flexibility based on employer assessments of

market rates.

2. Five-year rule: The "five years and you're out" rule in the work visa space creates uncertainty, especially within the current residence settings.

3. Residence criteria: Frequent changes to residence criteria discourage potential immigrants from considering New Zealand as a destination. A stable and consistent criteria framework is vital to attract skilled individuals to the country.

4. Six-point residence system: The new six-point residence system should accommodate skilled individuals who do not earn 1.5 times the median wage or who lack a Bachelor's Degree or occupational registration.

Administrative stability

The government's interference in the prioritisation of visa categories complicates the processing of applications. This constant change and reorganisation hinders efficiency, as staff must continually adapt to new rules and priorities. It is imperative that government directives for processing be minimised.

Efficiency in processes

Redundant administrative processes hinder efficiency. Streamlining health and character requirements across various visa types can save time and resources. For instance, a National Security Check, which takes six months in New Zealand, could be performed in a fraction of that time elsewhere. There is room for improvement in these areas and many more.

The measure of efficiency

Efficiency should be measured by the volume of throughput rather than as the cause of problems in the work visa system. Recent issues featured in the press stemmed from a lack of resources and under-resourced departments, causing a bottleneck in the processing of applications. Modern technology should be harnessed to detect fraud and monitor applicants more effectively.

The road ahead

The current state of New Zealand's immigration system is a tangled web of inefficiencies and inconsistencies. While change is inevitable, the transition to a more efficient and stable system will be challenging. The incoming government must execute these reforms with precision to ensure that New Zealand's immigration system aligns with the needs and expectations of its users. It is time to untangle the quagmire and pave the way for a more streamlined and accessible immigration process.

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Taina Henderson
Henderson Reeves

They're just my flatmate: When trust property becomes relationship property

Now, more than ever, couples who live together or are planning to move in together need to understand the implications this has for their property rights.

A recent Supreme Court case *Sutton v Bell* [2023] NZSC 65 has clarified that if a couple has a "clear and present intention" to become parties to a de facto relationship, a court has the ability to set aside a disposition of property (for example, to a trust) when the person knew it would defeat a partner's claim or rights.

A couple is presumed to be "in contemplation" of a de facto relationship when they mutually contemplate living together "as a couple." Moving in together is one of a number of indicators a Court will look at in deciding whether a couple is "living together as a couple," so flatmates who are also in a sexual relationship ("friends with benefits") may not be living together "as a couple."

In *Sutton v Bell*, a property was put in a family trust for the purposes of asset protection about eight months after the partner moved in as a flatmate. The Court said that even though the couple didn't yet qualify as a "de facto couple," they were in "contemplation" of a de facto relationship at the date of disposition, so the court set aside the transfer to the trust.

Interestingly, despite living together, the Court held that the couple was not in a de facto relationship until later, when there were additional indicators of a mutual commitment to a shared future: a holiday together, conceiving their first child, and asking the remaining flatmate to leave so they could live in the home without anyone else.

The effect of the Court's finding was that the family home was brought back into the relationship property pool and available to be divided with Ms Bell. The Court said that the transfer to the trust would be reversed even though Ms Bell had at the time encouraged Mr Sutton to put the house into his trust. Ms. Bell's encouragement wasn't enough to protect Mr Sutton because that sort of decision would have had far-reaching effects, which is why it requires independent legal advice and a written and signed agreement (aka a pre-nuptial or "contracting out" agreement).

If you wish to depart from equal sharing of the home you live in with your partner and you don't have a contracting out agreement, you should get relationship property advice now. The law is now clear that it is not a requirement to be in a de facto relationship to receive protection for, or be subject to claims against, dispositions of land.

If you think you may be affected and would like more clarity than this couple had, speak to a relationship property lawyer at Henderson Reeves (703 Rosebank Road, Avondale www.hendersonreeves.co.nz). Contact Taina Henderson on 027 537 9222.

despite living
together, the
Court held that
the couple was
not in a de facto
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Scott Carter
Matrix Security

Matrix Security: The Leading Expert in IoT Security

IoT security, which stands for Internet of Things security, is a crucial technology segment that focuses on safeguarding connected devices and networks.

