



# TAWA TALK

December 2022



**Welcome to the latest updates from the Tawa Business Group. In this issue:**



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## Tawa Business Group Update

Wow! What a year 2022 has been. Covid continues to challenge business logistics and rising interest rates are changing customer and client’s spending patterns. It will be interesting to see how 2023 evolves.

This issue gives a comprehensive update on the projects that we’ve been working on this year and celebrates several of businesses. I love hearing your success stories so please email me if you have something that you would like to share.

Our recent networking event gathered plenty of business owners and several of our key stakeholders. It was a great opportunity to discuss the pertinent issues of the day and lament about the future. We will be holding further events next year so watch this space or our Facebook page for further details.

We will be closing the office from Thursday 22 December and re-opening on Tuesday 24 January 2023. We would like to wish you and your family a very Merry Christmas and a safe and restful holiday break.

Bernadette  
BID Manager

# Destination Tawa Project Updates

## Seven Days of Christmas

This was not initially in our plan but responding to a request from retailers to help increase sales, we were able to offer customers the opportunity to win a prize each day over seven days. Customers would spend \$10 and receive a stamp, once they spent \$50, they would be in with a chance to win a daily prize. Nearly 500 cards were submitted, and prizes were donated by the eight participating retailers.

Once all feedback has been received, it will be decided if a similar scheme could be run again next year.

## Improving Safety

We have been pushing for the project to install CCTV cameras at each end of Tawa for some time once Wellington City Council (WCC) agreed to fund them. These cameras would allow registration recognition and alert CCTV operators to any suspicious behaviour and allow them to review footage of past incidents. A meeting was held recently to agree where these could be placed so that feasibility on power and connectivity could be established. Realistically this project is unlikely to happen until after the FIFA Women's World Cup in August next year as additional cameras are needed in the CBD, but we will be working with WCC in the meantime to ensure their prompt placement.

WCC have provided a response to the impact that ram raids has on business owners. Please read page 5 for the full response.

## Transport and Infrastructure

We would like to thank all those that have shared their thoughts around on-street parking. Bernadette will be reviewing your comments and incorporating them into the review. There is still time to have your thoughts and comments heard as this work will now resume in the New Year. Please email us at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz).

One comment that came through from several business owners was the long-term parking of other business owners and their staff in timed spaces along the Main Road. Overstaying means that customers and clients may not be able to find a car park when they need it and may go elsewhere. Please ensure that your staff and business associates do not overstay in the timed spaces. There is currently plenty of on-street parking available along Oxford Street and options to park in the carpark to the North and North-West of New World, remembering that the parking in front of New World is for their customers.

WCC are proposing to install three EV charging stations in three of the off-street parking spaces behind the library. Other stations are planned at Mexted Motors and Outlet City. These charging stations recognise the significant increase of new EV and plug-in hybrids that are on the roads.

## Job Board



Jobs

Casual Retail Staff      Qualified or LBP Builders

The job board continues to be updated with two or three new jobs each week and although this has quietened down in the run-up to Christmas, we are aware that many business owners may be looking for new staff in the New Year.

This initiative is completely FREE for all BID members and is promoted on social media, our website, in the Residents' Association newsletter and through Tawa College. You can check it out: [Job Vacancies \(tawabusiness.co.nz\)](http://Job Vacancies (tawabusiness.co.nz)). Around 3,500 people have checked out the job board since it was launched in August.

If you are looking for staff, please email Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) to arrange for your vacancy to be included.



### **Hanging baskets**

Each year, the Tawa Business Group contributes \$1,500 to the Tawa Residents' Association towards the cost of the hanging baskets. This project is always a team effort between several organisations and this year one of our executive members worked with Twiglands to provide baskets filled with blossoms, which were refreshed by the Tawa Rotary.



### **Mural**

We are delighted to announce that Sheyne Tuffery will be creating a mural on the entrance way into the alleyway between 123 Mart and Gorgeous Goose Cakes. He is aiming to start on Tuesday 24 January 2023 and his work will take a couple of weeks, depending on weather.

Sheyne has worked extensively with Wellington City Council in the past and you can view some of his previous work here: [MURALS – Sheyne Tuffery](#). The design will incorporate trees that are native to Tawa and birds that were recently voted by members of the Tawa Community Noticeboard Facebook page.

