

ISSUE 77

# UNDER CONSTRUCTION

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## FOREWORD VIEW FROM THE GM OPERATIONS

### INDUSTRY EVOLUTION CONTINUES



**As always, the only constant in the building industry is change and, while MBIE considers the submissions received on its proposed building reform, other developments continue**

While our main goal is to keep you up to speed with these industry changes, we also want to share some good news of our own – like the great outcomes of our first PlaceMakers Foundation Working Bee grant. Read more about how we helped generous Cromwell builder Derek Craig raise funds to help Dunedin youngster Harry towards his dream of walking on page 36.

On the product front, PlaceMakers is thrilled to be partnering with MiTek through its frame and truss service, as the brand's new BOWMAC STUD-LOK SYSTEM offers an efficient alternative to stud strapping on site. Read more about this popular service on page 22, and check out our new top product picks on page 4.

On the training side, June was an eventful month for BCITO, which announced an updated Carpentry qualification, launched new learning resources for Carpentry apprentices, and had funding approved for its newly developed micro-credentials – including kitchen installation.

Looking to shed some light on what drives the cost of residential construction in New Zealand, Fletcher Building commissioned Deloitte to complete a thorough investigation – the resulting report found some interesting trends. Read more on page 20 and expect further detail in future issues, including the average increase in builder's hourly rates over the past five years.

If you're looking to take a break from this ever-developing industry, make sure to read the latest Codewords article on page 10 – it's worth following the proper process and doing some elective learning activities, if you plan on coming back to work at some point.

To help keep our builders in the know with these ongoing changes, and those proposed in the building reform, we're also hosting our annual skills maintenance series. We hope you'll join us. To see when we're near you, check the schedule on page 5.

As always, I hope you find this latest issue of *Under Construction* interesting and informative.

**Gary Woodhouse**

General Manager Operations

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## FEEDBACK

# BUILDERS' BUSINESS

## THOUGHTS ON PROPOSED CHANGES

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:** How do you feel about changes to the LBP scheme proposed in MBIE's building reforms?

**Firm:** Contemporary Homes 2010 Ltd  
**Principal:** Paul Richards  
**Location:** Nelson  
**Staff:** 7

**Firm:** Gray Brothers Builders Ltd  
**Principal:** Mark Ward  
**Location:** Dunedin  
**Staff:** 14

**Firm:** HAMR Home Building Contractors  
**Principal:** Richard Warwick  
**Location:** Whitianga **Staff:** 7

I think the proposed changes are good in the sense that I believe any attempt to tighten up regulations will benefit the industry. Bigger financial penalties for individuals and organisations are required to hold improper practices accountable.

It's important to ensure that builders carrying out these jobs have the skills and competence standards to execute them.

Many of the ugly situations which have prompted better regulations are the result of a lack of situational understanding when faced with a problem on site. As a result, it's good to see a push toward a tiered licensing system, but more emphasis on situational training for young apprentices and the likes would be helpful.

In this industry, every day is an opportunity to learn something new, so it would be nice if the final announcement incentivises more testing of onsite ability and less on reading comprehension.

The building reforms struggle to address the key problems currently facing the industry. The Licensed Building Practitioners scheme still has questions surrounding consistency, so it will be interesting to see whether the final reforms answer those questions and provide solutions.

As it currently stands, we can build a big project that's controlled by an engineer and not have to provide a Record of Work. However, if we're installing a window at someone's house, that has tighter requirements involving a Record of Work.

I've always maintained that competence in this industry is proven by who is still in business and can show a positive portfolio of work and history of happy customers. Raising those expectations around competence should raise the bar of who fits that bill.

I believe more effort should be put into consumer education. We can't protect the world from dodgy builders, so let's lead people to making more informed choices.

Raising competence standards and broadening the definition of RBW is a positive start. I needed a huge amount of paperwork to get my Site 2 licence early on, but the scheme now seems too relaxed, mitigating the value of site licences. The original concept of a Site licence should be implemented, as not everyone has the skills for complex builds.

