

Issue 206. April 2024

Round about.

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Cover: Best Blooms owners Jo-Ann Moss and Phil Selwyn.

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From My Perspective

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



Welcome to our April issue of Roundabout

This month, we have a feature profile on Best Blooms Florist, who have just moved 400m along Rosebank Road to 571A. Best Blooms first arrived in Rosebank from Henderson seven years ago, helping to create the diversity of businesses here that took Rosebank from a solely “big box” commercial area to include a mix of commercial, professional services, and retail. Co-owners Jo-Ann Moss and Philip Selwyn started Best Blooms 17 years ago, and they’re now one of the biggest florists in New Zealand. Their new, bigger retail shop showcases their excellent gift offering. If you’re looking to send flowers or a combo gift of flowers and high-quality gifts and treats, give Best Blooms a call or go online, and take advantage of their free delivery.

On page 15, our feature writer Beth has asked the question: Is Gen Z right for the trades?

It’s a fascinating discussion that includes opinions from the RBA’s own Andrea and Dale Lovell of Heron Plumbing. Through the Gateway Programme, Andrea and Dale work with senior high school students who spend one school day per week trying out a trade. This seems like a fantastic way to introduce young people to the trades and to uncover whether



they have the required attitude to take on an apprenticeship. We always need more builders, electricians and plumbers, and all the tradespeople I know seem to earn great incomes (with great lifestyles to match). If you’ve got school leavers at home, have they thought about the trades as a career path?

March 31 marked the end of the year for most businesses. It was a tough year for business, with a technical recession and basically no growth. It’s time to look forward and take a positive frame of mind into 2024. I’m sure most RBA members are working on growth

strategies to fire up their businesses and generate some positive momentum after the last few years.

If you need help with your business, the RBA is always here to provide support. The excellent professional advisors who form part of our vast network are happy to talk to you about all aspects of your business. Find out more about our partners on our website, and please feel free to get in touch.

Regards,
Phil Clode,
Business Development Manager





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Rosebank Advocates

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



Rosebank Submission to the Auckland Council Long Term Plan 2024/2034

Auckland Council has recently been consulting on the Long Term Plan 2024/2034 (10 Year Budget). The Rosebank Business Association (together with 51 other BIDs across the Auckland region) took the opportunity to 'have a say'.

Dr Grant Hewison

Overall, the RBA said it could not emphasise enough the need for Council to find more savings and for there to be a much sharper focus on efficiencies and getting the 'basics' right, such as the delivery of core council services and the timely maintenance of essential infrastructure.

The RBA welcomed the recent announcement of an overhaul of top management tiers at Council to streamline service delivery and cut costs.

The central proposal was supported as set out in the Long Term Plan 2024/2034, but the RBA asked that the Long Term Differential Strategy continue to reduce the share of rates paid by businesses. In addition, the RBA supported that aspect of the Pay More, Get More Scenario to attract more visitors, bid for and host major events.

Under the central proposal, the rates increases for businesses will be around : • 8.9 per cent in year one; • 5 per cent in year two; • 8.5 per cent in year three; and • no more than 4.9 per cent a year after that.

While the RBA supported establishing the Auckland Future Fund, with the Auckland International Airport shareholding, we did not support funding this through an operating lease of the Port of Auckland. We felt it important to keep the Port in Council ownership. Locking the Port into a lease of around 35 years does seem to align with the need to integrate transport links or shift the Port in 20-30 years, or provide the flexibility necessary

for these decisions.

On transport, the RBA asked that all transport projects be planned and implemented in close collaboration with BIDs. A key concern raised was the often excessive temporary traffic management required. The RBA also asked for a detailed plan on how congestion charging/time of use charging would be implemented so it could be assessed in terms of the implications for businesses.

The RBA supported redevelopment of the North Harbour Stadium precinct.

With regard to the Port, the RBA agreed that Marsden and Captain Cook wharves be freed-up for alternative uses, but not the Bledisloe Terminal (at least at this stage).

The substantial 25.8% increases in water and wastewater tariffs was questioned. This will be a significant new costs for many businesses.

On Local Board Funding, the RBA agreed with reallocating some existing funding between local boards and providing new funding (\$20 million opex and \$30 million capex) over the next three years.

The RBA supported the draft 2024 Waste Management and Minimisation Plan, especially the focus on removing food scraps from general rubbish; introducing fortnightly rubbish collections (but we questioned if this was fit for businesses); reducing construction and demolition (C&D) waste; reducing organics, plastics, packaging, textiles and biosolids; the introduction of product stewardship schemes; and addressing litter and illegal dumping.

With regard to the priorities of the Whau Local Board, the RBA supported all the key priorities, and especially delivery of Te Hono (the Avondale Community Centre and Library) and completing the Te Whau Pathway. The RBA also supported all of the priorities for advocacy. With regard to the key projects and activities, the RBA supported these and especially the Local Board's desire to work with the local BIDs where possible to support local economy and to realise shared goals around climate action, community connection and belonging.

