

## Letter from the Chair

Greetings Wiri Business Association Members,

My first year as Chair of the Wiri Business Association has been an interesting one. When I started in this role in November, we had a business plan to execute and no one had heard of Covid-19.

Despite the disruptions of the year you will see in Audrey's General Manager's Report that a lot has been achieved, all within our approved FY21 budget. Of note we maintained favourable crime statistics and undertook specific initiatives to assist Wiri Businesses navigate wage subsidies, procuring PPE and find support for mental health issues.

As for this coming year we have fresh projects underway to further increase Wiri's security and address environmental issues in addition to all the services we currently provide.

I'd like to thank my fellow Board members and the office team of Audrey, Marie and Simone for their efforts over the last year and look forward to seeing the Wiri Business Association deliver further value to local business and property owners over the next 12 months.

Ben Robinson  
Chair  
7 Oct 2020

## **General Manager's Report July 2019 – June 2020**

The 2019-2020 year started well with business confidence at a high. Many Wiri businesses were looking at expansion and growth, then in March 2020 with the worldwide pandemic of Covid 19, our world changed. Over 30% of the WBA businesses worked through level 4, but with fewer businesses in operation and staff numbers in the area reduced, we increased our patrols for security reasons to include two daytime patrols. The office worked with the Police to identify the businesses that were allowed to operate during level 4. We helped to create a hot list of businesses for police, that could have been at risk of raids due to the products they carried. We obtained a dedicated Ministry of Social Development representative to work directly with our members on the government wage subsidy and other MSD related matters. We communicated Covid-19 support resources to members such as working from home guidelines, health and safety information, risk analysis, links to relevant webinars and other web resources. Through those initial lockdown days right up to the present we have given many individual businesses phone support.

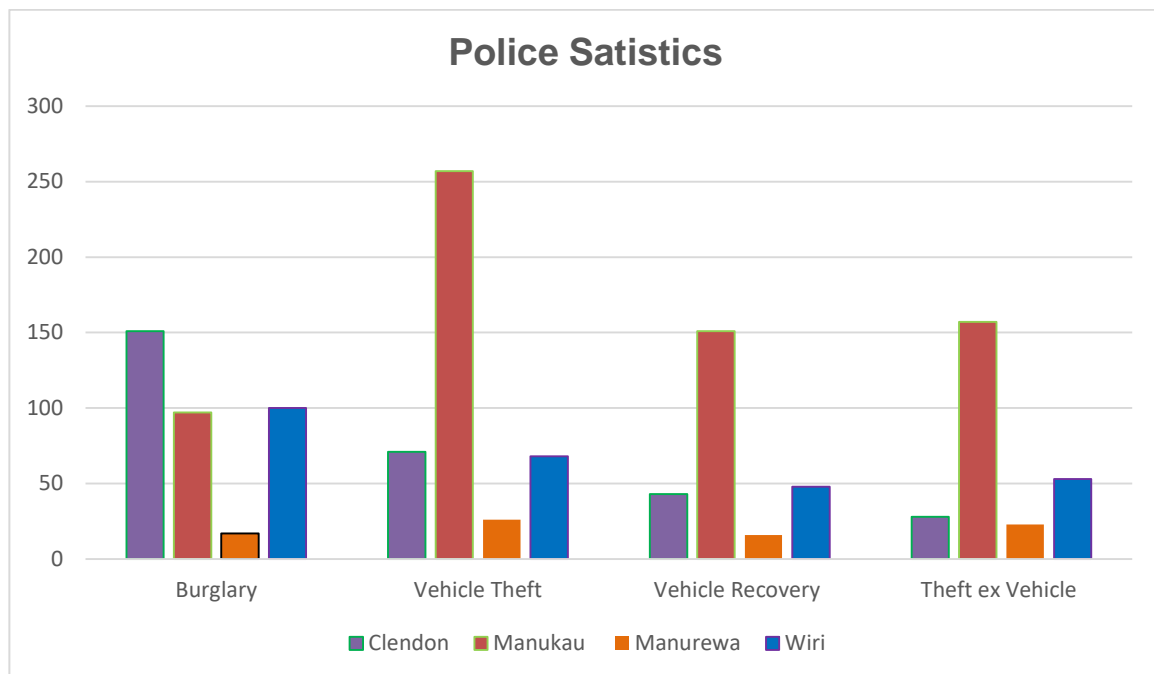
### **Business as Usual**

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#### **Security patrols**

The WBA continued its partnership with Conroy Security to provide regular security patrols in two co-branded security vehicles that patrolled the district between 6pm and 6am, seven nights a week, passing every business a minimum of five times a night. A non-branded patrol car covers the district between 8pm and 4am, on four random nights a week, passing every business two times a night. Security patrols check for breakages in fence lines, windows, doors, and gates that have been left open (which they will close if possible). All issues are reported to the WBA, who in turn will notify the tenant and/or property owner. Patrol staff report environmental issues to the WBA who in turn notify the Council or Manukau Beautification Charitable Trust. All illegal activities such as break-ins, street racing, suspicious behaviour was reported by Conroy directly to the Police.