Harsher penalties for those who break regulation will likely have benefits, but I don't see it stopping such breaches from happening in the first place.

A competent LBP should be able to sign off some of the work that normally requires a building inspector. Currently, councils demand as much paperwork and as many inspections for small builds as they do on much bigger projects, leading to long lead times for inspections.

I see no reason why the behavioural competence standards shouldn't go ahead. Setting an understood, universal standard in how we deal with clients seems like common sense.

## NOW HAVE YOUR SAY...

WHAT DO YOU DO TO ENSURE HEALTH AND SAFETY ON YOUR WORK SITES?

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](mailto:editor@pmundersconstruction.co.nz). All responses must be submitted by 25 August 2019. The answers to this question will be published in *Under Construction* October/November 2019.

WIN!

# WHAT'S ON

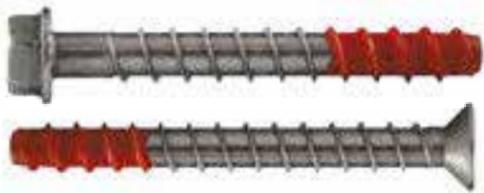
## PLACEMAKERS TOP PICKS



PlaceMakers is NZ's preferred supplier of EuroClad Selekt – a unique, pre-finished composite timber cladding system with a beautiful woodgrain embossed surface.

Designed for stability and longevity with premium style, EuroClad Selekt offers a sustainable timber alternative that is eco-friendly and virtually maintenance-free.

With its lightweight tongue and groove profile and pre-drilled panels, installation is a breeze. EuroClad Selekt can be installed either horizontally or vertically and is available in six natural wood colours with a comprehensive 15-year warranty for peace of mind.



### THUNDERBOLT PRO-XTM

The Iccons® ThunderBolt® Pro-XTM stainless steel screw bolt is designed for high-load, close-to-edge applications that are in severe outside conditions, such as industrial, commercial and marine environments.

The screw bolt is a bi-metal design, meaning T316 grade stainless steel in the bolt section and heat-treated carbon alloy in the tread cutting section, for quick and effective installation in hard concrete and masonry materials.

Available in hex or countersunk heads, these screw bolts are designed for cracked and non-cracked concrete, are removable and are head stamped for quick anchor identification. Check out the range in the new PlaceMakers Fastenings Catalogue in-store or scan the QR code.



PlaceMakers is proud to present Nurajack, with which building a deck has never been easier. Decking jobs that were once time-consuming and complicated, in terms of digging holes and concreting in piles, will now run smoothly with efficiency and ease. Whether requiring a pedestal for a membrane deck or a pile for a deck over existing stable ground, Nurajacks are the ultimate solution.



They feature a self-levelling head that pivots up to 5 degrees to compensate for the fall in membrane or other surfaces. Tested to withstand loads of up to 1,000kg, they are suitable for installation of spa pools, planter boxes and more. Come in and see the range stocked at PlaceMakers stores nationwide. Scan the QR for more details.

# LBP NEWS

## BUILD YOUR SKILLS WITH PLACEMAKERS

PlaceMakers provides builders with the opportunity to dig deeper into recent, and upcoming, industry changes

In an industry that's committed to building safer, healthier and more durable buildings, it's inevitable that the techniques, products and regulations surrounding it continue to evolve. To support its customers in navigating these changes, PlaceMakers continues to invest in providing opportunities for upskilling.

Once again, PlaceMakers is providing builders with the opportunity to get up to speed with industry changes – and earn skills maintenance points – by attending its next round of seminars.