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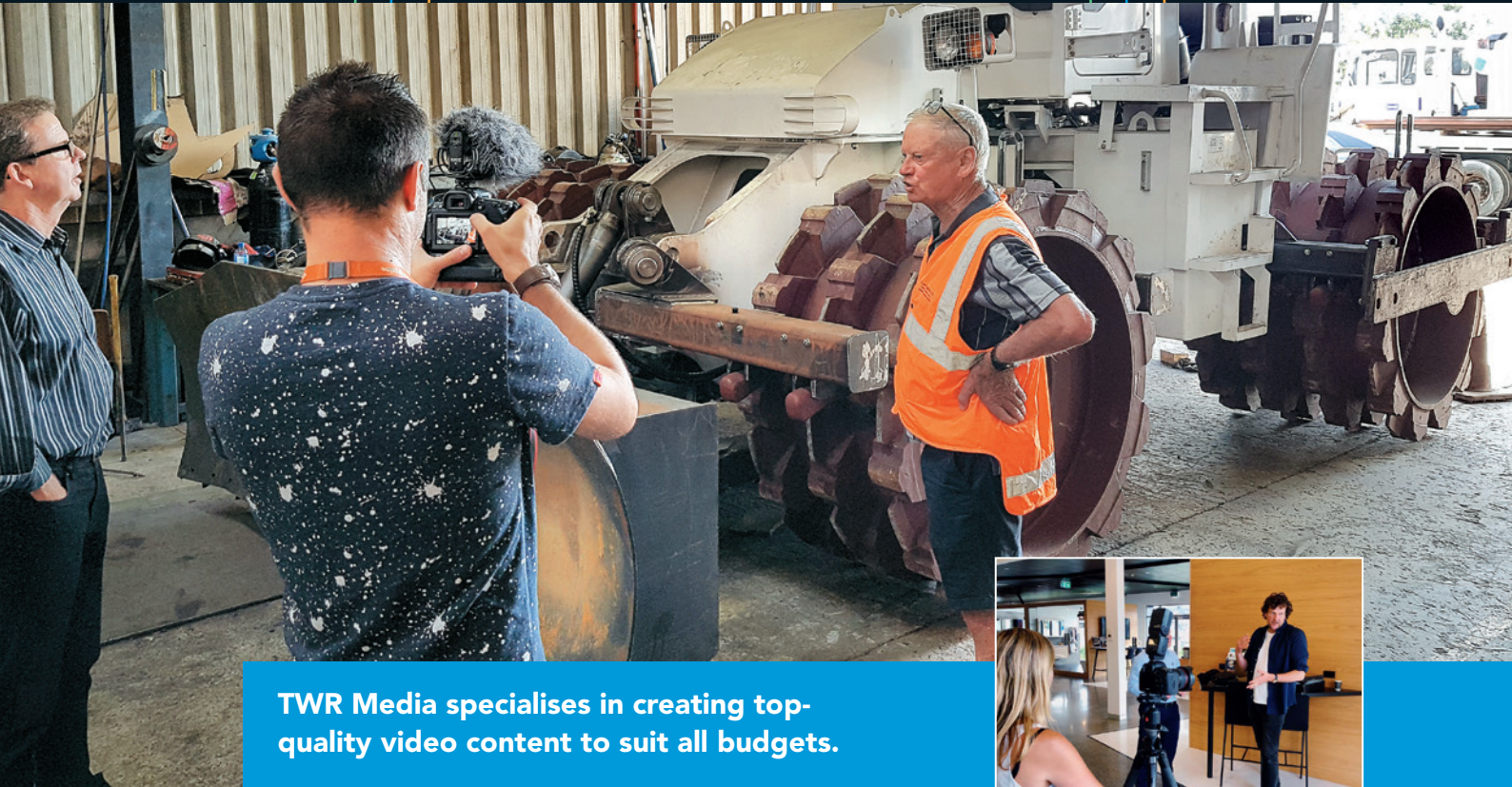
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Hopping To It For Easter



This year, the RBA spread the joy by holding not one, but two Rosebank Easter Egg Hunts! While our traditional hunt encouraged our Rosebank employees to embrace the Easter spirit, this year's event took a slightly different approach, with eager participants searching for hidden eggs on our RBA Easter poster.

In the past two years, participation has been low, but 2024 witnessed a resurgence in entries, accompanied by overwhelmingly positive feedback for this simple yet engaging activity.

It's well understood that people are motivated by the prospect of rewards or recognition, the enjoyment of friendly challenges, and the satisfaction of testing their abilities against others, regardless of the contest's complexity. And when chocolate is the prize, the motivation only intensifies.

With 140 entries, the RBA was able to reward 29 Rosebank Easter Egg Hunt winners with goodie bags filled with Easter treats.

Additionally, the RBA organized a separate competition for Rosebank School, with Sam Ale from Room 8 emerging as the winner. Sam won an Easter Egg Hunt for his class, organised by the RBA team at the school on Wednesday, March 27.

Imagine the excitement of 28 kids, aged between eight and nine years old, eager to kick off the Rosebank Easter Egg Hunt. Starting from their classroom, students followed clues leading them to the flagpole, where marshmallow delights awaited. A centralised egg collection basket, carried by their teacher, ensured fairness in the sharing of the final bounty.

The next clue guided the kids to individual pinatas filled with chocolate treats, which they eagerly participated in breaking (with much delight). To add a healthy twist, tasty apples were included as another clue, providing a refreshing break from the chocolate pursuit.

No adventure is complete without laughter, so a playful joke was shared: Why shouldn't you tell an Easter egg a joke? It might crack up!

The classic egg and spoon race was also included, with students forming two teams and racing to complete the course. Luckily, no yokes were broken!

Incorporating activities like searching for Easter stickers added variety to the event and ensured it wasn't solely focused on chocolate. At the jungle gym playground, iced-green gingerbread bunnies were another delightful surprise.

The final clue led the kids to the outdoor stage, where hot cross



buns awaited them for morning tea.

Special thanks to Molly Woppy for donating the gingerbread bunny biscuits, and Woolworths Lynnmall for providing the Easter eggs and apples.

Each child received their own individual Rosebank Easter Egg Hunt goodie bag.

Congratulations once again to Sam Ale, who received an additional goodie bag from the RBA, which included a family pass to Auckland Zoo, along with other delightful treats.



Sam Ale

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Meir Alfassi



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Meir Alfassi



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Meir Alfassi



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Henry Helsby, Meir Alfassi

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Rosebank News & Events

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

Suburbs Cricket New Lynn Hosting



Where: 36 Binsted Road, New Lynn, Auckland
When: Thursday, 11th April, 2024
Time: 5.00pm - 7.30pm
RSVP: maureen@rosebankbusiness.co.nz

Join us for an evening of drinks, nibbles, and insights into the club!