Sheyne is very approachable and loves to talk about his work so please introduce yourselves to him as you pass by. He will have cones to protect his area of work and these should not inconvenience you as you walk along the alleyway or Main Road but please be mindful that it will be a work area.

### **Tawa Business Group Website**

You can advertise for free on our website through our Business Directory. This will often sit just under your own website when customers do a Google search. We noticed a significant increase in traffic recently for one business owner and when we queried it with them, it turned out that their website had been unavailable.

Check to see if your details are correct in our [Business Directory \(tawabusiness.co.nz\)](#) and email Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) if you would like them updated.

## **Tawa New Businesses and Business Updates**

Please welcome the following new business owners to our community.

### **Smartwash Porirua Limited**

Thomas Ben launched one of Wellington's first self-service wash bays for cars, boats, bikes and trucks in late October. You can even take your dog down for a wash too. Based at Outlet City, Smartwash is open 7 days a week from 6am to 10pm and boasts all the latest car-washing technology as well as being powered by solar and harvesting rainwater.



### **Streetwise Coffee**



After 15 years, Serena and John have moved on from Streetwise Coffee. Still situated at 189 Main Road, in the Simon's Pharmacy carpark, David Gray has taken over the reigns and has extended the weekend hours, now from 7am to 4pm.

### **Auto Super Shoppe Tawa**

Kevin Carmichael has taken a well-deserved retirement and handed over the reigns to Rhys and Christal Lindsay.

Rhys started working at Auto Super Shoppe Tawa, also known as North City Motors Tawa, as soon as he left school. Being a bit of a whiz with technology, he was given the responsibility of ordering parts as well as his role as a mechanic and this set him up in good stead to take over when Kevin wanted to retire. Rhys can be found at unit 5, 72 Main Road, Tawa.



Wellington Water will be upgrading a major pipe along the central median outside 72 Main Road after Christmas. This work is expected to take three to four months and there will be traffic management in place from mid-morning to mid-afternoon. All businesses along the road will still be open – please support them during this difficult time of reduced parking and partial lane closures.

## Christmas Window Display Competition

The Christmas window display competition brought several hundred people traipsing through the streets of Tawa and following the trail of fabulous festively-decorated windows. Each person who voted was eligible for spot prizes, which were kindly donated from local businesses.

Seventy percent of the entries came from Tawa, but people travelled from all over the Wellington suburbs and throughout the greater Wellington region of Upper Hutt, the Wairarapa, and up the coast as far as Levin. Our furthest entry came from someone in Taupo.

Our business with the most votes was KD One at 220A Main Road. Owner Kareen Holland is a member of the Tawa Business Group executive and chose not to accept the first prize, although she did receive a certificate.



First prize was awarded to Jennifer and Jamie Nicholas from Gorgeous Goose Cake at unit 1, 182 Main Road. They are delighted to win a mystery weekend away for two.

Second prize went to The Salvation Army Store, based at 128 Main Road. We were able to announce their win at their Christmas party and caused much excitement with their Harvey Norman vouchers. Andrea and Janice were able to receive the certificate.

Finally, third prize went to Amanda Long at the Gift Shack, based in the New World foyer. She was pleased to receive Moore Wilson vouchers.

Windows were festively decorated to incorporate either stock or what the business is about. Some of my personal favourites included the obviously-wrapped bike helmet and boots, the inflatable elf mechanics, the Christmas tree covered in nuts and bolts, the summer book collection and the handmade wooden Christmas tree.

The competition may be over, but people have still been spotted wandering around the streets with their flyers and checking out the windows.



Gorgeous Goose Cakes



Salvation Army Store



Gift Shack

## Wellington City Council's Initial Response to Ram Raids

Wellington City Council would like to acknowledge the impact that escalating rates of ram raids is having on local retailers in Wellington and the harm that this activity causing within our communities. In response to this increasing trend they have been developing a detailed response to address this issue.

They are in the process of updating their website to provide recommendations and information regarding retail crime which will be made available in the coming months. They will continue to keep us updated on their progress as they work towards a establishing a range of options to mitigate this issue.

