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PlaceMakers

FOREWORD VIEW FROM THE GM OPERATIONS & MARKETING



Best practice pays off



Statistics show that by this stage in the year, nearly 90% of those who made New Year resolutions will have already given up on them

While most resolutions centre on saving money or losing weight, our business coach suggests using the New Year to kick off good business habits instead – the potential gains might even be enough to keep you on track.

This month's issue of *Under Construction* highlights a number of business practices to adopt for 2018 – some optional, others compulsory.

For those of you who are licensed building practitioners, MBIE is doing its best to ensure you understand your responsibilities by providing articles on relevant topics such as completing Records of Work, defining supervision and carrying out quality building work, to name a few.

However, what's less straightforward is conveying mandatory business practices to those outside the scheme. Anyone carrying out building work, regardless of whether or not they're in the trade, has two compulsory responsibilities. Read more on page 8.

While most resolutions centre on saving money or losing weight, our business coach suggests using the New Year to kick off good business habits instead

This issue also highlights business practices to protect yourself and your employees. On page 18, Site Safe's guide to respiratory protective equipment explains when and how to use it; and on page 20, Bultin reminds us all of the importance of protecting our biggest asset – ourselves – so that, in turn, those we care for are protected.

Not convinced that taking business tips on board can make a difference? Check out this month's Q&A with ZB Homes, the first construction business in the 17-year history of the Deloitte Fast 50 Index to take out the top spot, on page 14.

Have you made any business resolutions this year? In a few months, we'll ask how they're going as a Builders' Business topic, so keep an eye out and let us know how you got on.

All the best for a safe and successful 2018!

Gary Woodhouse

General Manager Operations & Marketing



7



8



14



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Offer exclusive to PlaceMakers trade account holders. Purchases must be invoiced on a current trade account between 1st February 2018 & 31st March 2018 and can be over multiple transactions. Qualifying spend of \$2,000+GST or more is limited to GIB 13mm Standard & Accessories. The dart board & dart set giveaway is limited to 300 nationwide and to a max of one per qualifying trade account, while stocks last. Winners of the competition will be notified by 13th April 2018 and the first 300 qualifying customers can pick up the dart board & dart set from their local PlaceMakers branch by no later than 20th April 2018. All qualifying customers will automatically be entered into the draw to win the trip for 6 to Auckland's World Series of Darts competition. Dates for this event are TBC and cannot be changed. Prizes are not redeemable for cash or any other product or service.



Movember moneymakers

PlaceMakers donated to the Movember Foundation on behalf of all PAC members who participated in the campaign



Best aMOst MO winner Connor Fleury



Best MO winner Paul Harrod

There were a number of entrants, but a big thanks goes to the team from Long Building Solutions (LBS) in Palmerston North, who participated and put in a great effort for the cause.



12 Days of Giveaways

From 4 to 15 December, the PAC Facebook page saw a frenzy of activity with the '12 Days of Giveaways' promotion

Twelve lucky PAC members walked away with fantastic prizes, thanks to the support of participating PlaceMakers suppliers. In addition, one member's eagle eye scored him a \$250 Balloon Day Adventure voucher after successfully decrypting the mystery puzzle.

<p>DAY 1</p> <p>MILWAUKEE JOB SITE RADIO PLUS 1A 18V BATTERY AND CHARGER</p>	<p>DAY 2</p> <p>\$500 ZEMPEL GIFT CARD</p>	<p>DAY 3</p> <p>WISER BARY Q BBQ</p>	<p>DAY 4</p> <p>FISHING PACK</p>
<p>DAY 5</p> <p>3000 PAINTING & TILING GIFT CARD</p>	<p>DAY 6</p> <p>RED SEAD PULL PACK</p>	<p>DAY 7</p> <p>40L CHIEF BIN</p>	<p>DAY 8</p> <p>82 FTING 2016 CRUISER SOFT TOP SURFBOARD 9'0"</p>
<p>DAY 9</p> <p>\$300 REBEL SPORT VOUCHER</p>	<p>DAY 10</p> <p>SHIMANO ROD & REEL SET</p>	<p>DAY 11</p> <p>ICE ROOM</p>	<p>DAY 12</p> <p>\$500 REPCO GIFT CARD</p>



Getting in touch with the industry

At the end of November, Unitec hosted the National Carpentry & Building Conference at its Auckland campus

PlaceMakers Trade Engagement Manager Andrea Albertyn was at the event to present the PAC programme to carpentry lecturers from other New Zealand polytechnics.

Andrea said: "It was an enjoyable and insightful two days, spent having interesting conversations and exploring possible opportunities to work together and further support building and construction apprentices".



PAC had a presence at the National Carpentry & Building Conference

Apprentice of the Month

First-year apprentice Daniel Horobin, based in Auckland, says he is the kind of guy who is motivated by learning. After spending several months with one employer, he decided he could learn more by teaming up with a Licensed Building Practitioner (LBP) and starting his own business

"I asked my previous employer about getting more training, but work was pretty busy and there was no trained or licensed builder available to help out, so I decided that starting my own small company, with an LBP to guide me, was the best way to ensure I was learning as much as possible," says Daniel.

you're doing your apprenticeship, say something to the boss – don't just be comfortable where you are! In my situation that wasn't enough, but if you don't ask you don't get. If you ask and you still don't get, then maybe it's time to look at alternatives."

Entries were judged based on the nature of the challenge the apprentice faced, the initiative and grit shown to overcome it and the impact, as well as the key learning. PlaceMakers judges said Daniel demonstrated all these attributes – by taking a risk and making sure he was able to reach his full potential!

"It took a lot of planning and a lot of paperwork to get it all up and running. Once we were established, as a team we had to prove that we were capable of building quality homes and meeting deadlines to secure our first contract, but we did it!"

Four weeks into the build – when Daniel received the Apprentice of the Month honour – frames and trusses were in place, roof hardware was on, the building was wrapped and the team has passed its first building inspection with 100%!

When asked what the experience has taught him, Daniel said to "take a risk".

"If you don't feel as though you're learning at the pace you want to while



November Apprentice of the Month - Daniel Horobin



Expect the unexpected

Builders' Business is a column by builders for builders. Its objective is to provide a forum, particularly for small business operators, in which to share knowledge, experience, tips and ideas

Q: What aspect of building are your clients best and least prepared for?

Firm: Form Builders
Principal: Matt Stevenson
Location: Christchurch
Staff: 13

Firm: Gregg Builders Ltd
Principal: Colin Gregg
Location: Christchurch
Staff: 28

Firm: Tomik Ltd
Principal: Mike Hutchens and Todd Flashman
Location: Waiheke Island
Staff: 10

From our perspective, cost is what they're best prepared for. We put together a thorough pricing document, so that everything is transparent from the start of the project.

However, at the end of the day, every client is unique and some have a better understanding of the build process than others.

Generally, variations are something that can surprise people. It's reasonably common here, following the earthquakes, that enhanced foundations or extra earthworks are required on a project, and it's hard to know what is needed until you start digging – so that can be something people don't expect.

As much as we try to prepare them, the sheer number of decisions people need to make at the end of a project is also something they don't often expect.

This can include everything from appliance choices to how they want rooms finished, through to any changes they might want to make, all of which can be a source of stress. Given they're making one of the biggest investments of their lives, that's understandable.

Our clients are generally pretty well prepared. Prior to beginning a project, we make sure we spend a lot of time briefing them on the construction process and what information we'll need from them at certain stages of the build.