Located just around the corner on Ash Street, Suburbs has the best indoor facilities for cricket within Auckland. Their mission is to ignite the passion for cricket across all ages, from 5 to 75 – there's something special for everyone! Elevate your workplace wellness by creating a

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EMA Seminar with Ruth Bommoji

Save this date



EMA Seminar

Where: Browne St Eatery, 50 Rosebank Rd
When: Tuesday, 7th May, 2024
Time: 7.45am - 9.30am
RSVP: maureen@rosebankbusiness.co.nz

BAYLEYS Hosting

Save this date



BAYLEYS Hosting

Where: TBA
When: Thursday, 23rd May, 2024
Time: 5.00pm - 7.30pm
RSVP: maureen@rosebankbusiness.co.nz

West Auckland gastro pub and retail store recognised in prestigious awards

RBA Partner The Trusts is thrilled to have earned top accolades for Liquorland Hobsonville and gastro pub iTi Drinks & Bites Garden in Titirangi.

Liquorland Hobsonville won the prestigious Franchise of the Year Award at the Foodstuffs Liquorland Conference on the evening of March 20. The Hobsonville Rd retailer outcompeted nearly 200 stores to take the podium.

iTi Drinks & Bites Garden has been



recognised as one of the top gastro bars in the country by the Hospitality Association of New Zealand. The Titirangi Rd eatery is now a finalist in the equally prestigious New Zealand's Estrella Damm Top 50 Gastro Pubs.

The Trusts CEO Allan Pollard says this accolade is a testament to the team's commitment to delivering exceptional experiences and a fantastic slice of West Auckland hospitality. He adds that both Liquorland Hobsonville and iTi have

gained magnificent achievements.

"[The awards] are recognition of the great work being done by The Trusts' retail and hospitality teams," Allan says. "West Auckland should be very proud of its community-owned licensing Trusts and of the national recognition we are receiving from our industry peers. It is certainly very humbling for me to now hear industry experts looking to West Auckland for ideas and inspiration for both hospitality and retail."



Allan Pollard



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The Best Blooms team

Get Your Roses on Rosebank at the New Best Blooms

The second-largest florist in New Zealand is right here on Rosebank Road - and Best Blooms is thrilled to welcome you to their new, beautifully refurbished studio and retail store.

"It's a gorgeous space," says co-owner and Operations Manager Philip Selwyn. "Beautiful wooden floor, open gable ceilings, light and airy - and very spacious."

Philip and his wife, co-owner and Managing Director Jo-Ann Moss, started Best Blooms 17 years ago in Henderson. In the years since, the last nine of which have been on Rosebank Road, the couple has grown their business into an award-winning, million-dollar retailer of gifts and flowers. The business is predominantly online, a shift that began organically and got a major push during Covid-19, but the new location provides a fresh and welcoming space to showcase their incredible range of high-quality gifting items, sourced after years of learning what their customers want and need.

"Our roots are in gifting," says Philip. "What we're classically known for is combo gifts: flowers and pampering." In 2007, Best Blooms was named Auckland's Best Gift Shop in the Retail

Association Top Shop Awards, and they've only grown their offering from there. The shop is proud to offer everything from candles and gourmet treats to a range of beautifully made baby apparel and gifts. "It's all high-quality," says Philip. "We don't have any filler in there."

The move to the new shop, says Jo-Ann, was facilitated in part by an enormous show of support from the Rosebank community.

"We've had so much support from everyone locally," she says. After getting the news that Best Blooms would be forced to relocate - their former building was set to be demolished - she and Philip reached out to their neighbours, local contacts, and fellow RBA members to see what was out there (on top of using real estate agents and other traditional channels). At one point, the search got tough, and the couple had to face the unwelcome idea of moving away from Rosebank. Luckily, the community came to their aid.

"I had so many calls from people trying to help us find a place, saying 'What about that one?' or 'Have you tried there?'" recalls Jo-Ann. "They were actively trying to find somewhere for us so



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we could stay in the area. We're really grateful."

Jo-Ann has been a florist for most of her working life, training in the trade at just 16 years old. "I've always been fascinated by flowers. My mom used to do the church flowers, and that really inspired me when I was younger. I loved flower fairies and the garden and all the nostalgic things about flowers."

Philip, by contrast, started out as a painter - a skill that has come in handy as they decorated the new building. He later changed careers and trained as a florist, even teaching the florist course at Unitech. "When we met and started our relationship," says Jo-Ann, "we decided this was something we wanted to do together."

The couple launched Best Blooms in the spring of 2006, after returning from a stint of overseas travel with their young baby. They began in Henderson, then shifted to their first Rosebank location in 2015, a move that proved fantastic from a logistical standpoint.

"Rosebank is such a good hub for deliveries," says Jo-Ann. "Lots of our local businesses order online or give us a call, and we have customers ordering online from around the world."

Sending out flowers to customers far and wide across Auckland is a huge part of the business, and with the new, bigger building, Jo-Ann and Philip have taken the opportunity to design a layout that specifically supports the daily rhythm of their team of nine.

"Three times a week, early in the mornings, fresh flowers come in from the markets," describes Jo-Ann. "Our team processes the flowers to ensure they're long-lasting, and then we make up the orders for dispatch. We do a lot of Internet orders, so we're a very busy delivery system. We've set it all up to perfectly support our workflow."

"A lot of thought has gone into the way we've set things out," adds Philip. "We're all on one level, and people at the counter can see everything going on in the flower studio all at once. There's a lot more focus on our retail offering - so much focus that we're still finalising our signage!"

The size and setup of the new building aren't the only benefits; Best Bloom's new storefront will be much closer to the road, an ideal spot to catch the eyes of



Best Blooms owners Jo-Ann Moss and Phil Selwyn.

passersby.

"In our old spot, we had people coming in who would say, 'Oh, I didn't know there was a florist here,'" says Philip, something he says was frustrating but understandable, with the shop being set back 30 m from the road. The new location perfectly balances kerb appeal with offstreet parking, and Philip and Jo-Ann have taken an additional step to ensure easy access to the shop. "We have an agreement with Payless Paints," says Philip, referring to the business next door, "where our customers can come in directly through their gate. It's so much easier and safer, and when we tell people 'We're on Payless Paints corner,' they know where we are immediately."