Wiri, along with Manukau, Manurewa and Clendon BID's, meet regularly with the Manurewa and Otahuhu Police who supply the 4 associations up to date police statistics. Together we work on community-wide actions to help reduce current issues.



*These figures include local residential areas around each BID area and the Westfield mall.*

## Environmental issues

WBA has continued to monitor and address district environmental issues by gathering information and providing this to the appropriate enforcement agency that has the legal authority to act.

Environmental issues include:

- Illegal rubbish dumping
- Water and other pollution
- Graffiti removal
- Safety issues including parking hazards, street lighting, potholes, speeding traffic, dangerous intersections, blocked drains, and illegal truck parking
- General Council maintenance issues

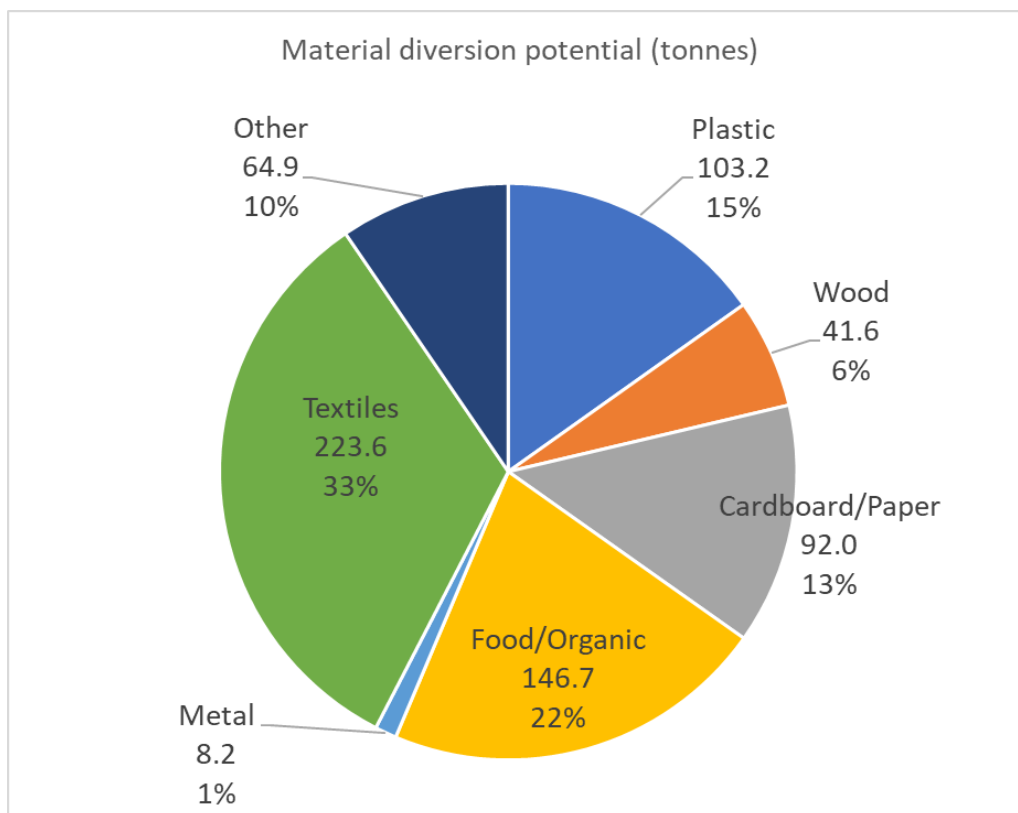
*Insert graph once I have the stats from Simone*

WBA office works with council so 99% of illegally dumped rubbish is removed within 7 days of reporting. All graffiti visible from the road is removed within 24 hours of reporting.

In November this year, Wiri Business Association staff along with the entire Wiri Central School and employees from 15 Wiri businesses, cleaned 2.5 Kilometres of the Puhinui Stream and surrounding reserve. We removed 17 shopping trolleys, 2 mattresses, 7 push bikes, 1 scooter, 1 pram, carpet, blankets, a couch, a dining room chair, roofing tiles, 12 road cones, 6 tyres, a car bumper, a full set of Mazda hub caps along with 32 black rubbish bags full of general rubbish.

A new project initiative known as ‘CURB’ was set up to provide increased focus on how the district’s environment can be improved. CURB is described later in this report.