The aspects they're least prepared for would have to be unforeseen additional costs, such as rock breaking at excavation time or sewer and storm water systems that may need to be redesigned after platforms are established

The aspects they're least prepared for would have to be unforeseen additional costs, such as rock breaking at excavation time or sewer and storm water systems that may need to be redesigned after platforms are established. Landscaping costs can also be an aspect clients do not factor into their budgets.

Some clients are very aware of what is required of them and others aren't, such as specifying what they want and working through lists of decisions we need from them.

People who have built before know what to expect, but I'd say 50% our customers are building for the first time.

The intricacies of the modern build are something people don't expect. The industry has changed greatly over the past 15 to 20 years.

Building a home is a lot more complex than it used to be, particularly in the high-end architectural sector.

There are so many different things now that have made the process a lot more intricate. The end of the process can also be a surprise in terms of all of the paperwork that is required for a Code Compliance Certificate.

Now have your say...

WHAT DO YOU THINK OF SOME BUILDING RELATED STANDARDS BEING FREE TO VIEW ONLINE?

ANSWER THIS QUESTION TO ENTER OUR QUARTERLY PRIZE DRAW

Email your answer with your full name, contact phone number, company name, number of full-time staff and the city or town in which you're based to editor@pmundersconstruction.co.nz. All responses must be submitted by 25 February 2018.

The answers to this question will be published in *Under Construction* April 2018.

WIN!



Team building for community



The team were all smiles after a job well done



The young Crusaders getting stuck into their work

When you've got more than ten tonnes of historic Oamaru blue stone to move, bringing in a young Super Rugby squad to do the heavy lifting isn't a bad idea!

Christchurch's Beth El synagogue has been rebuilt twice in its near 140-year history. The original 1881 structure in Gloucester St was demolished in 1987 and a new building constructed in Durham St. It was consecrated the following year, but was devastated in the 2011 Canterbury earthquakes.

The Oamaru blue stone that fronted the original building was reused in the 1987 rebuild, to retain some of its historic character. However, the stone blocks were so badly damaged during the earthquakes that they couldn't be used for the second rebuild in 2013 and they were moved to an adjacent site.

Following a period of consultation, it was decided the blue stone remnants should

be used to create a memorial sculpture that will grace the front lawn of the new synagogue.

To help get the approximately 13 tonnes worth of stone ready for transport, PlaceMakers teamed up with the Crusaders Super Rugby squad in December.

PlaceMakers Canterbury Marketing and Merchandising Manager James Munro said it took the young squad just 45 minutes to get the job done, while working under the scorching summer sun.

"They're a young group of guys and they hadn't been together long, so the team's management asked us if we were working on any projects that could be good team building for them.

We suggested this and they loved the idea of doing some honest labour, while giving back to the community – even the coaching staff got involved!

"Each block weighed about 10kg, so they formed a chain gang and just ripped through it. The local Jewish community were really appreciative and a few came down to see the team in action."

Crusaders Team Manager Shane Fletcher described the project as a win-win-win.

"Obviously it was great for both PlaceMakers and the synagogue's congregation to get the job done, but it was also perfect for the team. They are all fresh faces, so to see them working hard shoulder to shoulder is great for us."



A photo of the original Beth El synagogue taken in 1901, as a horse-drawn carriage pulls up to a wedding



It didn't take the Crusaders long to fill the empty pallets, as they were done in less than an hour!



Know your responsibilities

Ministry of Business, Innovation & Employment



Anyone carrying out building work needs to adhere to the Building Code, whether you're an owner-builder, an LBP or an apprentice

LBP or not, anyone carrying out building work carries the same responsibilities as a builder

Under the Building Act 2004, people who take part in building work have certain responsibilities. Some of these are highlighted under sections 14A-14F of the Act to ensure that, if you take part in building work, you are responsible for your part of the project.

There are sections for different parties – from owners, designers, builders, through to building consent authorities. This article takes a brief look at builders' responsibilities.

WHO IS A BUILDER?

Section 14E applies to builders. It states that a builder includes anyone carrying out building work, regardless of whether or not they are in trade. The following could all be considered builders for this

purpose, because they are all doing building work:

- An owner-builder doing Restricted Building Work (RBW) under an owner-builder exemption they received from the council.
- An external plasterer's apprentice.
- A fully fledged Licensed Building Practitioner (LBP) carpenter.

BUILDERS' RESPONSIBILITIES

A builder has two responsibilities under section 14E:

- (a) To ensure that the building work complies with the building consent and any consented plans and specifications.
- (b) To ensure that any building work

not covered by a building consent still complies with the building code.

A builder includes anyone carrying out building work, regardless of whether or not they are in trade

This means that if you're doing building work, you need to make sure that it complies with any consent requirements such as inspections, natural hazards or resource management conditions. You need to follow the consented plans and specifications, and have them amended or varied if you need to deviate from them.

As always, if you're undertaking exempt

building work, it needs to comply with the Building Code. This is made clear in section 17 of the Act, which states that "all building work must comply with the Building Code".

If you're doing building work, you need to make sure that it complies with any consent requirements such as inspections, natural hazards or resource management conditions

Even though the owner (or someone they contract to act as their agent) is responsible for obtaining a building consent before starting building work (covered in section 14B for owners), LBPs can be disciplined for carrying out work where a building consent was required but not obtained.

LBP RESPONSIBILITIES

An LBP has additional responsibilities when they are a builder under the Act. An LBP is also required to ensure:

- (a) That any RBW is carried out or supervised as required by the Act.
- (b) They are licensed to carry out or supervise the RBW they are undertaking.

Section 14E clearly states builder's responsibilities in one place. In addition, for LBPs, the grounds for discipline are set out in section 317, and other sections of the Act also state that you need to be licensed to carry out or supervise RBW.

If you, as an LBP, don't follow the responsibilities set out in section 14E or the other requirements of the Act, you could be disciplined by the Building

Practitioners Board or you could even be committing an offence that could lead to prosecution.

You can read more about exempt building work in Codewords issues 78, 79 and 80 at www.building.govt.nz.

Further information on the Amendment Act and retentions is available on the MBIE website www.business.govt.nz



LBPs can be disciplined for carrying out work where a building consent was required but not obtained, even if obtaining it was the responsibility of the building owner

CODEWORDS QUIZ

①

Who is responsible for obtaining a building consent?

- a) Any Licensed Building Practitioner working on a new build.
- b) It's the local council's job to make sure you get one.
- c) The home owner needs to obtain one before starting building work.
- d) All building work is exempt building work as long as it complies with the Building Code.

②

Who can carry out restricted building work?

- a) Licensed Building Practitioners and owners-builders who are working under an owner-builder exemption.
- b) Anyone who works as a builder.
- c) Licensed Building Practitioners.

③

As a builder, where does it say that I have to build in accordance with the Building Code?

- a) The Licensed Building Practitioners Rules 2007.
- b) In a few sections of the Building Act 2004, including section 14E.
- c) Section 88 of the Building Act 2004.
- d) Only in section 17 of the Building Act 2004.



NB: The questions and answers in this section have been produced by MBIE and do not necessarily reflect views or opinions of the contributing organisation.



Play by the rules with RoW

Ministry of Business,
Innovation & Employment



A Record of Work should be sufficiently detailed, so that it describes each aspect of the Restricted Building Work you completed or supervised

When completing and issuing records of work (RoWs), Licensed Building Practitioners (LBPs) have certain obligations

The Building Practitioners Board (the Board) continues to receive a high number of complaints about LBPs not issuing RoWs when they are required. Not providing a RoW is a poor reason to come before the Board, so ensure your records are up to date.