Jo-Ann is deeply grateful for the patronage of local businesses - "We have a big support network amongst the Rosebank community" - and for those who haven't yet experienced the bloom of fresh flowers about their workplace, she happily testifies to the benefits.

"Flowers have certainly been proven to enhance work environments," she says. "It's not only the flowers and plants themselves, with the fresh air and positive vibes they bring, but I think the biggest thing is the surprise gifting you

can do with flowers for clients or staff. Giving flowers can be the perfect thank you or sign of appreciation."

Best Blooms' customer service is equally as thoughtful as the gifts and flowers they send. "We offer free delivery throughout Auckland, and as part of our service, we send our customers a photo of what they've ordered so they can make sure they're happy with what's being sent on their behalf," says Jo-Ann. "A photo also lets them share in the moment. When you order online, you can feel really removed from what you're sending, but when you get a picture that you can share amongst the office and say, 'Look, this is what we've sent Jenny for the passing of her mum,' you feel part of it."

"We put a guarantee on the back of every delivery," adds Philip. "If there's an issue, we fix it right away. People do know us and they know us really well - we have more than 7000 reviews on our website and over 480 reviews on Google. We have a reputation for our customer service, and we're really proud of that."

Visit Best Blooms online at bestblooms.co.nz or drop by their new location at 571A Rosebank Road.



Is Gen Z Right for the Trades?

It seems like only yesterday that millennials were the hot topic among hiring managers. Back before house prices shot up and the entire generation was forever linked to the words “avocado toast,” the questions being asked ranged from: *Are millennials too entitled to flip burgers? to Did participation trophies create workers who won't even try?*

Fast forward to 2024, and a new generation has entered the chat. In what seems like the blink of an eye, Gen Z has gone from children hoarding fidget spinners to real, live young adults in the workforce. Just as quickly, strong opinions have formed on whether Gen Z is cut out for a career in those industries hungriest for boots on the ground: the trades.

Some of more negative viewpoints sound like this:

“Gen Z is lazy and entitled.”

“They can't think for themselves - when they finish a task, they go back on their phones until you tell them what to do.”

“When they make a mistake, you have to be careful what you tell them. They're too soft.”

Andrea Lovell, who co-owns Heron Plumbing with her husband Dale, sees a kernel of truth in some of those

takes. She and Dale work with high school seniors through the Gateway Programme, which provides structured, real-world learning for students looking at a specific career path. Once a week, instead of going to school, students are invited on site to try out a trade and see if it's right for them. Although Andrea says they've welcomed some “really good” students, others haven't been up to the tasks. “We've had a couple that are there to waste time. We've ended up sending them back, because it's a health and safety issue for us; they can't be watching or playing on their phone on a construction site. It seems like some just want to be on their devices all the time and don't listen when asked to put them away.”

Andrea's experience is that the majority of Gen Zs don't seem to be prepared for the reality of a career in the trades. “We've got some Gen Zs working for us at the moment who are really good, but they seem to want everything now. They don't realise that to own a company, you've got to have the hard work behind you. To become a contract manager, there's a process - you can't just go from an apprentice to the top job. We've got one who's a really hard worker, but he wants the top job even before he's finished his apprenticeship. They seem to

want everything now, instead of having to work for it.”

As the mother of two Gen Z teens herself, Andrea knows that not every young person's work ethic is so “delulu” (short for “delusional” in current slang). At the same time, she says, the never-before-seen influences and disruptions experienced in their short lifetimes are taking their toll.

“Social media is showing people their age out there with all this money, and they think, ‘I can do that, I can get there, I can make all this money doing whatever.’ They're seeing all these people who aren't working hard, who aren't dedicated. And I think that creates that feeling of ‘I want it all now.’”

For most of Gen Z, a sense of school/work/life boundaries and predictability was tossed out the window during their formative years, thanks to Covid-19. And although Andrea says that some young people who walk through her doors just aren't willing to make the sacrifices needed to succeed - “It's not like working at an office, where you start at 9am. You have to be onsite at 7 in the morning” - she suspects that others showing little motivation may not have made the choice to pursue an apprenticeship entirely themselves. “Kids



Year 12 and Year 13 Carpentry and Building students at Massey High School



finish school and they don't know what they want to do, and their parents tell them, 'Go into a trade.' And that might not be what they're passionate about - the parents just think a trade will be good for them. So we don't take workers direct out of high school anymore unless they've done Gateway with us and they're really good."

Nick Hackett, Assistant Principal at Massey High School, agrees that confirming a genuine interest in the trades is critical. Massey is a leading provider of trades education through the Auckland West Vocational Academies (AWVA), hands-on programmes that let students experience a number of trades.

"Early childhood, hospitality, tourism, automotive engineering - we have a garage with two hoists," says Nick. "We are certainly one of the most well-known schools to do this, particularly in construction."

From Year 11, students looking to enter the construction academy can dip their toes in the water by using an hour per school week to get a taste of the work. If they choose to continue, as Nick says most students do, Years 12 and 13 see

the students develop their skills and confidence full-time by building real homes that are later trucked offsite.

"We have a building site here at the back of the school," says Nick, "and we build roughly five houses each year under contract for Kāinga Ora. The houses are three or four bedrooms, so 110 sqm or 120sqm each, and they have to conform to all the Auckland Council and Kāinga Ora regulations."

The students' education, as described by Nick, is thorough. "Once we get to Year 12, which is when the academy really starts, our students spend their whole school day, five days a week, learning building skills. They're obviously new to the building site, so they start off with health and safety and the safe use of tools."

By the end of their time in the AWVA, students should have confidence, a growing skill set, and no doubt as to whether the trades are right for them. According to Nick, this makes a big difference to how employable they are.

