



WEST AUCKLAND BUSINESS

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› Front Cover Feature

WEst visits UHY Haines Norton - with Erin Gibson

› Business Wellbeing

How to use a rapid antigen test

› Preview

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CHAIRS REPORT

As many of you are aware regarding the issues in the Henderson Town Centre, with Panuku's Henderson Streets for People trial.

On reflection, whilst the intent of the trial was to be a positive focus on Henderson by Auckland Council; which has long been awaited for, as many would say "Henderson is the forgotten City". This considering the focus in Westgate, New Lynn and currently Avondale. The result caused severe congestion and many of our retailers; a hit in the pocket.

With Protests, Marches and an Online Petition, the community has more or less achieved their goal of the trial removal, albeit not Ratanui St ('The road to nowhere' as it's being called). A unity has been exposed! Retailers banding together for a common cause, this will no doubt be an asset moving forward as we move through other current and future challenges.

We must pay tribute to Rob Norcross (Norcross Fishing World) as one who galvanised Retailer/Community support in holding Council to account. Rob spent an enormous amount of time on this, and we believe, a key stakeholder voice.

Part of CPHBA directives is advocacy; and this month's (March) board meeting encompassed a presentation by Panuku - which was a 'clean the slate' type of meeting after the debacle. We have to put aside the \$1.38m trial, and move on. As we all know; it's what Central and Local government is good at - over spending the budget!

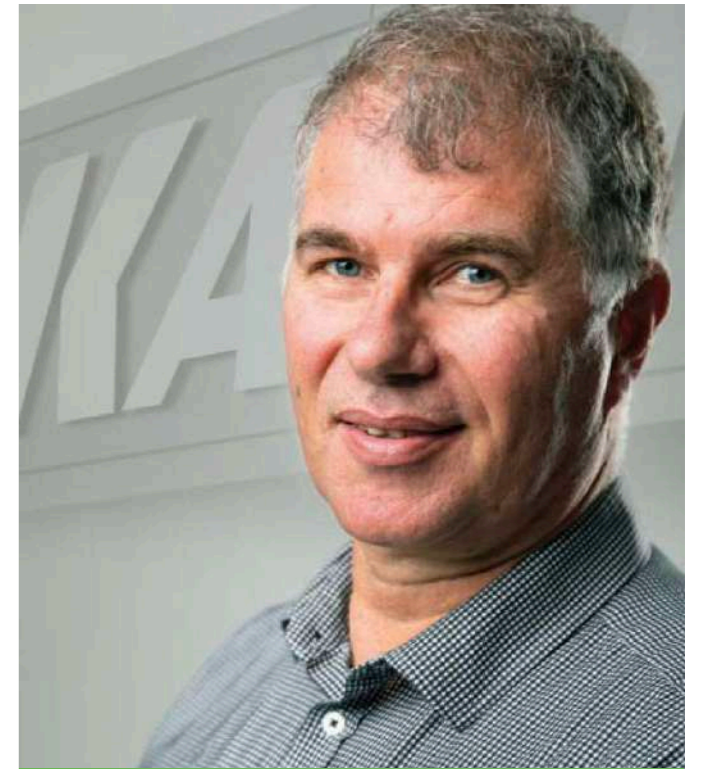
There is pretty much nothing we (business) can do - but consider our vote next time. Though to be totally honest I can relate to why many don't vote in local elections, because results are consistent. Consider this time, who did you vote for, and did they represent you....

I do want to point out, there are some projects that Panuku and our community can be proud of.

Purchasing land and applying resource guidelines to ideal development projects is what was presented to us, and I for one am impressed by the objectives and the possibilities. A large proportion of the Panuku delivery was focused on our neighbour Avondale, a regeneration which is well underway.

Although of course our concentration was on 'what is in it for Henderson', it seems positive, but plans are only a start. Here's hoping they don't call them shovel-ready because we all know what outcome that produces! - Fingers crossed.

We can't argue that Henderson needs revitalisation, and intensification; with our public transport hub, and



KELVIN ARMSTRONG

quality retail, more people will create further business opportunities and investment. Will also create a larger local community to employ from.

Economically it seems it's either feast or famine, for businesses - many Kiwis are very scared of covid; the mandated restrictions reinforcing the fear, also the other 'virus' rolling out across our political structure; the 'co-governance' doctrine (is that what New Zealanders really voted for?). Unfortunately the impact will no doubt take a long period to recover from.