You can read more information on how RoWs should be used in Codewords Issue 71.

WHAT ARE THE RULES?

Each LBP who carries out or supervises Restricted Building Work (RBW) must, on completion of the RBW, provide

a RoW to the home owner and territorial authority (the local council). This requirement is set out in section 88 of the Building Act. It is also a disciplinary matter for LBPs if a RoW is not provided when one is required – meaning that you could be disciplined by the Board.

WHAT IS A ROW FOR?

A RoW is designed to be a documented record of who carried out or supervised RBW under a building consent.

It protects you by listing only what you did, removing future uncertainty in situations where multiple contractors

have performed or supervised RBW on one site. For this reason, the accuracy of the record is important as it will remain with the building records for the life of the building. It serves as an enduring and accurate record of RBW undertaken on-site.

A RoW is designed to be a documented record of who carried out or supervised RBW under a building consent



HOW DOES THIS PLAY OUT IN PRACTICE?

When you have completed your portion of RBW on-site you should:

- Complete a RoW, either in the LBP portal or by using another valid method, such as the standard RoW form available on building.govt.nz.
- Ensure the record is sufficiently detailed, so it describes each aspect of the RBW you either carried out or

supervised (your role could include a combination of supervision and doing work).

- Provide a copy of the RoW to both the home owner and to the local council.

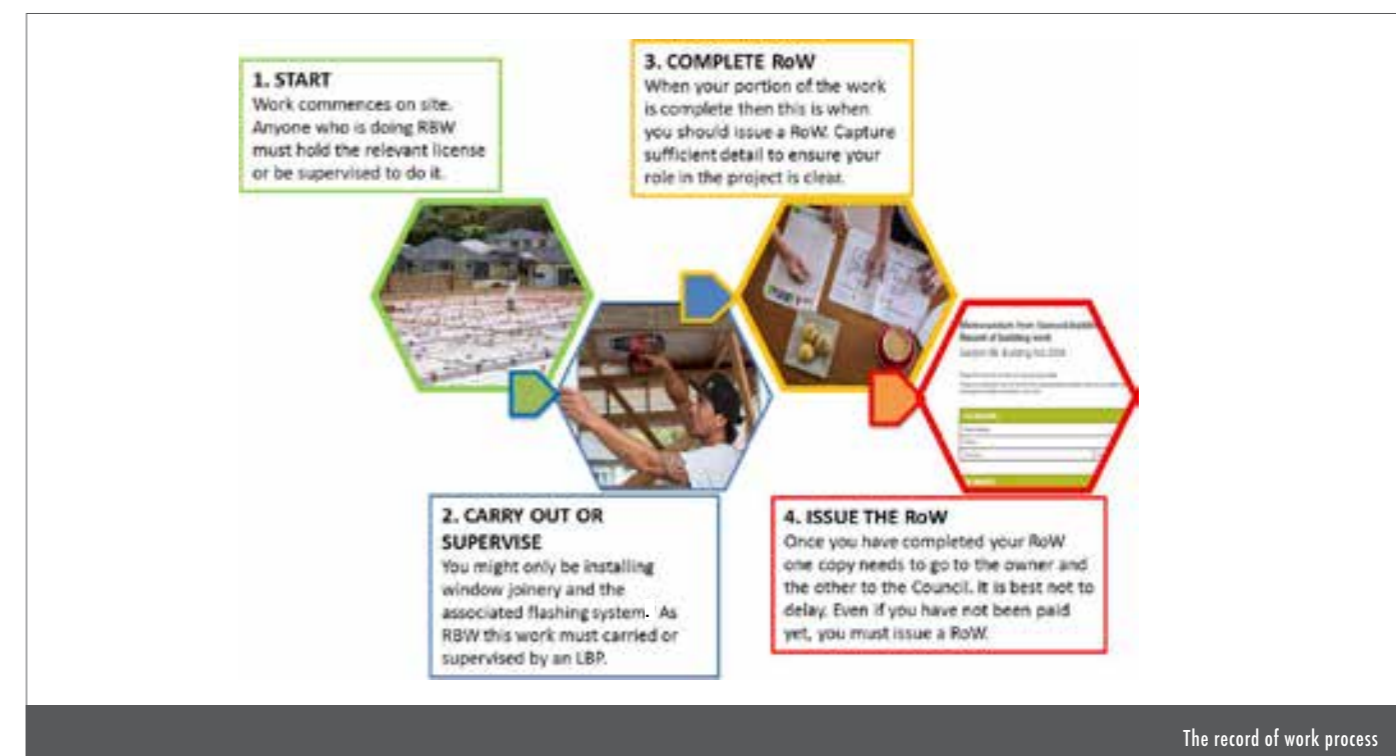
WHAT IF YOU DON'T PROVIDE A ROW?

You could face disciplinary action by the Board if you do not provide a RoW when one is required. You must not

withhold a RoW for non-payment of work under a building contract, or simply because you are in dispute with the client.

Failure to provide a RoW is a disciplinary matter for which the Board has zero tolerance.

For a more detailed overview of these requirements, please refer to the Board's decision in C2 01170.



Further information on the Amendment Act and retentions is available on the MBIE website www.business.govt.nz

CODEWORDS QUIZ

4

What is the reason for a Record of Work?

- To make sure the home owner doesn't do anything they're not supposed to.
- To record who carried out the restricted landscaping and electrical work on a particular job.
- To record who carried out or supervised Restricted Building Work on a job.

5

Why should you add full details to a record of work?

- The law requires you write at least 150 words to complete it.
- MBIE says you have to.
- It can protect you by listing only what you did, excluding other people's work.

6

How long after you finish your work should you provide a copy to the home owner and the local council?

- On completion of the RBW.
- By the time the code compliance certificate is applied for.
- Less than one year.

NB: The questions and answers in this section have been produced by MBIE and do not necessarily reflect views or opinions of the contributing organisation.



Foundation walls on slopes



Foundation walls are straightforward to build and design on flat sites, but can be more complex when the site has uneven or sloping ground

Foundation walls provide support to the external walls of buildings. On flat sites their design and construction is quite straightforward, however, when the site has uneven or sloping ground the requirements are more complex

Under NZS 3604:2011 Timber-framed buildings, foundation walls may be constructed from reinforced concrete, reinforced concrete masonry or a combination of the two.

The footing sizes, width of walls and reinforcement requirements should be as shown in NZS 3604:2011:

- Figure 6.13 for cantilever foundation walls.
- Figure 6.14 for single-storey buildings.
- Figure 6.15 for two-storey buildings.

Other requirements for foundation walls include that:

- The top surface of the foundation wall provides continuous support for the wall plate.
- The underside of the footings is horizontal.
- The footings are at least 200mm below cleared ground level and on solid bearing ground.

- The minimum height for walls is at least 225mm above finished ground level.
- The maximum height from the underside of the footing to the top of the wall is no more than 2m, except at step in footing when height may be 2.6m for a maximum length 1.5m.

DIFFERENT WHEN STEPPED FOUNDATION WALLS

Where the ground is sloping or uneven, the foundation wall may need to be stepped to accommodate changes in ground level and remain within the maximum permitted height for foundation walls.