"We're not a tertiary polytechnic," he says, "we're a high school that has a tertiary programme. One huge advantage with that is if you're starting out at a polytechnic and you do something wrong, then you get embarrassed, and then you don't want to turn up, and then you're probably crossed off the list. Whereas the students know us, we know them, and we just want to bring them back on board and get rid of whatever obstacles are in their way to achieving success. For a lot of students, especially males, they need that extra time in the school environment because they tend to mature a bit later. By the time they leave here at 18, they're so much more sensible than they might have been when they were 16."

Nick says that he hasn't noticed a real difference between the attitudes of his Gen Z students and the millennials who came before them, and that enrollment in the AWVA shows no signs of slowing down.

"The interest has definitely increased. When we started in 2012, we built one house a year. Now we can build five."

Nick's take on young people's gravitation to the trades is supported by government data. According to Stats NZ, the number of 15 to 25-year-olds employed in the construction trade has increased by 11% over the past six years, outpacing the rate of employment in any capacity by the same group. What's more,

the most distinctive period of growth has been over the past two years. With the number of overseas workers having dropped during Covid and not yet recovered, it can be inferred that Gen Zs born here in New Zealand are happily filling those roles.

Andrea says that the key to managing Gen Z workers is to balance honesty with compassion - and an open mind. "We've seen a lot more people with depression and anxiety, so it's about looking after your staff and watching out for signals that something's wrong. Listen to them, listen to their needs, because their needs are different. Be open to different ways of learning; everybody learns differently, but Gen Z overall needs more praise. When they're doing something right, praise them."

It also helps to see the positives in what Gen Z brings to the workforce. "With a lot of them wanting things now, it means at least they've got goals. So what you need to do is tamp it down and say, 'That's great that you've got your goal, and these are the realistic milestones you need to reach before you get there.'" Another benefit? "Everything's online now, and Gen Z is very good with technology. They don't need a lot of training there - they pick that stuff up so much quicker than older staff, and they adapt to changes in technology really well."

Above all, both Andrea and Nick emphasise that there are some great workers to be had among those young adults who really want to learn the trade and do well, and they're desperately needed.

"There's so much potential in the students when they're doing something they really want to do," says Nick. "We have relationships with building firms and they're very keen to take our students."

And the opportunities are certainly there, for the right people.

"We are short apprentices within the plumbing industry," says Andrea. "We just don't have enough - there's a real shortage. But we've learned from experience not to take just anyone who decides they want to be a plumber - you have to have an aptitude for it. I think it's important for parents and Gen Z to know that the trades aren't just a job. It's a career."

Special thanks to Stats NZ, Andrea Lowell of Heron Plumbing (heronplumbing.co.nz), and Nick Hackett of Massey High School for contributing to this article. To find out more about the trades academies at Massey High School, visit <https://www.masseyhigh.school.nz/academies-awva/parent-information>.



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New Bayleys Arm Champions Businesses with Scale

A commitment to giving enterprise business sales more prominence within its full-service real estate agency has further bolstered Bayleys client offering.

Bayleys recently acquired the bespoke brokerage and advisory firm Rede, bringing that company's two founders and other experienced brokers into Bayleys' national network.

Rede has an established performance record selling businesses with scale, under the direct guidance of principals William Cheong and James Macmillan who now take up positions as National Directors for Bayleys Business.

Ryan Johnson, Bayleys National Director Commercial and Industrial said in acquiring Rede, Bayleys is acknowledging that business sales sits alongside real estate, as a business line with its own unique credentials and transactional paths.

"Bayleys has a reputable and proven history in the sale of retail businesses valued sub \$2 million and while we will continue to grow this part of our operation, we now have capacity and added credibility to sell businesses with scale." he explained.

"The new-look Bayleys Business model will have four arms to it - Advisory, Brokerage, Valuation and Syndication and will leverage current activity in the Auckland, Tauranga, Hawke's Bay and Christchurch markets, with expansion to other regions to strategically follow."

Johnson said Bayleys has cemented loyal and respected working relationships with business and property owners across its broad full-service real estate offering, and has deep connections with corporate New Zealand and private wealth holders.

"Our clients own residential, lifestyle, farm and waterfront properties along with



James Macmillan



William Cheong

their commercial and business interests so Bayleys Business will help connect all the dots across the real estate spectrum.”

Rede was founded by chartered accountant Cheong, who has broad international experience in commercial banking and financial risk management, and Macmillan who comes from the banking sector with experience in business, commercial and corporate finance, restructuring and insolvency.

The pair were drawn to the culture of the family-helmed Bayleys company where interconnected business relationships are ingrained.

“In aligning with Bayleys, our long-held goal of growing a nationwide network of brokers who are trusted professionals and leaders specialising in selling businesses will be realised,” said Cheong.

“By backing our value proposition with the power of the Bayleys business, brand and network, we believe it is possible to achieve this goal in a short period of time and for Bayleys Business to become the most trusted successful business sales brand in New Zealand.”

Macmillan said Rede was founded

on professionalism, knowledge and confidentiality and was driven to deliver a level of service to New Zealand business owners usually only seen at the top end of the mergers and acquisitions industry.

“Building on Rede’s legacy, Bayleys Business will provide a unique sell-side advisory service and represent businesses with an enterprise value up to \$50 million,” he said.

“Unlike a retail business brokerage, our targeted and intelligent approach is largely off-market without public marketing.

“We use our extensive professional and personal networks and a qualified investor database to judiciously introduce only identified genuine buyers to any sale process, thereby achieving the desired result faster.”

At the sharp end of the Bayleys Business proposition is the process to arrive at a full discounted cashflow-style valuation carefully cross-checked with other methodology.

“Once we form a view on the business’s value, we then spend time with the business owner to ensure there is

alignment in terms of their expectations, our assessment of value and what we believe to be achievable in the market at that time,” said Cheong.