Let's hope the restrictions are lifted soon and we can start working on the new normal, as many believe it's very unlikely we will hurry back to the bustling rockstar economy. Cost-of-living pressures are and will, no doubt, have a severe impact on any recovery or normality soon.

'Money grabbing woke socialists' is my term for Council, and vicariously - Central Govt; I disagree with the rates calculation process and cannot help thinking with the latest rates valuations up, so Councils income is up, what is in it for me - do I get better ROI? How is it going to affect my community? it is adding to the 'cost of living crisis'.

It will likely not increase Councils efficiencies, as we all know you can't change the spots on a leopard. Likely will be pay rises all round and an increase on the living wage... - After election of course.

Signing off my cynical self...

KELVIN ARMSTRONG, CHAIRPERSON CPHBA

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RAPID ANTIGEN TESTS (RAT's)

As COVID-19 case numbers in the community continue in New Zealand, RATs (rapid antigen testing) are the main form of testing. It is generally taken with a front of nose swab. Tests can be carried out under supervision (done by a healthcare professional), or you can do it yourself.

How to use a rapid antigen test

How to take the test will vary, depending on the brand of RAT. If you are doing the test yourself, we recommend following the manufacturer's instructions carefully.

What do the rapid antigen test results mean?

- **If you get a negative test result** and do not have symptoms, you can go to work.
- **If you get a negative test** but you do have symptoms, stay at home, and take another RAT the next day.
- **If you get a positive test result,** you must self-isolate immediately and report your result. You will NOT need to get a follow-up PCR test unless you have travelled into New Zealand and have a positive RAT result. This is so we can identify any new variants and only a PCR test can help show that.
- **If a result is failed or indeterminate** you must take the test again.

Where can I get a rapid antigen test?

- RATs are being distributed around the country to testing sites, GPs, pharmacies and within workplaces.
- Locations which have RATs available can be found on the HealthPoint website. Find General Practices or pharmacies offering supervised & unsupervised RATs.



Members of the public & Businesses

- If you develop symptoms, or become a Household Contact of a case or if you have been told to get a test by a health official you can get a RAT test. This will be free.
- If you do not have COVID-19 symptoms and you are not a Household Contact but want to take a test, such as before going to visit friends or family, you can buy a RAT test.
- Businesses may also choose to use their own private supplies of RATs with their workforce.

Why is the PCR (polymerase chain reaction) more accurate than the rapid antigen test?

The PCR technology is able to amplify (by copying) even small amounts of viral genetic material. This means it is very sensitive to picking up the COVID virus if you have the virus at the time of the test, or even just after you have recovered and are no longer infected. This is why the PCR test is far more accurate than rapid antigen tests.




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LOCAL TAKES ON LEADERSHIP ROLE AT UHY HAINES NORTON

- we meet new director Erin Gibson

West Auckland professional Erin Gibson has recently been appointed as director of local Chartered Accounting firm, UHY Haines Norton (UHY-HN). Erin first joined UHY-HN in 2015. She has spent time in the Kumeu and Helensville offices and is now back at the Henderson head office.

'I'm proud to be part of a West Auckland firm that's involved in supporting local businesses and the wider community,' says Erin.

According to Erin, her love of numbers began in high school. Erin was among one of the first intakes of girls to Mount Albert Grammar School, where she excelled in accounting and economics. Studying for a degree in accounting and commercial law was a natural choice for Erin, and she graduated in 2009.

A brief stint as an auditor during her honours year confirmed to Erin that auditing wasn't her thing. And she found her niche when she joined a mid-tier firm in the CBD as a graduate accountant. Erin qualified as a chartered accountant in 2013.

While on maternity leave and with a new home in Kumeu, Erin decided it was time for a change, and she joined UHY-HN. 'I was impressed by the warm, friendly environment at UHY and was excited to work for a substantial West Auckland firm,' she says.

Erin has enjoyed a stellar career at UHY-HN, progressing from a senior accountant to manager and associate. She has just started her new role as director in the head office at Henderson. And has a reputation for building long-lasting, trusted relationships with clients.

'The best part of my job is getting to know clients well - their family, personal and business goals,' Erin explains.