Requirements for stepped foundation

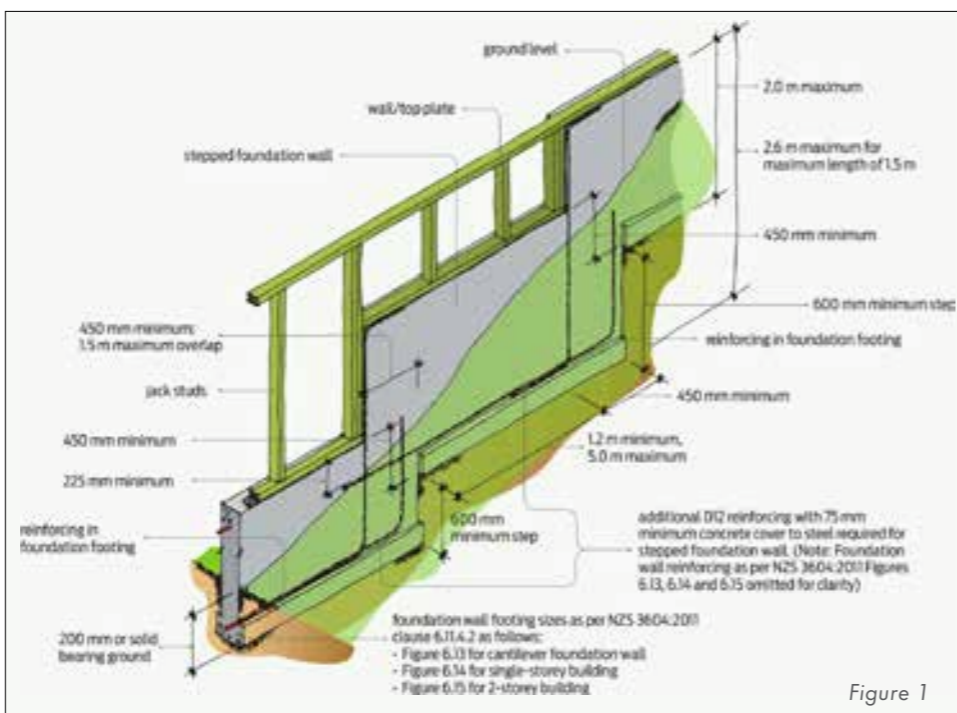


Figure 1

walls are described in NZS 3604:2011 clauses 6.11.2, 6.11.4 and 6.11.5 and in Figure 6.12 (see Figure 1). These include that:

- The maximum height of the wall at an overlap may be increased to 2.6m for a wall length of up to 1.5m.
- Steps must have a minimum horizontal overlap of 450mm.
- When both top and bottom surfaces of the wall are stepped, the steps

must overlap 450mm minimum both vertically and horizontally.

- Additional horizontal and vertical D12 reinforcing bars are required at the steps as shown in Figure 6.12 (in addition to the reinforcing requirements for foundation walls as shown in Figures 6.13, 6.14 and 6.15).
- Where they are required, horizontal reinforcing bars must be lapped by at least 500mm.

- When the floor framing is supported on jack studs, the underside of the wall and footing must be stepped at least 600mm, and the length of wall on the lower side of the step must be no less than 1.2m and no more than 5m long.

Note that, if the top surface of the foundation wall is level, the footing may be stepped to accommodate ground slope but there is no minimum step height (see Figure 2).

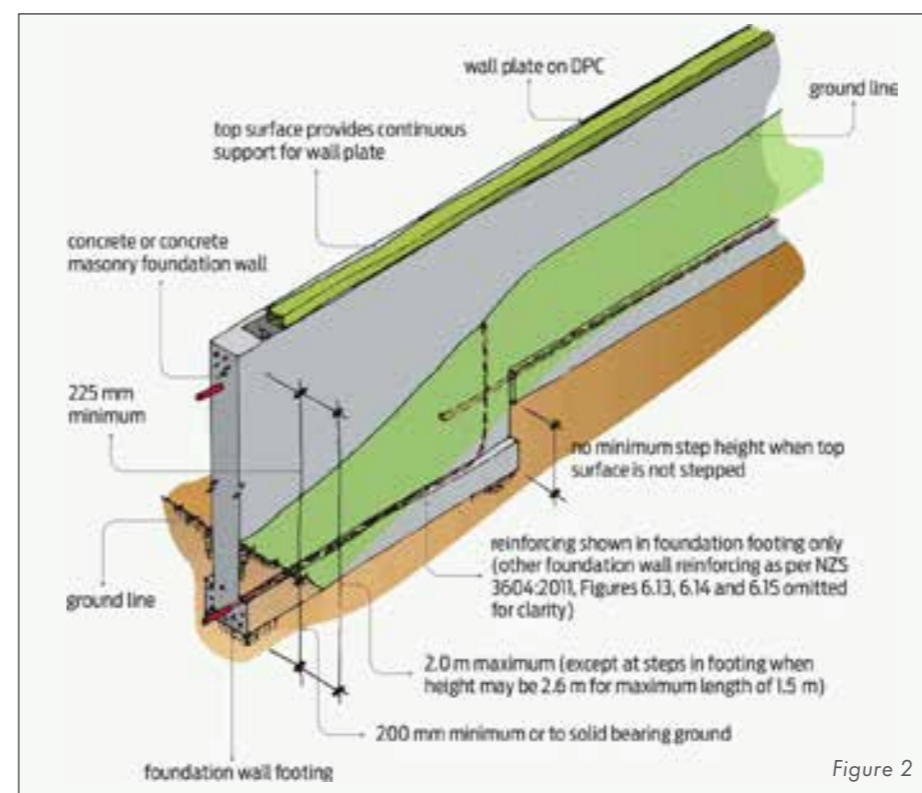


Figure 2

© BRANZ Build Issue 161, August 2017 www.buildmagazine.co.nz

PROVE YOUR KNOWLEDGE!

Tick the correct answers below and record what you've learnt in the record of learning on the back page! Evidence of actual learning rather than just 'participation' is a key requirement of the LBP renewal process.

- 1) What is the minimum height requirement a foundation wall should be above finished ground?
 - a) 225mm.
 - b) 200mm.
 - c) 175mm.
- 2) Under NZS 3604:2011 Timber-framed buildings, which of the following materials can you use to build foundation walls?
 - a) Non-treated timber.
 - b) Straw.
 - c) Reinforced concrete masonry.
- 3) What is the minimum horizontal and vertical overlap required when both the top and surfaces of the wall are stepped?
 - a) 100mm.
 - b) 200mm.
 - c) 450mm.

NB: The questions and answers in this section have been produced by the publisher and do not necessarily reflect views or opinions of the contributing organisation.

BOOK BLOWOUT!

Produced for the building and construction industry, BRANZ books are packed with easy-to-read diagrams and information supported by good practice guidance, research and the New Zealand Building Code, Acceptable Solutions and Verification Methods. During February and March, BRANZ has taken 35% off all its BRANZ books! Plus, purchase any book and you'll receive a free copy of *Maintaining your Home!**

Visit www.branz.co.nz/sale to get shopping.

*While stocks last



Deloitte Fast 50 Q&A



Rik Flowerday shares his story of building a successful construction business

Tauranga-based ZB Homes (BOP) became the first construction business in the 17-year history of the Deloitte Fast 50 Index* to take out the top spot, achieving a massive 1583% revenue growth over the past three years. We talked to managing director Rik Flowerday about how the company has been able to achieve such phenomenal success

Q: Tell us about your business?