“As with any transaction in the real estate arena, timing is everything to optimise value and our clients will be market-ready with all financial and administrative ducks in a row before we initiate any buyer activity on their business.”

Macmillan said discretion and confidentiality underpin all aspects of the process and thorough due diligence is carried out on prospective purchasers to get an in-depth understanding of their investment parameters to effectively “matchmake” sellers and buyers.

Confirmation of the National-led coalition, and widely expected interest rate cuts later in the year, have seen buyers for established businesses return to the market – a trend Bayleys Business expects to continue as 2024 unfolds.

“More buyers in the market will lead to stronger competition for good businesses which will improve the likelihood of a business selling at or around the market price,” proffered Macmillan.



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

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Celebrating Mike Ross of Nelson Robertson

Mike Ross has never been a man inclined to sit still. During his 42-year career at export business Nelson Robertson on Rosebank Road, he has travelled extensively to Fiji, Norfolk Island, American Samoa and many other Pacific Islands, building lasting friendships with his clients and “running all over the place” to ensure the safe shipment of everything from earth-moving machinery and sugar to queen bees, anything “not bolted to the floor.” Now that his working career is coming to a close, Mike isn’t planning on willing away the hours from a spot in his recliner. When he spoke to Roundabout, he was a week away from retirement and looking forward to a trip down to Whangamatā for the annual Beach Hop, a classic car event. “I’ll keep busy,” he says. “I’m not one to sit around.”

When Mike joined Nelson Robertson in 1982, the Australian-owned export business was in a downturn, saddled with mounting debts and circling the drain. Mike entered the ranks in a sales role, and in no time he was applying his honest work ethic and tireless energy to building strong, successful relationships

with clients. After eight years of proving his mettle, the board of directors surprised him with the chance to help Nelson Robertson turn things around.

The leadership team had flown over from Sydney for a board meeting, Mike recalls, and he was busy in an office in one of the warehouses. During that meeting, unbeknownst to Mike, the board fired the existing import/export manager. “I was asked to come to the board meeting,” he says, “and one of the owners of the business, Ivan Nelson, says to me, ‘You’re our new manager.’”

Mike got straight to work leading changes that turned Nelson Robertson back into a profitable enterprise. The achievement, he says, was the proudest of his career. He went on to accept a promotion to Managing Director before eventually paring down his duties to part-time, a middle ground reached after his first attempt at retirement seven years ago. The secret to his success? Integrity, according to Mike, and telling it like it is.

“I’m honest and I have integrity. I call a spade a spade - no nonsense. You need to give your clients a lot of respect.

If they ask you a question, always be straight up and honest with them.”

During his years spent travelling to Pacific Island nations, Mike has had countless unforgettable experiences... like the time he exported 10 live piglets and had to look after them overnight. Or when he was told by a client upon arrival in American Samoa to stay put and expect pick-up within the hour, because they were headed to the Governor’s residence for a function. Or, during that same trip, when he found himself hosting a throng of trade fair attendees in his small hotel room to watch a TV programme - and sending down to the local hamburger bar for refreshments. Another memorable trip was a holiday to Norfolk Island, where he had been many times for work. Ahead of departure, he was chatting with famed Australian author Colleen McCullough, and when she found out he would be holidaying on Norfolk, she insisted he stay at her guest house. An auspicious start, but the trip wasn’t without its dramas; Mike managed to fall over, smash his thumb, and end up in the hospital, where he received a warm welcome from a number of familiar faces.

Everyone, he recounts, either knew him or knew of him.

“You build a rapport with your clients. You get a reputation, and then people like to deal with you because you do that little bit extra,” he says. “They become like family over the years, and they treat you like family when you go up there. They don’t want you to stay in the hotel - they want you to stay with them.”

Mike says that his favorite destination for work was Samoa, where he developed a close friendship with a German restaurateur. The man would divide his annual months-long holiday between his home on the island - where Mike often stayed, and in fact helped import the materials to build it - and Auckland, giving Mike a turn to play host and taxi. It wasn’t the only time he went the extra mile, quite literally, for his clients.

“One would send his boys to New Zealand for school, so I would go out to the airport on a Sunday, pick up his kids, and drop them off to their different schools between Auckland and the



American Samoa

Waikato. In those days, I used to smoke, so the parents would do me a favor by sending along a carton of cigarettes.”

Now that Mike is officially leaving Nelson Robertson, he plans to continue spending quality time with his adult sons, his grandchildren, and his first great-granddaughter, as well as playing more tennis and preparing to downsize to a

retirement village.

“I’ve shouted my family a few trips to Norfolk Island, with my sons and grandchildren,” he says of days past. “They were busy doing their own stuff and I was busy running around doing business.” Now, with work out of the way, Mike can enjoy his family and free time however he likes, right here at home.

Member Profiles

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



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Jason Ennor
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Preparing for rises to the minimum wage

Last month, the coalition Government announced a “cautious increase” to the national minimum wage, raising it to \$23.15 an hour from 1 April 2024.

The 2% increase is relatively small compared to some of the rises we saw under the previous government. This could be good news for cash-strapped businesses.

All Kiwi employers are affected in some way by rises to the minimum wage, not just those employing minimum-wage workers. So now that we know the figures, every business should begin planning for the year ahead.

Your legal obligations

When it comes to increases to the minimum wage, being on top of your legal obligations and budgeting is critical.

All employees must be paid at least the minimum wage for every hour they work. It doesn't matter if they're full-time, part-time, fixed-term, casual or migrant workers, or whether they are paid by wages, salary, or commission.

A quick checklist

Here's what you should do to prepare your business and your people for the minimum wage increase:

- Calculate the full impact of the minimum wage increase and its effect on holiday pay, KiwiSaver, ACC, and other employee entitlements.
- Communicate the relevant changes to your employees.
- Update your employment agreements or record the change in a letter of variation.
- Update your payroll processes and systems.
- Review the prices of your goods and services in light of the increase and communicate any changes to your customers.