### PlaceMakers investment in offering opportunities for upskilling remains unchanged

The Series 14 LBP Seminar series, which is already underway, covers:

- Legislation updates
- Building Act review
- Building products & methods
- Restricted building work
- Health and safety
- Council feedback

Check out the schedule on the right to see when the next session is on in your neck of the woods and get in touch with your branch to register. ■

PLACEMAKERS BRANCH	DATE	TIME
<b>WEEK 4</b>		
PlaceMakers Waiheke	Monday, 5 August 2019	5:00pm - 7:00pm
PlaceMakers Whangarei	Tuesday, 6 August 2019	5:00pm - 7:00pm
PlaceMakers Mangawhai	Wednesday, 7 August 2019	7:00am - 9:00am
PlaceMakers Kaitia	Wednesday, 7 August 2019	5:30pm - 7:30pm
PlaceMakers Kerikeri	Thursday, 8 August 2019	5:30pm - 7:30pm

<b>WEEK 5</b>		
PlaceMakers Cranford St/Kaiapoi/Hornby	Monday, 19 August 2019	5:30pm - 7:30pm
PlaceMakers Riccarton/Antigua St	Tuesday, 20 August 2019	7:00am - 9:00am
PlaceMakers Timaru	Tuesday, 20 August 2019	6:30pm - 8:30pm
PlaceMakers Twizel	Wednesday, 21 August 2019	6:30pm - 8:30pm
PlaceMakers Ashburton	Thursday, 22 August 2019	5:00pm - 7:00pm
PlaceMakers Oamaru	Friday, 23 August 2019	7:00am - 9:00am

<b>WEEK 6</b>		
PlaceMakers Motueka	Wednesday, 28 August 2019	7:00am - 9:00am
PlaceMakers Nelson (Saxton Road)	Wednesday, 28 August 2019	5:00pm - 7:00pm

<b>WEEK 7</b>		
PlaceMakers Mosgiel	Tuesday, 3 September 2019	6:00pm - 8:00pm
PlaceMakers Dunedin	Wednesday, 4 September 2019	6:00pm - 8:00pm

<b>WEEK 8</b>		
WELLINGTON SESSION - Kaiwharawhara, Evans Bay, Seaview, Wairarapa, Porirua	Tuesday, 10 September 2019	5:00pm - 7:00pm
PlaceMakers Levin	Wednesday, 11 September 2019	4:00pm - 6:00pm
PlaceMakers Kapiti	Thursday, 12 September 2019	5:30pm - 7:30pm

<b>WEEK 9</b>		
PlaceMakers Palmerston North	Monday, 30 September 2019	5:00pm - 7:00pm
PlaceMakers Ohakune	Tuesday, 1 October 2019	7:00am - 9:00am
PlaceMakers Wanganui	Tuesday, 1 October 2019	5:00pm - 7:00pm
PlaceMakers Hawera	Wednesday, 2 October 2019	7:00am - 9:00am
PlaceMakers New Plymouth	Thursday, 3 October 2019	7:00am - 9:00am

<b>WEEK 10</b>		
PlaceMakers Invercargill	Monday, 21 October 2019	5:00pm - 7:00pm
PlaceMakers Gore	Tuesday, 22 October 2019	7:00am - 9:00am
PlaceMakers Te Anau	Tuesday, 22 October 2019	5:00pm - 7:00pm
PlaceMakers Wanaka	Wednesday, 23 October 2019	7:00am - 9:00am
PlaceMakers Queenstown	Wednesday, 23 October 2019	5:00pm - 7:00pm
PlaceMakers Alexandra	Thursday, 24 October 2019	7:00am - 9:00am
PlaceMakers Cromwell	Thursday, 24 October 2019	5:00pm - 7:00pm

# PLACEMAKERS APPRENTICE CREW



## FROM THE GROUND UP

Our new apprentice column provides an opportunity for PAC members to share their views, experiences and ideas, while providing insight for builders who employ them. This month's question is:

**Q: What's the best piece of advice you've received as an apprentice? And why was it so valuable?**

**Name:** Andrew  
**Location:** Akaroa

2<sup>nd</sup>  
YEAR

**Name:** Riki  
**Location:** Wellington

JUST  
FINISHED

**Name:** Nathan  
**Location:** Hamilton

JUST  
FINISHED

**I think the best advice** I've been given is that there's no such thing as a silly question. It's nice to have people on your team say that, as it gives you the confidence to interrupt them if necessary. However, I have found it's important to pick your moments – there's a right time and wrong time to interrupt people who are on the tools!