We've been operating since February 2014 and started with only a pair of builders, with my wife and I running the office.

Today, we have 13 office staff, which includes our pre-production team who manage jobs until they come out of council and a production team who manage jobs during construction, along with a Construction Manager and Construction Supervisor.

We also have a team of around 25 builders – most of them are contract square metre rate builders, although we also have a few core team ZB Builders.

Q: What were the biggest challenges for you in growing the business?

Putting systems and processes in place to support the increasing volume of work and growth, while at the same time

running the day-to-day operations.

Q: Did you seek advice from any mentors/business coaches and how did they help you?

Yes, I have had many coaches and mentors over the years. While I provide the drive and am responsible for the overall management of the business, I bring in experts to help in areas where I feel there is a need. I also currently have a business coach who I meet with weekly to discuss our higher-level business strategies.

Q: What marketing strategies do you use?

Before we started, we developed a marketing strategy as part of the overall business plan. However, the reality was that once we got started we had no time for marketing – we could only just keep up with sales from people walking in through the show home door!

Initially our 'marketing' was the show home, our website, having a variety of house and land packages available and a little bit of radio advertising. Now we employ an external marketing and PR agency, which manages most of that for us.

We have printed marketing material and are looking more into how we can build our profile online. We have two show homes, which continue to be the backbone of our marketing, as well as buying land and having a selection of house and land packages available at different price points.

Q: Do you plan to continue to grow at the same rate in the future?

Continued growth at this level may be possible but is not likely, particularly as the market is cooling somewhat. Instead, we are focused on fine-tuning our systems and making sure we have a robust business that will withstand market fluctuations and the test of time.

Q: Was this level of growth always your goal, or has it just happened naturally?

A bit of both – we always planned to grow to this size, but not at this pace. However, the market in Tauranga was booming and that presented us with an opportunity to grow fast, so we grabbed it.

Q: How much time do you spend on the tools now?

None, I am not a builder by trade. Zane Beckett, my business partner and co-director, is a builder. He founded the ZB Homes business in the Waikato and, like me, he is off the tools and spends all his time running the business.

Q: How have you been able to retain the quality of your builds during such an explosive period of growth?

That has been a challenge, but from day one we have been focused on delivering a quality product and have worked very hard to not let that slip.

Although not on the tools now, our Construction Manager and Construction Supervisor are both exceptional builders. They have high expectations, which are communicated to builders and sub-contractors. Rough or shoddy work is not tolerated – we care about our product and are proud to deliver quality homes.

Q: How have you been able to ensure new staff deliver the quality you expect in the face of current labour shortages?

By having a Construction Manager and Construction Supervisor on-site managing the foreman on every job. Both are sticklers for quality. We also choose our ZB and contract builders carefully – we are fussy!

Q: What advice would you give to other builders wanting to grow their businesses?

For volume work, you need streamlined, integrated systems in place. Without them, you cannot operate efficiently and you will end up with frustrated clients, builders, staff, suppliers and sub-contractors! We are continuously working on improving our systems.

Also, seek advice from coaches and mentors and implement strategies that come out of these meetings – they may not be perfect, but you can tweak them as you go. Learning the numbers is key too; cash flow is crucial, but it does not equal profit.

Q: What have you found the most enjoyable aspect of growing your business?

Creating an awesome team; we work with with some amazing people! We are very proud of them and they are proud

of what we do – that's what makes all the challenges worthwhile.

Q: Staying abreast of and complying with stricter regulations and changes to the Building Code are a common challenge facing all builders. How have you managed that process?

We are members of New Zealand Certified Builders (NZCB), which provides us with information relating to any changes and new regulations, as well as training, industry events, etc, which is a great help.

At the end of the day, we have to make sure we are up to date on everything, because the buck stops with us. You have to make the time to keep up to date.

Q: What do you think have been the top five keys to your success?

- High sales volume.
- Not letting quality slide.
- Developing our own land / sections.
- Continuous systems improvement.
- Making the most of opportunities as they come along.

**In operation in 32 countries, the Deloitte Fast 50 ranks and celebrates fast-growing companies.*

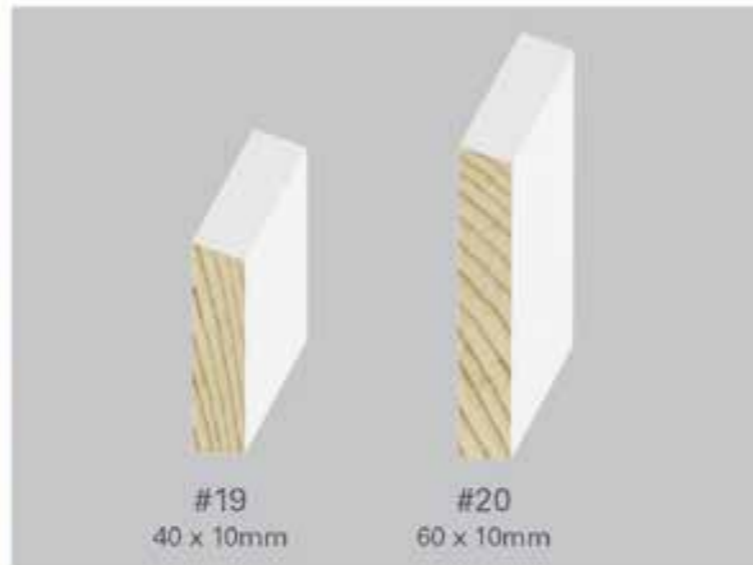


Rik says ZB Homes' show homes are the backbone of the company's marketing

Pre-coated, ready to finish
New Zealand radiata pine
mouldings.

Profiles
by claymark

Introductory Special*



SKU	Description
2298171	#19 40 X 10MM SGL BEV PREFINISHED ARCHTRV
2298179	#20 60 X 10MM SGL BEV PREFINISHED ARCHTRV

*Special offer for North Island only



- ✓ Ready to top coat
- ✓ Knot and defect free
- ✓ Finger jointed
- ✓ Pre-coated New Zealand radiata pine
- ✓ Faster finishing time
- ✓ Less waste

claymark.co.nz

PlaceMakers

NEWS

PRODUCT NEWS



Strata innovation floors customers



PlaceMakers has launched Strata, a new multi-layer flooring range, which incorporates award-winning, leading-edge technology

Strata, a new flooring range – which features ISOCORE Technology™ – has made plank flooring application possible where it was previously deemed impossible, largely thanks to its closed-cell, extruded structural core.

“It’s 100% waterproof, extremely lightweight and much stronger than regular waterproof plank flooring,” says Flooring Specialist for Woodland Lifestyle Flooring, Linda Powell.

“Team that with increased dimensional stability – 150m² without a break – and you have the perfect flooring for your next residential or commercial project.”

EXTERNAL ENDORSEMENT

A flooring product featuring ISOCORE™ won the 2017 Home Depot Innovation

of the Year Award, largely thanks to the innovative and market-leading features which enable installation in applications previously unsuitable for waterproof plank flooring.

“Now New Zealand builders, specifiers and DIY enthusiasts can access the technology and enjoy the benefits,” says PlaceMakers category manager Rebecca Collier-York.

“Strata Flooring is available in two specifications and two plank sizes, with a total of seven natural timber designs. These are on trend with grey and natural wood colours to portray the richness of natural timber.

An added advantage of Strata is the sound insulation properties of ISOCORE™. Both in-room and

transfer acoustic performance (with underlay) are excellent.”