Time to look at your pay rates

The impact of minimum wage increases goes beyond the lowest-paid workers. All employers need to create a solid remuneration strategy to ensure they can attract and retain the necessary talent to succeed.

One major factor to weigh up is whether your pay increases are keeping up with the rate of inflation. The most recent figures from Stats NZ put the annual inflation rate at 4.7%, while annual wage growth (measured by the labour cost index) was 4.3%.

Clearly, if you're increasing your employees' wages by anything less than the rate of inflation, your people are effectively going

backwards and may look around for better-paying options, especially in a labour market with ongoing skills shortages.

Internal wage relativity

Internal wage relativity defines the pay-rate relationships between your workers. As the minimum wage jumps, there is a risk that the relative difference for more senior positions is eroded if their salaries don't keep up with the people they are managing.

Consider all pay rates in your business and factor wage increases into budgets, or you could lose valuable staff if people feel they are not being fairly compensated for the additional workload that comes with more senior positions.

External benchmarking

While internal wage relativity is a big issue for hierarchical, wage-based organisations, these are not the only workplaces that will be affected by minimum wage rises. The issue of external benchmarking will also come up.

When considering salary and wage rises, organisations should look at a range of factors that generally include all or some of these:

- Your own remuneration strategy
- External market rates and pay-rise percentages
- Internal relativity
- Business performance
- Individual performance and length of service
- Value of the role
- Resourcing needs and resource availability
- Business / growth strategy

The minimum wage increases will have an impact on the external benchmarked factors on this list, which in turn will flow on to the internal factors.

Given the competitive labour market, high inflation, and cost of living pressures, employees may also request more money at pay review time.

Employers who already pay above the minimum wage to attract and retain staff will clearly have to adjust to maintain this position



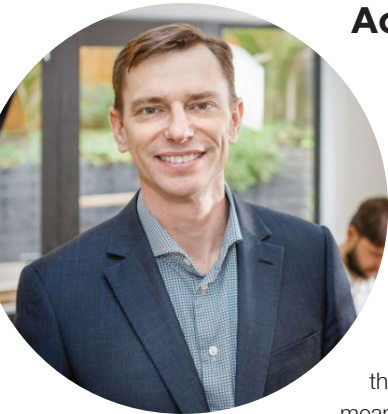
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Aaron Martin
NZ Immigration Law

Accreditation Obligations Raise the Stakes

This year will be the first that employers must make an application to renew accreditation status with Immigration New Zealand.

The stakes are high: compliance with the accredited employer obligations means the application must be declined unless you can convince an Immigration officer otherwise.

For many businesses, this could mean the difference between retaining staff on work visas or seeing them leave. Why? Those staff aspiring to achieve residence must be employed by an accredited employer.

Can you remember what the accreditation status obligations are? If not, you're at serious risk of not being able to renew your company's accreditation status.

It will be important for employers to have evidence of their compliance. That might be a challenge for SMEs, not because

they're deliberately non-compliant, but for a reason we all know well: in the busy-ness of trying to work on and in your business, sometimes things get forgotten or drop off the to-do list.

Here are some key items employers need to check:

- When will the accreditation status expire?
- Will that provide enough time to attend to any aspects of non-compliance?
- What needs to be put in place to address those aspects of non-compliance?

If you don't know what needs to be put in place, seek advice.

If you have questions about whether the evidence you have is sufficient to demonstrate compliance, seek advice.

Resolving these issues correctly and promptly in a systemic fashion will give businesses a chance to salvage the situation. Failure to do so, however, may require much more costly intervention by immigration professionals.

Additionally, with more compliance checks likely and the expected volume of applications, it would pay to address this early. While there is an interim status available if a decision on the renewal application is not made before the current status expires, it only lasts three months - an uncomfortable place to be if you are actively seeking to hire staff.

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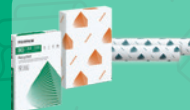
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Brett O'Riley
EMA Chief Executive

EMA and ACC join forces to address workplace injury in the manufacturing sector

The Employers and Manufacturers Association (EMA), with ACC's support, are working on behalf of the manufacturing sector to develop an industry-led health and safety plan to prevent harm and reduce workplace injuries.

EMA Chief Executive Brett O'Riley says manufacturing has one of New Zealand's highest rates of workplace injury, with fatality rates that are significantly higher than those in Australia.

"Too many people are being hurt at work. Manufacturing is one of the country's largest employers, employing more than 10 percent of New Zealand's workforce. It is also a large employer of the Māori and Pasifika workforce, both of whom are over-represented in the rate of injury prevalence and workplace fatalities," says Brett.

"If we want to reduce New Zealand's high rate of workplace injury, which is estimated to cost the country \$4.4 billion every year, then we need to focus on harm prevention in manufacturing.

"To achieve this, over the next seven months we are doing the exploration work to produce an industry-led Manufacturing HSW Action Plan that provides the next steps for reducing harm and

preventing injury, in the manufacturing sector.

"The first phase of this work will see the project team examining the research around what works and engaging with manufacturers, unions, iwi, academics, and other stakeholders across the country to identify the opportunities available and to better understand the experiences and challenges of those working in the sector.

"This work will form the foundation for an evidence-backed action plan of practical interventions and initiatives - including use of new technology, workplace design, workforce development and leadership capability - which can be leveraged to reduce workplace harm in the manufacturing sector."

ACC spokesperson, Iain Potter, Head of Injury Prevention, says that once the plan is developed, ACC's intention is to support the establishment of a pan-industry leadership group within the manufacturing sector, similar to what it has done with other sectors, to lead, coordinate and deliver the action plan.

"We want all manufacturing workers to go home safe every day. Unfortunately, the rate of workplace injury in the manufacturing sector is among the highest in New Zealand, costing ACC an average of over \$50 million every year in acute injury costs," says Iain.

"We know that we can make a difference by working alongside industry and have seen significant success in partnering with the construction sector to establish Construction Health and Safety New Zealand (CHASNZ), which is raising the standard of health, safety and wellbeing in construction.