But the reality is, it's all part of the learning process, and especially at the start, you don't know what to do unless you ask. In the long run, it saves everyone time if you do ask, as it helps avoid potentially costly and time-consuming mistakes.

The continuous opportunity to learn is what I love most about being an apprentice – even if you learn what not to do, which is sometimes more important! I'm lucky to be part of a great team, and they're extremely helpful and supportive.

**The best piece of advice** I ever received is pretty simple in theory, but more difficult in reality - it was to listen and actually hear what people are saying to you.

The reason I say that is that, if you jump to conclusions too quickly, you can quite easily miss a step and make more work for yourself by having to redo it properly. Also, as an apprentice, more senior builders are taking time out of their day to teach you, so it's only fair to show your appreciation by listening to what they have to say – they're investing in your learning, which is awesome.

People don't appreciate having to fix your work when it's not quite right, so it's important to listen no matter how obvious you might think something is. From putting up a wall to storing materials, there's a right way to go about it, so making sure you listen and get it right is key to being a valued apprentice.

On the other hand, if you've listened carefully to instructions, and you think they might be incorrect, it's worth questioning or challenging what's being asked of you, because, in the end, it's the quality of your work that's at stake.

**Advice is a funny thing**, because sometimes you realise in hindsight just how good it was, even if you didn't listen. I'd say the best advice I ever got was "don't just go ahead if you're unsure". Even if you're fairly confident, it's still worth checking – with someone more senior, product information brochures or online – especially if you haven't worked with a material.

A few times I thought I knew what to do, because I'd done the same process with a similar material, but it turned out that it wasn't quite the same. Basically, I learned the hard way that it's well worth doing it right the first time.

If you do it wrong once, you won't do it again, but it's much easier to learn from the experienced people who have already made the mistakes.

## MAY APPRENTICE OF MONTH



### Learned skills put to good use

**F**irst-year apprentice John Shield from Cromwell had to apply what he had been taught to lead the charge in getting tasks done.

Given the responsibility of leading the wrapping of a house, taping the windows, soffit frames and soffit over two days, John relied on useful knowledge acquired through on-the-job training and information passed on by his team members.

When John's supervisor inspected the completed job, he was impressed at the quality of work and the time efficiency in which the job was finished.

Speaking on what helped him during the process, John said attention to detail and listening carefully to his managers was most valuable.

"It is crucial to absorb as much as you can throughout your apprenticeship and then draw on the experience and knowledge gained when you are carrying out tasks," said John.

The judges admired John's demonstration of one of the most important skills apprentices should have – soaking in knowledge and applying it when it's required of you. ■



Keen learner, John Shield, collecting his reward from Nicky Keen at PlaceMakers Cromwell

## JUNE APPRENTICE OF MONTH

### Keeping up with the vets

**S**econd-year apprentice Andrew Hopley from Christchurch had his skills put to the test when he had to keep pace with more experienced workers.

Handed the task of putting down recycled T&G flooring alongside two veteran builders in an old cottage restoration project, Andrew had to perform to a high standard to get it done.

The biggest challenge was cutting planks to length, alternating joints and cutting notches as required, all while being conscious about the lengths. Efficiency was also key, as Andrew

was required to stay ahead of the more experienced team members, who were laying out and nailing off the planks.

His boss was very impressed with the attention to detail and speed of their workmanship.

Andrew said he learned to appreciate the value of being part of a good team that works well together.

"The three of us worked like a well-oiled machine, creating a fast and thorough trio of unstoppable flooring ninjas!" said Andrew.