Internet of Things involves adding internet connectivity to various interrelated computing devices, mechanical and digital machines, objects, animals, and even people. Each of these connected "things" possesses a unique identifier and is able to transfer data over a network. However, while enabling devices to connect to the internet provides numerous benefits, it also exposes them to serious vulnerabilities if not properly protected.

IoT security includes appliances that utilise Bluetooth technology, meaning IoT security extends beyond just traditional internet-connected devices.



These devices are so prevalent that there is an ongoing and constant threat of cyber attacks. Several high-profile incidents, where a common IoT device was exploited to infiltrate and attack larger networks, have highlighted the critical need for robust IoT security measures.

In 2020, a cybersecurity expert hacked a Tesla Model X in less than 90 seconds by taking advantage of a massive Bluetooth vulnerability.

Remote exposure poses a significant risk. This is why hacking campaigns like phishing can be particularly effective. Comprehensive IoT security measures, including cloud security, must account for the numerous entry points to protect valuable assets. These devices, if not adequately secured, can become targets for security attacks.

Matrix Security specialises in addressing the specific challenges and risks associated with IoT security. Our Auckland-based 24/7 monitoring centre can triage these alerts and follow agreed action plans - rather than you having to deal with issues in the middle of the night.



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Chantal Laidler
Smith & Partners Lawyers

What needs to happen when I'm ready to sell my business?

Deciding to sell your business is a momentous step for any business owner. In this article, we will explore the different considerations and crucial processes a business owner needs to consider when navigating the sale of a business.

Where to start?

Starting with a strong team of experts and making sure your business is in a strong position for sale will minimise stress, maximise your returns, and ensure a smooth transition to the next owner. Even if your business is relatively small, it is likely that you have put substantial time, effort, and funds into the business, so it is important to seek expert legal and accounting advice to ensure an appropriate return and that you are not left open to future claims.

A comprehensive sale and purchase agreement is vital, with terms favourable to you and your business. This can be drafted by either party's lawyer - or, in some cases, by a business broker - and ought to be approved by your lawyer before it is signed. Among other things, the agreement will detail what exactly is being sold. This assists with the purchase price breakdown between tangible/intangible assets and stock (if any), which should be decided in collaboration with your accountant. Your accountant will also ensure your finances are up to date so you can safely provide the financial warranties contained within the agreement.

Employees

How you treat employees in a sale is pivotal to creating continuity within the business and meeting employment law requirements. You should ensure your employee records are up to date and that all employees have signed employment agreements. Providing notice to employees and terminating or transferring employee entitlements will be important factors to consider and can affect the purchase price and the timing of settlement.

The purchaser may also opt for the owner of the business to stay working in the business for an agreed period to ensure a smooth transition and appropriate training. This will be set out in the agreement for sale and purchase, and your solicitor will work with you to ensure that these terms appropriately reflect your wishes and intention for the future.

Due diligence

Ensuring you have a valid lease for the business premises (where relevant) is an important step in preparing your business for the purchaser's due diligence and enabling you to assign your rights and obligations (with the landlord's consent) to the purchaser. Reviewing the term left on the lease is also important as part of forming a deal attractive to any potential purchasers.

Due diligence preparation should also include reviewing and collating any key supplier and customer agreements and ensuring these can be assigned to the purchaser.

Clearly defined intellectual property will make your business an attractive investment and can form a significant component of the purchase price. Your lawyer can advise on protecting and registering your intellectual property before you sell, as well as transferring these rights as part of the sale.

What does it cost?

Each business and business owner's circumstances are unique, which is why it is important to receive tailored, well-rounded legal advice before and during the sale process. For businesses valued above \$300,000, legal fees will generally range between \$4,000 and \$6,000 (plus GST, disbursements, etc.), depending on factors including complexity and urgency - for example, how the lease and employment aspects play out. Legal fees for sales above \$1m generally start from \$7,500 - again, subject to costs and other factors. For a no-obligation initial discussion, speak to expert commercial solicitor Chantal Laidler at Smith and Partners on 09 837 6833 or at chantal.laidler@smithpartners.co.nz.

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