"This provides a potential blueprint for the manufacturing sector, which has been consistently identified as a priority sector in addressing workplace harm. We welcome the EMA's proactive approach to lead the first phase of the project to act as a coordinator bringing the sector together to start this important work."

If you are a manufacturer, or are in the manufacturing sector, and are interested in being involved in the project, you can do so by completing the following form <https://forms.office.com/r/d4jShw5im8>.

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The Icehouse Kiwi Business Story: Pic Picot, Pic's Peanut Butter

Pic Picot is the founder of Pic's Peanut Butter and an alumnus of The Icehouse Owner Manager Programme (OMP).

Kate de Lautour
The Icehouse

What motivates you as an entrepreneur?

I like to be challenged and I like to exceed what I think I can do. My eyesight's been deteriorating, but I find the challenges that brings are immense! So I can never get too smug about any of the stuff I do. I can figure out ways to work around things. I think that with those challenges, and a bit of dumb confidence, I could give something a crack and have a good chance of it working out!

Has your health affected how you delegate and lead?

Delegation was one of the things I discovered when I went to The Icehouse. I had a unique advantage over a lot of the other guys who were trying to do everything as I had already begun delegating frantically because of my eyesight.

I do have to put a lot of trust in my team and I think people rise to that. The more you trust people, the more trustworthy they become. That's been one of the neat things that my vision issues have taught me.

What motivated you to do The Icehouse Owner Manager Programme?

I felt the need for some sort of training because I realised I knew nothing about managing people. In all my businesses in the past, I maybe had one or two people working for me, so I really had no

clue. Actually watching people working - like Stuart Macintosh, General Manager at Pic's Peanut Butter, who is a really skilled manager at getting the best out of people - I realised I had a lot to learn.

What were your biggest takeaways from OMP?

On OMP, so many people suggested that if you encourage your people, they do amazing work.

Once I started doing that more, everybody just started getting totally engaged with what they were doing. You could see the productivity go through the roof, just because people were happier and I was saying, 'Well done, good work.' It was amazing. I couldn't believe how blind I had been not to see this, because I suppose I'd never really worked with a big group before. I'd always been working on my own... so I had really no experience of what it was like to be patted on the back by the boss.

One of the things I would like to acknowledge about The Icehouse was the level of commitment that we all made to each other on that course. With twenty incredibly busy people, anybody could have not gone because they had a family thing going on, kids' birthdays, crises at work, but people were still turning up. And the reason we did it was for everyone else in the group, because we'd made such a strong commitment to each other. So that was very powerful.

You can't really talk about what it's like to deal with millions of dollars with you friends - they don't quite get it. You can talk about it with your accountants and your lawyers, but they've got such a different lens. When you're talking with people who actually get it and are in the same sort of boat as you, it's a very different thing. I very quickly realised that we all had very similar issues. The similarities are much more powerful than those differences.

www.theicehouse.co.nz

Want to know more about The Icehouse?

Contact k.delautour@theicehouse.co.nz



Chantal Laidler
Smith & Partners Lawyers

What are my rights and obligations under rent review provisions in a Deed of Lease?

Keeping track of commercial rent increases is an ongoing battle for many business owners, and maintaining rents at commercially sustainable levels is equally important for landlords. That means it is vital for both Landlord's and Tenant's to understand the procedure for rent reviews under their Lease – usually prepared on the ADLS (now known as The Law Association) standard form. Typically rent reviews occur at specified intervals, such as annually, biannually or on each renewal date. Review methods are generally either CPI rent reviews, market rent reviews or fixed price rent increases – or a combination of these.

CPI Rent Reviews

A CPI (Consumer Price Index) rent review ties rent adjustments to inflation data, which is published quarterly by Statistics New Zealand. The standard Lease provides a set formula for determining the CPI rent review, as well as a 'soft ratchet' clause which means the rent will not reduce below the current rent. Leases may also contain a 'hard ratchet' clause so that the rent increase to be the higher of CPI or a fixed percentage increase.

One benefit of a CPI rent review is that a market appraisal or formal valuation is not required so the process is less costly for both parties. The formula is well-defined – so, provided the

calculations have been made correctly, disputes are less likely.

It is the Landlord's responsibility to initiate the CPI rent review and in the meantime the Tenant must continue to pay the applicable rental prior to the CPI rent review date. Upon determination of the new rent, the Tenant will need to pay any shortfall to the Landlord for the intervening period.

Market Rent Reviews

Unlike a CPI Rent Review, a market rent review may be initiated by either party, no earlier than three (3) months prior to a market rent review date (and no later than the next rent review date). Again, a soft ratchet applies so the annual rent payable from the market rent review date is not less than the annual rent payable at the commencement of the current term of the lease.

If the other party does not agree with the annual rent proposed, they have 20 working days after receiving the notice to dispute the proposed new rental. If this occurs and the parties cannot agree within 10 working days then one party may give notice for the rent to be determined by arbitration or if the parties agree, registered valuers may be appointed to act as experts. If the latter option is chosen, then each party should appoint a valuer. If there is a disagreement, it is important for each party to carefully consult the terms of the Lease. In brief, if one party fails to appoint a valuer then the valuer appointed by the other party will determine the new rent. If both parties appoint a valuer, then the valuers are required to agree on the current market rental, and where the valuers cannot agree a third expert shall be appointed as referee.

This process can be lengthy and expensive – however it gives each party certainty that a genuine market rental is being paid for the premises.

Fixed Price Rent Increases

Although less common, some Leases specify a fixed increase at each review date, agreed in advance. The benefit of this is that each party is clear about the rental which can be expected in the years to come and can budget accordingly.

As you can see, understanding the review process for rental payments is important for each party, and Landlords should be proactive in initiating rent reviews and providing tenants with sufficient notice. If you need expert legal advice, speak to Smith and Partners lease expert, Chantal Laidler on 09 837 6833 or email chantal.laidler@smithpartners.co.nz.

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