WCC have prepared a range of options below which can be adopted immediately in order to secure store fronts and improve security measures without the need for Wellington City Council building consent:

- Bollards can be used within retail property boundaries only (i.e., not on public road reserve or footpaths). These could be placed either inside or outside a building provided that it is within the property boundary. A reminder that people who are visually impaired use store fronts to navigate, and external bollards can reduce their accessibility. Removable or retractable bollards can be used to have an open business front during trading hours and allow doorways to be blocked outside of these hours. Please note that it is the responsibility of the retailer or contractor installing bollards to check underground infrastructure first before installation commences.
- Security grills can be used to secure a store front and make it more durable. Although some designs are light-weight and unable to stop a vehicle, they can be used in conjunction with internal bollards, ram beams and other structural elements to provide increased protection. WCC would also advise not to use solid roller shutters that block all visibility as they inhibit passive surveillance opportunities and create a hostile environment on the adjacent footpath.
- Slotted ram bars, Security bars, and steel bars also work to provide a secure frontage.
- Installation of CCTV, security alarms or fog cannons.

If replacing or redesigning a shop front, for additional security a solid, reinforced upstand at the lower portion of the frontage (up to approximately 600mm high) will provide increased defence from ram raids.

Other options are available for making a building front stronger and more secure. Columns, windows with display shelves with low walls, and other changes to the building can be great ways to strengthen a store front but will require building consent to make these changes. Any changes to do with an external wall will have to go through a building consent application process and depending on the location of the building and the scope of the work a resource consent may also be required. If you need a resource consent, an Urban Designer will be able to provide advice about what type of shopfront design would be suitable for the location.

There is also the option to apply for a parklet that may help with providing additional deterrent to ram raids, if the location meets the requirements. Further information can be found here: [Footpaths - Apply for a parklet - Wellington City Council](#)

Tawa Business Group has advocated that WCC can go further than these suggestions and have recently had a meeting with City Safety Advisors around having bollards or street furniture, such as rubbish bins and benches, on footpaths that are wider than 1.5 metres.

## Celebrating our Successes – Smartway Builders

Smartway Builders have been based in Tawa for over 12 years. Their team of 16 work on custom new builds and major renovations and extensions.

Recently they have employed their first female apprentice, a rarity in the residential building industry.

Sydney has been in the industry for a number of years in Canada and in NZ but has never had the opportunity to formalise her skills and knowledge to become a qualified builder. She has started a four-year apprentice programme that will involve theoretical study, online work and onsite training. Her onsite training will expose her to a range of different projects.

We would like to take this opportunity to wish Sydney every success in her apprenticeship training.



Photo credit: Smartway Builders

## Celebrating our Successes – Pizza House



Celebrations should not be limited to one per newsletter so in this edition we are also celebrating the Pizza House Tawa.

Gangee and Ashutosh Mohanty are relatively new owners of the Pizza House Tawa and in November, they were voted by the Breeze audience as having the best pizza in Wellington. Quite an accolade.

They have an extensive menu that is suitable for all tastes including some kiwi classics and tasty Indian-inspired delights. If you are looking for a night off cooking over the festive season, they can be found at 218 Main Road.

Photo credit: Pizza House Tawa

## Debrief from the EyesOn Crime Prevention Training Session

We attended a Safety, Welfare and Loss Prevention training session in November with OurCBD Wellington, in partnership with Wellington Police and Wellington City Council's Pōneke Promise Initiative. It was an informative session that aimed to increase knowledge, confidence and safety for staff and business owners through discussions on situational awareness, tactical communication and dealing with difficult people.

Aimed primarily at retailers, there was something in there for all business owners as unfortunately occupational violence is a growing concern across a variety of workplaces at a regional, national and international level.



## Situational Awareness

This section looked at awareness skills where staff perceive, understand and can predict the behaviour of suspicious customers and respond accordingly by communicating with your team, noting the activity, people and vehicles involved, if safe to do so, and/or reporting either via 11, 105 or an EyesOn email.

## Tactical Communication

This section looked at de-escalation strategies that reduce risk of harm to staff and business owners. We all know that 90% of our message is not conveyed in the words we use but rather in the tone of our voice, our use of body language and use of personal space, so the following strategies can help to defuse difficult customer situations.

- Use greetings that limit negative responses – those first few seconds are vital so a warm welcome could catch them off guard.
- Remain calm and professional by being in control of the situation.
- Adopt active listening.
- Be assertive, not aggressive.
- Finish every request with a Thank You.
- Explain using positive instructions such as, “I would like you to leave the shop”, rather than “You can’t come in here”.