Strata is installed as a ‘floating floor’ over underlay, and the absence of gluing and screwing can save builders time.

The easy ‘drop and lock’ system allows flooring to be laid over an existing surface and doesn’t need to be done by a specialist installer.

NO WARRANTY WORRIES

Strata Residential carries a 15-year warranty and Strata Commercial, a seven-year warranty. If Strata Commercial 7mm-thick flooring is used in a home, a lifetime warranty applies*.

*See the full Owner’s Manual for further details and installation instructions.

HOW IT WORKS

- Ceramic Bead Overlay featuring Ultra-Fresh***
Microscopic ceramic particles suspended in the UV coating produce superior wear and stain resistance, as well as easier care and maintenance. Ultra-Fresh controls the growth of unwanted microbes and provides lasting freshness.
- Clear Wear Layer**
The transparent wear layer provides excellent protection against wear in demanding residential and commercial environments.
- Decorative Pattern**
High-resolution printed film delivers the beauty and realism of natural wood.
- Premium Virgin Vinyl Layer**
A layer of solid virgin vinyl enhances durability and facilitates authentic embossing.
- ISOCORE Technology™ Layer**
A carefully engineered closed-cell extruded vinyl structural core that is 100% waterproof, rigid, light, strong and dimensionally stable.
- DropLock 100™ end joints**
A simple, strong interlocking system speeds installation.



Strata is installed as a ‘floating floor’ over underlay, and the absence of gluing and screwing can save builders time

Breathing easy – guide to respirators



When selecting RPE, you should arrange for fit testing

Hazardous airborne substances such as dust and chemicals can be a significant risk on site, with the potential to cause cancer, organ damage and, in worst-case scenarios, death. Masks or respiratory protective equipment (RPE) are one way of preventing harm

Often these harmful substances cannot be seen with the naked eye. Site Safe has put together some tips on what you need to think about when investing in RPE.

RPE, like other types of personal protective equipment, should be considered a last resort. Before using it, you should try to eliminate or minimise the risk of exposure and do a risk assessment justifying its use.

You'll also need to remember to monitor the health of anyone using RPE who could be at risk, to ensure it's working effectively. Before using RPE, consider:

- Using a safer substance.
- Enclosing the task to prevent it

escaping into the air.

- Modifying the process eg, suppress dust with water.
- Extracting emissions/dust eg, use local exhaust ventilation (LEV).

Providing workers with RPE is not a quick and easy fix – it can be costly to maintain and replace. Over time, engineering control measures such as local exhaust ventilation may be more cost-effective.

However, there will be times when you do need to use RPE, such as:

- While you are arranging other control measures.

- For clearing up a spill.

- During temporary failure of a control measure eg, sudden failure of LEV.

- For cleaning, eg, low pressure washing of a dusty shed.

- For short, one-off procedures.

RESPIRATOR OPTIONS

There are three main types of respirators, each are appropriate for different tasks.

a) Filter respirators

These are designed to filter out contaminants and come in two main types –particulate respirators that filter out dust, and gas respirators that filter out gas and vapours.

b) Powered-air purifying respirators

Also known as PAPRs, these work by using powerful fans to force contaminated air through filters to provide purified air.

c) Supplied air respirators

These provide a steady supply of clean air from an external source, such as a cylinder or air compressor.

Selecting the right RPE can be confusing; we recommend you get advice from occupational hygienists and RPE suppliers.

SUBSTANCE, OPERATOR AND TASK

If you are selecting RPE, you should consider the following: substance, operator and task.

- a) **Substance** – What is the type,nature and toxicity of the contaminant?

- Is it a mist, gas or solid?
- If it doesn't work correctly or fails, what is the worst that could happen?
- If there were an accident, would it be a fire hazard?
- What control measures does the Safety Data Sheet (SDS) for the substance you are working with recommend?

- Are you choosing the right type of RPE and filter for the hazard?

- b) **Operator** – Who is the RPE for?

- Get the right size and face fit for the individual performing the task, remembering that facial hair will have an effect.
- It needs to be reasonably comfortable and compatible with other PPE that is being worn.
- Arrange for fit testing. This can often be done by the supplier and is a good chance to teach your workers the correct way to wear and use their new equipment.

- c) **Task** – What are you using the RPE for?

- Is it for regular use, short or long duration?
- Is it being used in a confined or ventilated space, light or heavy work?
- What is the access and location of air and does the wearer need clear vision?

You'll need to have a maintenance programme that includes cleaning and checking for defects.

Remember to store RPE properly – it's best to use an airtight container.

WHAT KIND OF RPE DO I NEED?
The selection of RPE will usually require expert help. As an example, though, general construction work, asbestos work, spraying, brushing/rolling and welding/fabrication all require different types of respirator.

General construction work might include cutting, sawing, sanding, drilling, sweeping etc. This type of work could create silica dust, wood dust and general nuisance dust.

A disposable respirator is usually suitable for most general construction tasks where exposures are low (less than ten times the workplace exposure standard), and where it will only be used for short periods. Get an expert to help you determine your workplace exposure standards.

For general construction work where exposure is more than 50 times the workplace exposure standard, a full-face reusable respirator and filter will be required.

Disposable respirators are not suitable for asbestos, spraying, brushing/rolling or welding or fabrication work.

Need more help? Contact one of our expert health and safety advisors at www.sitesafe.org.nz to discuss your RPE needs. They'll be more than happy to give you the advice you need to stay safe on site.

Site Safe is a not-for-profit, membership-based organisation that promotes, inspires and supports a culture of health and safety in New Zealand construction.

PROVE YOUR KNOWLEDGE!

Tick the correct answers below and record what you've learnt in the record of learning on the back page! Evidence of actual learning rather than just 'participation' is a key requirement of the LBP renewal process.

- | | | |
|---|---|---|
| 4) What is the difference between a filter and supplied air respirator? | 5) What is it recommended you should consider before using RPE? | 6) When is a disposable respirator considered suitable for use? |
| a) Filter respirators use fans to disperse contaminants. | a) Whether you can work with a safer substance. | a) Disposable respirators should never be used. |
| b) Supplied air respirators produce a steady supply of clean air from an external source. | b) Whether it's worth the investment. | b) On jobs where exposure is more than 50 times the workplace standard. |
| c) Supplied air respirators are designed to filter out contaminants. | c) Whether the worker prefers to wear it or not. | c) On jobs where exposure is less than 10 times the workplace standard. |



Quality quotes that win work



Dress as your clients would expect someone to dress, who is advising them on investing hundreds of thousands of dollars

Do you get frustrated when your building company presentations don't look as good as your competitors', especially when you know they are not necessarily better builders? Here are some tips to give your quotes a more professional look

Unlike in many other service sectors, most residential building clients can't 'try before they buy'. They can't simply get a replacement if they are unhappy with the product or service, so they need to choose a builder carefully.

Your clients are likely to base a large part of their decision on their experience during the quoting process. The real question then changes from 'who is the better builder?' to 'who looks like the better builder?'

Here are seven simple things you can do to improve the presentation of your quotes:

DO IT IN PERSON

Emailing your quote is the best way to tell your client they are not really important. It may seem like the faster way, but it is far less personal and, unless it is a small job, less likely to gain a favourable response. It is much better to go through your quote with them; this way, you can answer their questions face to face and on the spot.

PRESENT PROFESSIONALLY

Present well. Make sure you dress as a building professional, but don't go overboard. Dress as your clients would expect someone to dress, who is advising them on investing hundreds of

thousands of dollars. Remember, at this stage you are not the guy on the tools.