She says that seeing the whole picture helps you understand the numbers a lot better. 'You can more easily help the client get to where they want to be with their business,' she adds.

UHY-HN's clients are drawn from a broad range of businesses. 'Our clients come in all shapes, sizes and industries,' says Erin. Whether it's hospitality, construction, healthcare or retail, every client is different. Erin and the team offer tailored, practical business advice to help build and develop local companies.

'Nobody wants to read about tax law unless they are an accountant,' declares Erin. 'Our clients just want to get on with what they are good at - that's where we come in and help make it easier,' she continues.

UHY-HN services clients from all over the world. However, the firm's roots are in West Auckland, and UHY continues to have strong associations with local businesses. And that's important to Erin. 'When local businesses do well, the whole community does well,' she says. Erin loves working with local clients who she says are the lifeblood of the West Auckland community.

Erin's team mainly specialises in tax compliance work, including periodic and year-end accounts, plus tax returns. However, the team's expertise also helps businesses reach their full potential by improving performance. Cash flow forecasting, budgeting and business valuations are just some of the services on offer.

According to Erin, the team's approach is all about imparting knowledge. 'I try to explain the benefits, give real-world examples and answer the why question,' she says. Erin's mission is to add value to clients far beyond standard compliance accounting.

Work keeps Erin super busy, and her home life is just as hectic with two young children. Any downtime she has is spent out on the water with the family, fishing, and boating. Muriwai Beach is also a popular choice for family walks and days out.

Erin believes she's lucky to have found a career that's enabled her to combine work with family. She puts her success down to having clarity in her goals and the support and encouragement of her husband and wider family. Erin also says that UHY is a supportive employer with flexible working hours and work from home options. 'Accounting is a versatile profession,' she says. 'You can work for a firm or by yourself, and it's compatible with remote working.'

Erin's a well-known face at the BA5 networking events. 'I've enjoyed meeting with local business-people over the years,' she says. 'It's a great opportunity to



learn something new and find out about all the great things happening out West,' Erin adds. She jokes that attending BA5 functions could be a challenge with the rush-hour traffic when she was based in the Helensville office. However, now she's based in Henderson, Covid restrictions have put events on the backburner.

We hope to resume in-person get-togethers as soon as restrictions allow. And we look forward to welcoming Erin along to future events.

In the meantime, if you have an accounting query or want a fresh perspective on your financials and business planning, Erin is your go-to person. You can get in touch with Erin by email at

E: erin.gibson@uhyhn.co.nz

P: 09 973 0700



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ALL OVER NORTHWEST COMMERCIAL

Urbanisation prompts expansion for Bayleys operations in the Northwest

Rapid suburban sprawl and a tightly held existing built environment have prompted real estate leader Bayleys to expand its operations in Auckland's Northwest.

Transcending its rural roots over the last two decades to become an economic and service powerhouse, the region makes a significant contribution to New Zealand's Gross Domestic Product (GDP) through heightened construction, professional and manufacturing activity.

"Sustained investment across the region continues to strengthen investor confidence, buoyed by the evolution of once-rural Westgate into a 56 hectare, \$1 billion-plus economic and service hub, says Ryan Johnson, Bayleys national director commercial and industrial.

"Similarly, urban intensification underpinned by the development of fringe communities Kumeu, Huapai, and Whenuapai, further drive commercial and industrial investment across the region," he adds.

The addition of membership-only bulk retailer Costco, the world's second-largest bricks and mortar retail chain with some 803 stores worldwide, along with tech-giant Microsoft, developing a substantial data centre off Fred Taylor Drive is further evidence the pandemic has done little to stall progress in what's been dubbed by the Auckland Council as a key growth area for the country.

Underpinning the firm's confidence in the region, Bayleys Real Estate has appointed award-winning broker Wesley Gerber, formerly Wallace and Stratton, as associate director of land and development sales to its development land sales team for residential, commercial and industrial activities in the Northwest.

"The development and land sales division will identify key growth opportunities across the region, with our specialists a valuable ear to the ground and conduit between the council, landowners and developers," says Ryan Johnson.

The role represents a huge growth opportunity and the expansion of Bayleys operations in the Northwest," he adds.

Wesley Gerber says infrastructural investment and line upgrades, technological advancement and a more distributed workforce are allowing firms to look beyond traditional areas in search of value, underpinning heightened interest through the Northwest corridor.