## Dealing with Difficult People

This final section looked at some key moves to defuse upset, anti-social or aggressive customers. These ranged from trying to change their behaviour, de-escalation and managing conflict through to what to do if customers were aggressive and threatening.

One of the key learning moments from the session was that all business owners who are customer-facing need to have a plan on how to deal with difficult customers. This plan helps build resilience within your team as the plan is easily understood by all and practiced often with role play scenarios. Do you have a plan?

This is only a brief summary of the presentation but if you want to find out more, please email [infor@tawabusiness.co.nz](mailto:infor@tawabusiness.co.nz) for a copy of the presentation or let Bernadette know if you would be interested in attending a Tawa-based session, at a time convenient for you.

EyesOn is a crime reduction initiative for retailers. You can find out more about the scheme [here](#).

## Business Profile – KD One

We are introducing a new regular feature in our newsletter from this month. An opportunity for a business owner to profile their business. Tawa has an amazing eclectic group of business owners with many of them tucked away and out of sight. This regular slot will shine the light on them and give you the opportunity to find out what Tawa really has to offer.

Our first business profile is KD One Skincare and Cosmetics, the first-place winner of the Christmas window display competition. Owner Karen Holland is also a member of the Tawa Business Group executive team and stepped back from receiving a prize. Karen is keen to thank all her customers and supporters for taking the time to complete the trail and to vote her window as their favourite.



Karen started making her unique skincare range in 2003. She started out with five products and now celebrates a range of over 50 skincare and cosmetic products. Starting out as a professional make-up artist, she realised that many traditional products irritated her client’s skin so she created her own using natural organic ingredients. Based at 220A Main Road, Karen’s products are made locally and use local raw materials.

Did you know that Souly NZ has moved in with KD One Skincare and Cosmetics? Karen Holland is one of the original founders of Souly NZ and when the lease came up for their shop in the Plaza, many of the products moved into KD One. The shop is stocked with beautiful, high-quality kiwi products from various local artists including books, jewellery and children’s clothes.

If you would like your business to be profiled, please email Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz)

## Useful Helpline Contact Numbers

As a result of a number of enquiries to NZ Police, our Community Liaison Officer, Constable Sarah Steed has collated a list of service organisations in NZ who are there to support people through challenging times:

### **If it's an emergency**

Call 111 immediately in an emergency. (Police non-emergency number – 105)

### **Healthline**

If you have COVID-19 symptoms, call the dedicated COVID-19 Healthline:

- for free on 0800 358 5453
- on +64 9 358 5453 if you have an international SIM.

For any other health concerns, call the general Healthline number on 0800 611 116.

### **Mental wellbeing & abuse helplines**

These are some of the helplines available that offer support, information and help.

- 1737, need to talk? - For support with anxiety, distress or mental wellbeing, call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week.
- Youthline— call 0800 376 633, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz)
- Kidsline—call 0800 54 37 54 (0800 KIDSLINE) for young people up to 18 years of age.
- Skylight —call 0800 299 100 helping children, young people and their families and whānau through tough times of change, loss, trauma and grief
- Lifeline —0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Suicide Crisis Helpline —0508 828 865 (0508 TAUTOKO)
- Depression and Anxiety Helpline —0800 111 757 or free text 4202 to talk to a trained counsellor about how you are feeling or to ask any questions.
- Anxiety phone line —0800 269 4389 (0800 ANXIETY)
- Family Services 211 Helpline 0800 211 211— for help finding, and direct transfer to, community-based health and social support services in your area
- OUTline NZ— call 0800 688 5463 for confidential telephone support for sexuality or gender identity issues
- Women's Refuge by calling 0800 743 843 (0800 REFUGE) to be linked up with an advocate in your area
- Elder Abuse Helpline — call 0800 32 668 65 (0800 EA NOT OK). 24-hour service answered by registered nurses who can connect to local elder abuse specialist providers
- Hey Bro helpline— call 0800 HeyBro (0800 439 276). 24/7 help for men who feel they're going to harm a loved one or whānau member
- Oranga Tamariki —call 0508 325 459 (0508 FAMILY) or email [contact@ot.govt.nz](mailto:contact@ot.govt.nz) for concerns about children and young people

### **Deaf, hearing impaired, Deafblind or speech impaired**

If you are deaf, hearing impaired, Deafblind or speech impaired you can use the New Zealand Relay Service to call.