Use presentation aids. Get a nice satchel to carry all your documentation and use a nice pen. Make sure your quote is clear and easy to read and make use of the white space around text.

Don't over-crowd the page and beware of simple mistakes, spelling etc. If using photos, ensure they are of a good quality and resolution. Your eye for detail is important here.

INCLUDE COMPANY PROMISES

Your best promotional materials should

provide answers to the 'pre-sale' qualifying questions that clients may or may not ask, but need to have answered in order to be happy to move ahead. Key amongst these are who you are, whether you can be trusted and why they should choose you.

Make sure that your documentation includes some information about you, the specific guarantees you provide and four to five good reasons for choosing you.

For example, it might be that, because you have lived in the area all your life, you understand the weather patterns and can advise on appropriate materials and guarantee better results.

If you have built in a number of other places, then you bring a national or international perspective that ensures best practice. If you don't tell your client why they should choose you, nobody else will!

The purpose here is to overcome any emotional resistance to purchasing, so your client can focus on making a logical decision.

INTRODUCE YOUR PEOPLE

Renovation clients in particular will want to know who is going to be working on their project, since they may well be living and working together for several months. They will want to know that their property will be respected and their needs recognised.

Introduce your prospective client to your team leader and allow them to connect on a personal level. Explain communication and security arrangements, and highlight what the team leader brings to the job. If you can't introduce your team leader personally, then include a personal bio and photo with your proposal.

SHOWCASE WITH PHOTOS

It can be difficult for new customers to imagine what their finished project will look like from plans and elevations, so an astute builder will include renders, photos of details and product brochures to make it easy for their new clients to see what they'll get for their money.

EXPLAIN THE PROCESS

Because your prospective client may complete only one major renovation or build in their entire lifetime, they are likely to have very little idea of what to expect.

It may be just another job to you, but for them it is a major part of their life. Take the time to explain the build process to them and what they should expect during construction, as this will help reduce misunderstandings and disappointments. A simple one-page flowchart can help to settle nerves and reassure them that you have the whole process in hand.

CLARIFY PROVISIONAL SUMS

People new to construction contracts

don't fully understand why some works cannot be accurately priced and are included as provisional sums (PS).

It can be difficult for new customers to imagine what their finished project will look like from plans and elevations, so an astute builder will include renders, photos of details and product brochures to make it easy for their new clients to see what they'll get for their money

Prime cost (PC) sums are clearer, since their choices affect the outcome (eg, an allowance of \$30,000 for the kitchen), but PS sums can be a minefield. A careful builder will ensure that multiple quotes are properly compared in these areas to prevent client disappointment.

Because your client will judge the professionalism of your building business by the standard of your presentation, improving your presentation skills increases your chances of getting jobs.

Take a look at your building estimates and proposals and ask yourself, what can I do right now to raise the professional image of my building estimates?

Graeme Owen, based in Auckland, is a builders' business coach. Since 2006, he has helped builders throughout New Zealand get off the tools, make decent money, and free up time for family, fishing, and enjoying sports. www.thesuccessfulbuilder.com

PROVE YOUR KNOWLEDGE!

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| <p>7) Why does presenting quotes in a professional manner improve your chances of successfully landing jobs?</p> <p>a) Because clients often have to base their decisions on who appears to be the best, not who actually is.</p> <p>b) It is unlikely to improve your chances of landing jobs.</p> <p>c) It shows you are more likely to do a better job.</p> | <p>8) Which of the following is recommended to help illustrate the build process to prospective clients?</p> <p>a) A flowchart.</p> <p>b) A short time-lapse video of one of your previous projects.</p> <p>c) A large document that explains each step in depth.</p> | <p>9) Why is it important to take the time to explain the build process to prospective clients?</p> <p>a) It's not.</p> <p>b) Because even though you do this all the time, they likely don't and are therefore unfamiliar with the process.</p> <p>c) Because it shows how smart you are.</p> |
|--|---|--|



New Year new plan

BUILTIN INSURANCE



If something happens to you that prevents you from working, the right insurance can give your family peace of mind and guarantee their future financial security

With the New Year under way, it's a good time to ensure you have everything in place behind the scenes so that you can focus on running your business. So what's your plan for protecting your income should you be unable to work?

If you or your partner are unable to work for a period, become seriously ill or are suddenly faced with substantial medical bills, it's important you have a plan to ensure you can cover your costs and replace any lost income.

Some common solutions include:

- Dipping into savings.
- Re-mortgaging the home.

- Calling on wider family for support.
- Sending a non-working partner into the job market.
- Relying on the public health system, ACC and/or sickness benefit for help.

For others, these are not satisfactory. In these cases, insurance is a well-established and practical option.

Here's a quick overview of the most

common policies available to protect you and your family.

INCOME PROTECTION/LOSS OF EARNINGS

While ACC will cover 80% of your income if you're injured in an accident, it pays nothing if you can't work due to a non-accident related illness.

Perhaps surprisingly, most people, even in the construction industry, are more likely to be off work through illness rather

than accident. Income protection (also known as loss of earnings) will replace your income while you're unable to work.

For self-employed contractors, this is critically important cover. Doing it right, in combination with optimising your ACC cover, can make this a very affordable option.

For specific types of injuries, you can also choose to receive a lump sum payment.

If something happens to you that prevents you from working, the right insurance can give your family peace of mind and guarantee their future financial security

HEALTH INSURANCE

Many people are happy to rely on our public health system, which is fantastic in many ways. Unfortunately, speed is not one of them and when you're facing a serious illness, a long waiting list is the last thing you want to deal with.

With private health insurance, you'll be referred to a private hospital and have your diagnostics, cancer treatment, surgical and/or non-surgical procedures paid for.

If you're an employer, providing health insurance to your staff makes them more likely to stay with you (and we know good workers are important to keep hold of) as well as ensuring they're back at work quickly if they do get sick. With the right plan, pre-existing conditions can be included, making the cover very attractive.

KEY PERSON

Are you, or is someone else in your business, critical to its successful operation? What would happen to your business if that person was unable to work?

Key person cover ensures that the operation of the business can continue (workers get paid, jobs get done) while that person is recovering, or a replacement is found.

The money can also be used to pay off debt and employees before closing the business in an orderly manner, rather than being forced into liquidation/bankruptcy.

LIFE INSURANCE

Pays a lump sum to your beneficiaries in the event of your death. In cases of terminal illness, some policies will pay out prior to your death so you can make the most of the time you have left.

DISABILITY/TRAUMA

Pays a lump sum on diagnosis of specified illnesses. This can be used for

anything while you recover, including paying extra expenses or for alternative treatments, reducing debt, replacing a partner's income if they have to take time off, or even going on holiday to speed up your recovery.

For self-employed contractors, income protection is critically important cover

IN A NUTSHELL

Being sure your family will be looked after if something happens to you is vitally important to most people. The right insurance can give them peace of mind and guarantee their future financial security.

What combination of cover is right for you will depend on your own situation and the level of risk you're comfortable with. In every case, speaking with a financial adviser will help ensure you're making the right decision for you and your family.



The right insurance can give your family peace of mind and guarantee their future financial security

Builtin New Zealand is a specialist in insurance & guarantees for builders & tradespeople. For more information visit www.builtin.co.nz, email Ben Rickard at ben@builtin.co.nz or call him on 0800 BUILTIN.