"Large land parcels released for development under the Unitary Plan have facilitated intensification, however tight supply of suitably zoned sites coupled with strong demand continues to put upward pressure on land values," Gerber says.

As the international borders open we will regain another demand dynamic, absent from the local marketplace for the last two years. In preparation for this we're seeing existing property owners across the Northwest hold tightly onto their assets, while landowners seek advice about how best to extract value.

Specialised in this increasingly valuable marketplace, Bayleys' Northwest development land sales team provide a deep knowledge of land development spanning practical, technical and financial knowledge extending to credible networks and partnerships.



Wesley Gerber

Associate Director
Development Land Sales

For further insights, get in touch with Bayleys Northwest.

09 953 4740 | northwest@bayleys.co.nz

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BUSINESS - SECURITY
WEST AUCKLAND BUSINESS

HOW TO CONTROL ACCESS TO YOUR BUSINESS (Part 1)

When it comes to building an effective security business strategy, controlling access to your building is crucial. Access control minimises the risk of unauthorised people getting into your business premises.

It helps keep your assets, data, equipment, and most importantly, your people safe and secure. And knowing exactly who is in the building is vital in an emergency such as a fire.

Most businesses already have some form of access control in place. You probably have a reception desk with staff registering, verifying, and badging visitors. However, nowadays, access control systems are more sophisticated. Computer-based electronic card systems ensure you control who goes where and when, both externally and internally.

This is very useful for businesses that need to restrict access to parts of the building, including confidential data centres or storage of hazardous substances.

Benefits of access control systems

Protecting staff and property isn't the only benefit on offer. Here are some extra advantages access control systems deliver.

- **Do away with keys.** A computerised system means there's no need for keys. Lost or mislaid keys are a common problem and create the potential for a security breach. And if your business has multiple buildings needing different keys, the whole process gets complicated. And the potential for error is magnified.
- **Effective people tracking.** Computerised systems are more accurate than paper-based ones. If there's an incident, accident or theft, you can quickly and accurately identify who was in the building or space at that time.
- **Reduce costs.** Save on paper and the cost of replacing keys with computerised access control. Many systems can be integrated with lighting or air-conditioning systems. They automatically turn off when the building is not used, saving money on your energy bills.
- **Improve the employee experience.** Your people are your best asset. Access control ensures they feel safer and more secure. Plus, quick and convenient movement in and around the building makes their daily work that bit easier.



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BUSINESS - SECURITY
WEST AUCKLAND BUSINESS

Different components of access control systems

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

- **Access cards.** Most systems use access cards that work like electronic keys. Your employee swipes or scans the card to enter the building or access different areas internally. They are usually the size of a credit card and are easily carried in a lanyard, wallet or purse. Other options to consider instead of access cards include face recognition, fingerprints or smartphone apps.
- **Card readers.** These are usually mounted on the exterior of doors and read employees' access cards. Doors are automatically opened to those with permission.
- **Access control keypads.** Keypads can be used instead of card readers. Employees or visitors simply insert a code to gain entry.
- **Electric lock hardware.** This hardware locks and unlocks the door electronically.



Access control server computer. All you need to oversee the entire operation is a standard computer.

It works as the central database, file manager and monitoring tool for access control.

In our next issue we look at

- Types of access control systems and
- What's the best option for my business?



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WESTCITY WAITAKERE

WestCity has been a shopping destination for the West Auckland community for nearly 50 years, and the Centre sees huge opportunities ahead!

New Centre Manager, Larissa Mortimer, joined the Mall in late December 2021. Larissa is already underway with plans on how to boost maintenance improvements and modernise the facilities at the Centre whilst recognising and celebrating WestCity's history and the environment.

Larissa says, "I love the clean, light and bright atmosphere at WestCity, and the people are fantastic. I'm excited to be part of the team and there is a wide range of opportunities to boost the atmosphere and keep momentum building."

"This year we launched our new Gift Cards which are made from 100% recycled plastic, and we will be installing two EV chargers during 2022. Make sure you follow us on

Facebook or Instagram to be kept up-to-date with all of the new and exciting ventures.