Judges appreciated his strong

cooperation skills and natural ability to work with a team to collectively achieve a goal. ■



Andrew scored himself a UE Boom after his impressive workmanship

### PAC CASH TRADE DISCOUNTS

Don't forget that all current PAC members have access to cash trade discounts on safety gear and hand tools plus other product ranges (some exclusions apply) at all PlaceMakers branches. Visit the PAC hub for more details - [pac.placemakers.co.nz](http://pac.placemakers.co.nz)



# RED STAG TIMBER

THERE IS A DIFFERENCE



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Please Note: Install weatherboards as  
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Quik-Drive PRO300S with SSDTH

### Quik-Drive SSDTH Weatherboard Screws

The SSDTH Weatherboard Screw and Quik Drive® Auto-feed Screw Driving Systems are a stronger and faster fixing method for timber cladding to timber framing. The weatherboard screw features self-drilling tips, box threads and a proprietary trim-head profile. All screws in the range are driven using a #2 square driver bit and are collated for use with our Quik-Drive Auto-feed Screw Driving Systems.

**SIMPSON**

**Strong-Tie**

## NAVIGATING CAREER BREAKS



If you've suspended your licence and been off work for a while, it's best to try to stay up to speed until you get back on the job. Reading Codewords and doing some elective activities, such as reading *Under Construction*, may be achievable while recuperating.

## Life is unpredictable and sometimes a serious life event can turn your world upside down and affect your ability to work

A break from work can happen due to circumstances outside your control, and you may not always know how long you will be off work for. An accident or serious medical condition can keep you off the tools for months or even years, or family commitments might take you overseas, or out of the building industry for a time.

Managing your Licensed Building Practitioner (LBP) licence may be the last thing on your mind, but the process may be simpler than you think. If you intend to return to working as an LBP, or want to keep your options open, it is highly recommended that you voluntarily

suspend your licence to make it easier to return to carrying out restricted building work (RBW) at a later date. This will also reduce costs compared to maintaining a licence during the time you're not using it.

## PUTTING YOUR LICENCE ON VOLUNTARY SUSPENSION

You may request for your licence (or classes of licence) to be suspended for up to two years. While your licence is suspended, you cannot carry out or supervise RBW; however, you are relieved from paying relicensing fees to maintain your licence. The public register will list your licence

as suspended 'at the request of the practitioner', so while others know you are not licensed to work, clients will also know the suspension was not imposed by the Building Practitioners Board (the Board) or Registrar for disciplinary reasons.

To request voluntary suspension, go to the LBP website and fill in the 'Voluntary suspension of licence' form. You will need to:

- Submit the completed form at least ten working days before your elected suspension start date.
- Pay the required fee of \$50.00.

## WHY NOT JUST LET YOUR LICENCE LAPSE?

If you do not renew your licence it will automatically become suspended for a year before it is cancelled (unless you relicense within that year). This may suit some people who will be returning to work in a month or two. There are a few downsides though to letting your licence suspend automatically rather than voluntarily, including:

- When you relicense, your relicensing date doesn't change, so you will effectively still be paying to be licensed while suspended.
- The suspension on the public register will be listed as 'Failure to comply with the conditions of licensing' and indicate you have fees owing.
- If it turns out you need more time off work, you may have to relicense before you want to return to work or risk having your licence cancelled and having to reapply.

## MAINTAINING YOUR SKILLS MAINTENANCE

You will need to continue to maintain your skills while your licence is suspended by completing your required skills maintenance. Keeping up with your skills maintenance is a licensing requirement, but is also a good way to keep your knowledge up to date for when you do return to work.

While on voluntary suspension, you will still have access to the LBP online portal to add your skills maintenance activities. It is best to try and do some activities before you intend to return to work, so you don't have too much catching up to do when you apply to end your voluntary suspension. Reading Codewords and doing some elective activities may be achievable while recuperating or being away from the construction site. On-the-job learning may be more challenging to complete, and could require a bit of planning.

If it is less than two years since your last skills maintenance round, you may not need to have completed all your skills maintenance before getting your licence back. The licensing team will be able to assist you if you are unsure of your requirements.

## RETURNING TO WORK

You can revive your voluntarily suspended licence at any time by completing the 'End of voluntary suspension of licence' form on the LBP website. Once your request is received, you will be contacted to advise you of your requirements for uplifting your suspension. Requirements might include:

- Paying all or some of a relicensing fee.
- Providing evidence of your skills maintenance activities while you have been on voluntary suspension.