PROVE YOUR KNOWLEDGE!

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| <p>10) What is a benefit of key person insurance?</p> <p>a) If someone critical to your business is no longer able to work, it helps you to continue covering your costs.</p> <p>b) The insurance company will find a suitable replacement for you.</p> <p>c) It allows you to cover the costs of the medical treatment to get them back as soon as possible.</p> | <p>11) What is an advantage of income protection insurance over ACC cover?</p> <p>a) It covers work-related accidents where ACC doesn't.</p> <p>b) It covers illnesses where ACC doesn't.</p> <p>c) It's cheaper and offers the same level of protection.</p> | <p>12) What is disability/trauma insurance?</p> <p>a) It pays a lump sum on diagnosis of specified illnesses, which can be used for anything while you recover.</p> <p>b) It pays a lump sum on diagnosis of specified illnesses, which can only be used to cover business costs while you recover.</p> <p>c) It pays a lump sum on diagnosis of specified illnesses, which can only be used to cover your medical bills.</p> |
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Explore the world with PlaceMakers

Here at PlaceMakers, we're proud to be a trusted member of your team, which is why we've made doing business with us even more rewarding. This year, PlaceMakers is giving loyal trade customers the opportunity to join in on two trips of a lifetime



Buenos Aires offer visitors the chance to explore Argentina in all its vibrant glory

Buenos Aires, Argentina – 26 September to 1 October

With classic colonial architecture, a thriving arts scene and terrace wine bars, Buenos Aires embraces the best of European and Latin American culture.

A highlight of this six-day trip will be the opportunity to immerse yourself in the vocal and passionate Argentinean crowd when the All Blacks battle the Pumas as part of the Investec Rugby Championship.

You can also enjoy Argentina's capital through a range of unique cultural experiences such as tango and gaucho shows, which feature skilled horsemen

who have been immortalised in South American art, city tours and a visit to La Boca – a neighbourhood famous for its colourful streetscapes.

If that doesn't get you excited, you can head over the river to Uruguay and visit the Unesco World Heritage site of Colonia del Sacramento – one of the country's oldest towns.

The package includes return economy class airfares ex Auckland, Wellington, Christchurch or Queenstown, along with airport transfers and five nights' accommodation at the Four Seasons Hotel Buenos Aires.

Melbourne Cup – 3 November to 7 November

Experience one of the world's marquee races trackside, drinking in the excitement and thrill of Cup Day from one of the best vantage points at Flemington!

With four nights in Melbourne, you'll have plenty of free time to take in all that the cosmopolitan city has to offer.

The package includes return economy class airfares ex Auckland, Wellington or Christchurch, four nights' accommodation at The Langham Melbourne in a superior room, airport transfers and a themed marquee at the heart of the action at the Melbourne Cup. Bookings close 1 April.



Get one of the best seats in the house at this year's Melbourne Cup courtesy of PlaceMakers

For more information on how to secure your place on these trips of a lifetime, phone 0800 611 222 or talk to your account manager.

PROVE YOUR KNOWLEDGE

CODEWORDS ISSUE 81

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| ① | □ | ④ | □ |
| ② | □ | ⑤ | □ |
| ③ | □ | ⑥ | □ |

UNDER CONSTRUCTION

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| 2) | □ | 6) | □ | 10) | □ |
| 3) | □ | 7) | □ | 11) | □ |
| 4) | □ | 8) | □ | 12) | □ |


Feb/Mar 2018

For ease of record keeping, use this coupon to collate your answers from within this issue of *Under Construction* and then sign and date it as proof of your own learning.

Signature _____ Date _____



PlaceMakers®
TRADEMADE DEALS




FREE*


MARLEY POSITIVE VIBRATION 2 WIRELESS HEADPHONES

WHEN YOU SPEND \$750+GST ON FIRTH RETAINING BLOCKS


Product featured Sedona Stone Straight Face Ash




SEDONA STONE



GARDEN WALL



EZI WALL



COMPAC IV

*Offer exclusive to PlaceMakers trade account holders. Purchases must be invoiced in a single transaction on a current trade account between 1st February – 31st March 2018. Qualifying spend of \$750 + GST or more is limited to Firth retaining block products. The giveaway items are limited to 150 nationwide and to a max of one per qualifying trade account, while stocks last. The first 150 qualifying customers will be notified by the branch no later than the 16th of April and the giveaway items will be available for collection from the winner's local PlaceMakers branch no later than April 2018. Prizes are not redeemable for cash or any other product or service.

**JOIN PLACEMAKERS FOR A ONCE
IN A LIFETIME EXPERIENCE ON OUR
2018 PLACEMAKERS PLUS TRIPS**



**PLACEMAKERS
MELBOURNE CUP**

SAT 3RD NOV - WED 7TH NOV 2018

No. 1236_787

FOR MORE INFORMATION VISIT
WWW.PLACEMAKERS.CO.NZ/MELBOURNECUP

Buenos Aires
26th September
- 1st October
2018

AV Santa Fe
AV Corrientes
AV Rivadavia
25 De Mayo

FOR MORE INFORMATION VISIT
WWW.PLACEMAKERS.CO.NZ/BA

NORTHLAND	Takanui	268 2950	Whitanga	867 2000	Masterton	377 7504	CANTERBURY	Ta Anau	249 7774	
Kaitiaki	408 9020	Waikato Island	372 0060	CENTRAL NORTH ISLAND	Paritiro	237 9189	Adairton	308 9099	Wairakei	443 0080
Kerikeri	407 4820	Weirua Park	444 5155	Hawera	270 4013	Wairoa	377 7504	Timaru	487 4035	
Mangonui	431 4236	Westgate	815 8800	Hawkes Bay	843 5816	UPPER SOUTH ISLAND	Tairā	435 2133		
Whangarei	470 2970	WAIKATO / BAY OF PLENTY		New Plymouth	755 9040	Blenheim	520 6030			
AUCKLAND		Clarence St, Hamilton	838 0716	Ohakune	385 8414	Mateuka	528 8164	SOUTHERN	Alexander	440 0198
Albany	414 0900	Rivoli	828 2000	Paharleston North	353 5777	Port Nelson	547 9111	Cromwell	445 9202	
Coak St	354 2899	Marrinsville	889 8857	Waipoua	349 1919	Saxton Rd	547 9111	Dunedin	466 4699	
Halesville	420 9150	Mt Heangonui	575 4009	WELLINGTON		CHRISTCHURCH		Gore	209 0355	
Mt Wellington	570 8200	Toupe	274 0220	Evans Bay	387 8692	Antigua Street	344 8915	Invercargill	211 0366	
New Lynn	825 0088	Te Kuiti	878 8149	Hutt City	568 5042	Greenford Street	375 4119	Margiel	466 4617	
Pukeranga	538 0200	Te Rapa	850 0190	Kaiwhararua	472 1616	Horahy	344 8950	Demers	433 0460	
Pukohu	237 0020	Thomas	868 0130	Kapiti	296 1086	Keiripoi	327 5860	Doverdown	453 9300	
Silverdale	424 9600	Whakotane	206 0320	Levin	366 0960	Riccarton	348 2039			

Product featured may not be available in all areas but as part of our new check policy can be ordered in at the advertised price. Contact your local store for availability. Consumer Guarantees Act excluded. PlaceMakers terms of trade apply.

SAFETY Limited stock of this product is available.
QUALITY Products may not be stocked in all stores, but can be easily ordered in for you.