Larissa is keen to see more community engagement and entertainment in the Centre, so if you know of any burgeoning stars or hidden talents waiting to be seen or heard, or if you teach or manage any students wishing to perform, please contact our customer services team (see below)

Customers will also start to notice new tenants, and we are really excited that Pita Pit will also be joining the food court. Plus, there is a new BNZ branch at WestCity complete with the latest technology and friendly staff. BNZ is located on Level 1, across from ANZ Bank.

Facebook: @WestCityWaitakere

Website: west-city.co.nz

Email: info@west-city.co.nz



About BNZ & Financial Wellbeing:

BNZ is supporting business owners and their staff:

- Business owners can support their employees by providing them an opportunity to educate themselves on this increasingly important aspect of wellbeing.
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 - 58% of employers report that financial stresses for their staff.
 - Run locally by BNZ to support business owners in supporting their employees.
- Talk to us about your business support plans.

Jamie Pickford

Senior Partner - Business - Commercial
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YOUR APRIL CHECKLIST

with Kings Plant Barn

Now that we are in autumn don't forget to keep watering and feeding your veggie patch, and plan for early spring bulbs and winter veggie planting this month.

PLANT NOW

Vegetables

Now is the time to choose your winter veggie seedling. Stagger crops by planting seedlings at different times for an extended harvest. Direct sow carrot and parsnip seeds, and plant seedlings of cabbage, kale, beetroot, broccoli, and lettuce.

Fruit

Trees: Plant out citrus, avocado, and feijoas. For best results, plant two different feijoa or avocados to ensure good pollination.

Trees & Shrubs

Camellias: Camellias are easy-to-grow evergreen shrubs that produce an abundance of gorgeous flowers. Early varieties bloom from autumn through to winter.

Hedging: Autumn is the best time to plant shrubs and hedging in your garden. Add natives such as Corokia, Hebes, Griselinias, and classic hedging like Buxus, Olive and Laurel.

Flowers & Perennials

Instant Colour: Add brilliant, colourful flowers such as marigolds, gazanias, and petunias, that will last well into autumn. As it cools, start to plant pansies, calendula, and polyanthus.

Perennials: Colourful Garden Mum Chrysanthemums are now in stores!

Cyclamen, flowering from autumn right through winter, are perfect for those shadier spots.

Spring Bulbs: Early spring bulbs are now in stock, with more arriving each week. Grab your favourites now.



Camellia flower

Petunias, Cauliflower punnet, Primrose

TEND

Vegetables

Harvest the last of your summer veggies, including tomatoes and courgettes, to encourage late fruiting. Keep on top of weeds so that they don't become a problem later.



Passionfruit



Shopping for pansies

Fruit Trees

Fertilise all your pip and stone fruit now. Give your plants a light prune after fruiting.

Lawn

Sprinkle your lawn with SaturAid to retain moisture and water with collected rainwater or greywater.

Harvest

Get the fridge and freezer ready as you will be harvesting beans, pumpkin, potatoes, capsicum, chillies, courgettes, passionfruit, grapes, watermelon, plums, peaches, nectarines, Nashi pears, eggplants, sweetcorn, and apples.

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NZ's #1 4x4 - PRE-ORDER NOW!

- 3 door ultimate offroader • 4 High and 4 Low 4x4
- 15" Alloys • Day time running lights, Sat Nav, USB Charging, Bluetooth, Cruise Control, AppleCarPlay and AndroidAuto
- Safety features include lane departure warning & collision alert
- 5yr Warranty & Roadside

Suzuki UDC Finance** ORC of \$1210.00 which includes Pre-Delivery Inspection, Wof, Wheels Alignment, Mats, Full Tank Fuel & Initial registration. Subject to T&Cs and excess charges. *TERMS AND CONDITIONS: Weekly payments based on nil deposit, 3.9% p.a. interest rate and 5 year term. On payment of on-road costs to the Dealer, finance payments include a \$305 documentation fee and \$10.35 PPSR fee. Normal lending and credit criteria apply. Offer available 1-31 March 2022. Excludes 2022 Jimmy, fleet purchases, demo vehicles and all other promotions. Real Value 3 year/100,000 km comprehensive warranty 5 year/100,000 km powertrain warranty, PLUS a full 5 year roadside assistance plan. Offer available until 30 April 2022 at West City Suzuki or while stocks last. Not available with any other offer. See www.suzuki.co.nz for details.

KIA SORENTO PHEV 7-SEATER FAMILY SUV GET UP TO \$5750 REBATE!