**It is much easier for you and the licensing team if you get in touch while your licence is still active. A voluntary suspension is cost effective, and can be lifted whenever you want within the two-year period**

## COMMON MISTAKES

Sometimes LBPs contact the Ministry of Business, Innovation and Employment (MBIE) after their licence has been suspended or cancelled and ask to put their licence on hold. They may have been off work for months, but just haven't thought about their licence until they received the letter notifying them that it is no longer active. However, to put a licence on voluntary suspension, it needs to be active. Therefore, if your licence has been suspended because you did not renew on time, you may have to relicense before you can start a voluntary suspension, which can be a hassle.

It is much easier for you and the licensing team if you simply get in touch while your licence is still active. A voluntary suspension is cost effective, and can be lifted whenever you want within the two-year period. This gives you flexibility if you are not sure when you will be coming back. ■

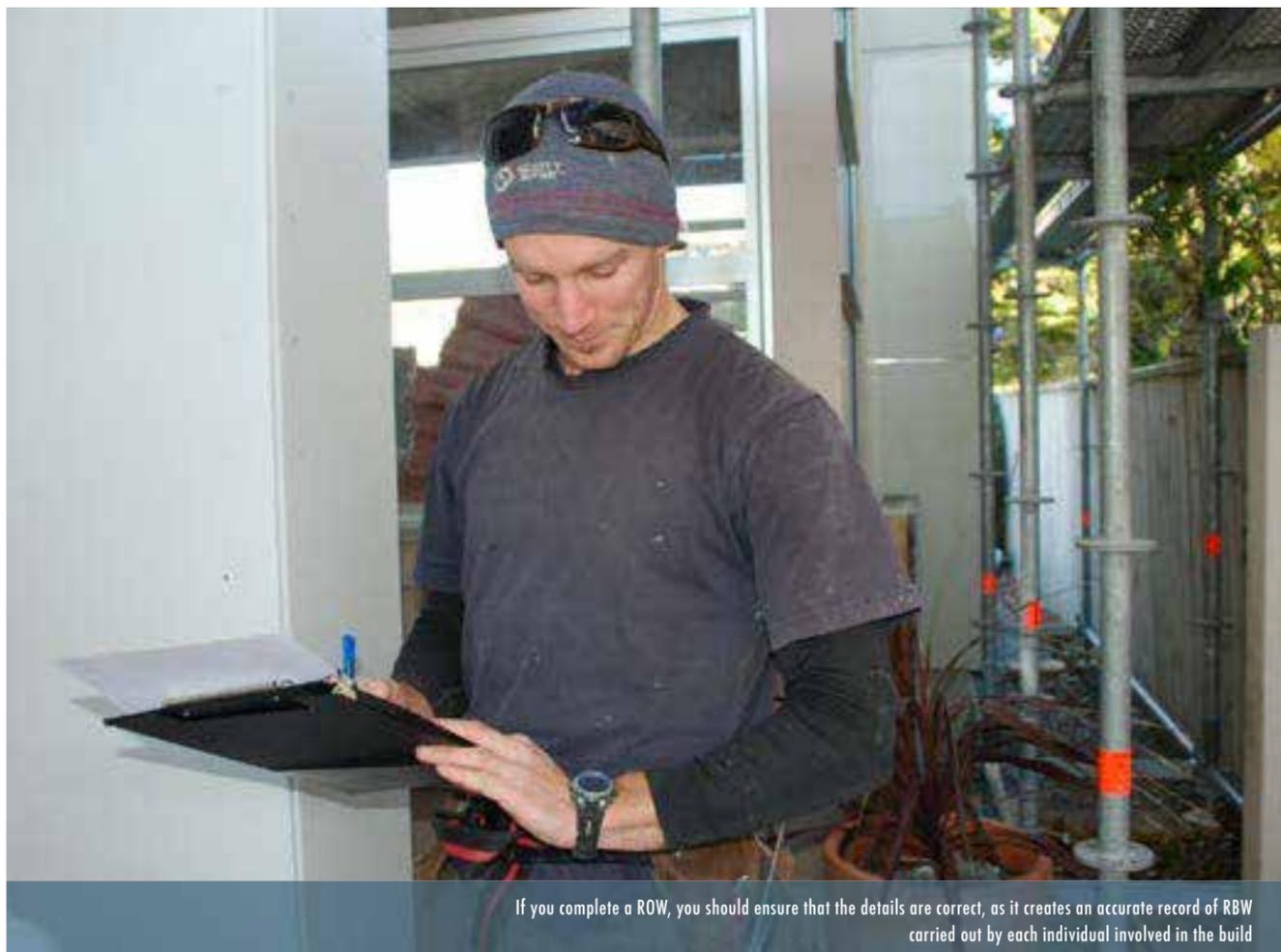
## CODEWORDS QUIZ ISSUE 90



- Why should you contact the licensing team sooner rather than later for a voluntary suspension?
  - To ensure your licence doesn't expire.
  - To save money on licensing, as you will not be paying for your licence while you aren't using it.
  - To reduce stress.
  - All of the above.
- After a voluntary suspension, what do you need to do to get your licence back?
  - Complete and submit the 'End of voluntary suspension of licence' form and the licensing team will let you know what fees and skills maintenance are due.
  - Pay the fees for a new licence application.
  - Wait two years.
- Why is it better to have a voluntary suspension rather than let your licence lapse and have it automatically suspended?
  - It saves money.
  - The reason for suspension is shown on the public register.
  - It reduces the risk of losing your licence and having to apply for a new one.
  - All of the above.



## LABOUR-ONLY CONTRACTS – PART 2



If you complete a ROW, you should ensure that the details are correct, as it creates an accurate record of RBW carried out by each individual involved in the build