The 2019-2020 year was the second year of the Auckland Council Waste Management Fund. Working with Wilkinson’s Environmental, we have been completing waste audits helping businesses identify possible recycling opportunities and reducing their waste to landfill volumes. Due to COVID-19, this project has been extended to the end of December 2020. So far, we have visited 189 companies, completed 62 audits, and identified 735 tonnes p.a. of recyclable diversion opportunities. 15.13 tonnes p.a. has been diverted.



## Events and networking

One of WBA objectives is to encourage Wiri businesses to use one another’s services and share ideas to increase our district’s economic activity. The WBA has a history of organising networking events to assist this interaction.

During the year WBA introduced our Healthy Business Workshops working with Insight CA, Auckland Business Clinics, and specialists in different professional fields. The workshops offer free expert advice in a small relaxed atmosphere.

Helping our businesses with their business compliance, we have been working with St John to offer First Aid courses including level 1, refreshers, and Mental Health courses at a reduced cost.

Due to lockdown restrictions, this year's networking events have been reduced with only 3 breakfasts and 3 after-five events. Our breakfast guest speakers were Mayor Phil Goff, William Pike and Melodie Robinson. At our Christmas breakfast we asked our members to donate a Christmas gift to the Middlemore Foundation for children in need. I would like to thank our members again for their generous donations. 140 people attended the breakfast with over 180 gifts placed under the tree.

## Community

For the first time, our year 8 work ethic scholarship with Wiri Central School was awarded to a male student, Tamaaro Pareanga. Tamaaro received his uniform to Aorere College to the value of \$750. The scholarship goes to the student that demonstrates good time-keeping skills, is in attendance 90% of the year, and is involved in all school activities. All those basic work ethic skills businesses look for in an employee.

## Projects

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### CCTV

It has been a longer-term goal for WBA to build a comprehensive CCTV presence over the entire district. Working with SaferCities as technical consultants, we have developed a high-level design and completed the expressions of interest (EOI) process. Funds are now in place to support the first phase of this project. We are now working with a consortium consisting of two preferred suppliers. Implementation will start in the second half of 2020.

Police intel tell us that one third of all stolen vehicles in the area are driven down Roscommon Road every day. Looking at the early police stats of Wiri and surrounding BID areas, this is quite understandable. Our system will be linked to the police national database, and it is WBA's intention that the cameras will have licence recognition capability that will instantly alert police to the vehicle's location within the area. The WBA office will be able to monitor footage live or historically to assist with follow up on any incident in the area. Members and Police will be able to access camera footage from the main point of access in the WBA office. We will work in conjunction with Auckland Transport by being able to review footage and analyse traffic movements and congestion.

### CURB

The WBA already addresses environmental issues as an everyday activity. This is a necessary but reactive solution. In order to provide greater proactive environmental focus, the WBA has recently set up the Clean, Upgrade, Renovate and Build (CURB) team to seek more proactive solutions to longer term environmental benefit of the district. Areas of focus being:

- **C**lean – Roads, curb sides, medium strips, and our stream.
- **U**pgrade – Address parking, fix footpaths, driveways, and boundary fence lines.
- **R**enovate – Landscaping of berms, medium strips, and plant trees.

- **Build** – Parks, walk and cycleways, seating zones and even add sculptures.



## **Expansion of the Business Improvement District**

During the year WBA started to investigate the possibility of expansion in the recently re-zoned farmland on Puhinui Road between State Highway 20 and Prices Road (towards the airport). This area has been rezoned from farming to industrial use. Potentially the official Wiri Business Improvement District could be expanded to encompass this new industrial area.

## **Final words from the GM**

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I would like to thank my team of two, Simone and Marie, for their hard work and support throughout the year. I would also like to acknowledge the 2019-2020 WBA Board members Ben Robinson, Jordan Palmer, Sandra Bates, Teena Rhind, Gregor Botha, Richard Gallantree, Mark Prujean, Allan Oliver and Leatuao Tupa'i-Lavea and board advisors Murray Phillips, Dave Pizzini and Ofa Dewes for their support and guidance.

WBA's foundations for the 2020-2021 year are solid, and I am looking forward to completing stage one of the CCTV project and working with the CURB committee to enhance Wiri with a cleaner, tidier, and more environmentally friendly area. I believe the next 12 months will be the toughest 12 months that businesses, business owners, property owners and staff working in the area would have faced in decades. The financial strain will be worse than the last financial market crash, with the constant yoyo-ing between different COVID levels not only placing a financial burden on businesses, but also a mental strain on all of us, our staff, your staff, and their families. I would like to close this year's GM report to you by saying you are not alone. Your surrounding business associates, the WBA staff and board and many government agencies are here to listen. As the old saying goes, a problem shared is a problem halved.

Audrey