FROM \$74,990 + ORC
or \$267 per week GST inc.*

- 4 Years /40,000km Service Plan
- 5 Years /100,000km Warranty
- 5 Years Roadside Assistance
- 4 Year /60,000km Kia Confidence Finance Term.
- 10% deposit

NEW KIA SPORTAGE DIESEL THE ULTIMATE FAMILY SUV



FROM \$46,490 + ORC
or \$175 per week GST inc.*

- 3 Years /45,000km Service Plan
- 5 Years /100,000km Warranty
- 5 Years Roadside Assistance
- 4 Year /60,000km Kia Confidence Finance Term.
- 10% deposit

KIA SELTOS COMPACT SUV



FROM \$32,490 + ORC
or \$123 per week GST inc.*

- 5 Years /100,000km Warranty
- 5 Years Roadside Assistance
- 4 Year /60,000km Kia Confidence Finance Term
- 10% deposit

Kia Confidence T&C* 10% Deposit Applied. ORC of \$1250 which includes Pre-Delivery Inspection, Wof, Mats, Full Tank Fuel & Initial registration. With the Confidence offer, at the end of the term you can choose to keep the car, by paying the Guaranteed Future Value, trade it or return it (subject to T&Cs and excess charges). Offer excludes on road costs. Kia Financial Services is provided by Heartland Bank. Heartland Bank lending criteria, T's & C's apply, including a \$242 establishment fee and \$7.39 PPSR fee. Fixed interest rate of 8.95% p.a. applies. Offer available until 30 April 2022 at West City Kia or while stocks last. Not available with any other offer. See kia.co.nz for details.

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MITSUBISHI SALES
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SUZUKI SALES
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West City KIA

KIA SALES - 2 LOCATIONS:
49 NORTHSIDE DRIVE, WESTGATE, HENDERSON & 130-134 CENTRAL PARK DRIVE, HENDERSON PHONE 837 0907

MOToring
WEST AUCKLAND BUSINESS

QUALITY FRONTLINE LEADERS

are a key to customer & team relationships

KAAR (Kelvin Armstrong Auto Repairs) has been in operation since April 1994, yes 28 years.

WEst magazine visited Kelvin recently to seek his thoughts on front-of-house management.

"Selection of quality frontline leaders is no easy task, for a family focus business to stay true to its customers, it's important the front office hold our personnel values front of mind" Kelvin says

"Authenticity, Motivation, Patience, Honesty & Empathy are the key because in most cases, I have learnt that unless values align, we will have an internal struggle maintaining our genuine offering.

In this issue we meet Mark Emery; the Manager at KAAR-Henderson.

Mark has been with KAAR for almost 3-years, being very passionate about the business, he wears his heart on his sleeve when dealing directly with people who come to us for their vehicle servicing.

Having worked in the Automotive Industry all his life, Marks experience is very much valued, especially given the many different vehicle brands that come into the workshop.

He is a Pom, but we don't hold it against him because he is also a proud Westie. Some/ many would say an 'English gentleman' he is not, but most would say he has a very quick humorous character, though we have learnt not to interrupt his 6:30 am coffee.

Often Mark is having a laugh with a customer one minute, then, is sympathising with another having the unfortunate news of a list of repairs required for their motor vehicle, but - also presenting a customer-focused plan to move forward.

Mark's personal motto is; 'Under offer and Over-deliver on every job' which he does very well.

Next issue we visit Blair Calder who manages KAAR-Avondale.

CARING IS OUR BUSINESS

28 Years Strong

Thank you to our West Auckland community for supporting us for the past 28 years.

At KAAR, the needs of our customers come first. We know maintaining a vehicle can be expensive and that many of our customers know very little about how a car motor works. That's why we pride ourselves on giving good and honest advice, and taking our customer's budget and car value into account.

PROUD TO BE FAMILY OWNED & OPERATED



WHY CHOOSE KAAR:

- Latest vehicle diagnostic tools
- Loan vehicles available
- 2 locations to choose from
- Fleet servicing available
- Finance options available
- Loyalty rewards
- Lease company approved

Contact kelvin@kaar.co.nz to book an appointment and become part of the KAAR-munity.

KAAR Find us at: KAAR Avondale 357 Rosebank Road | KAAR Henderson 5B Waipareira Ave Call us on: 0800522734





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