### This is the second article in a two-part series highlighting common misunderstandings about the responsibilities of an LBP under a labour-only contract

The first part discussed the difference between liability and accountability and how this applies to building consents. This issue will look at an LBP's responsibility to provide accurate Records of Work (ROW) and produce quality work.

#### PROVIDING ROWS

A ROW must be provided by each LBP completing restricted building work (RBW) on a project, as required by the Building Act 2004. The ROW must be supplied to the homeowner and the Territorial Authority.

A common complaint received by MBIE is that an LBP didn't provide a ROW for a range of reasons, including:

- Misunderstanding that providing a ROW will generate additional liability for the work.
- Being complacent or forgetful about completing paperwork.
- Withholding the ROW due to a dispute regarding payment or quality of work.

None of these, however, are valid reasons not to provide a ROW. As an LBP you have an obligation to provide

the ROW, regardless of if there are contractual or payment disputes. You do not need to wait for the entire project to be complete to issue your ROW, just for your part of the work to be finished. In a situation where the contract has broken down, and you are unlikely to do any more work, you can still provide a ROW for the work you've already done.

#### COMPLETING ROWS

The completed ROWs must also be accurate. An employer may find it easier to get one LBP to provide a ROW for all RBW completed within their class of

licence, where in fact more than one LBP has carried out the RBW. Each LBP who has undertaken RBW must complete a ROW, or they will be in breach of their legal obligations. In other cases, an employer may be understaffed and request an LBP to provide a ROW stating that they supervised work done by unsupervised unlicensed workers. An LBP should resist doing this, as they may be held accountable for the work done.

If you complete a ROW, you should ensure that the details are correct, as it creates an accurate record of who did what RBW. If there is an issue with the RBW completed and you were the LBP that completed the ROW, it will be harder to prove that someone else is responsible for the work and you will expose yourself to the risk of disciplinary action.

#### QUALITY WORK

Aside from the right to carry out RBW, a building practitioner's licence shows the public and potential clients that you meet a minimum standard of competency.

This provides confidence in your knowledge and skill, and raises you above an unlicensed building practitioner. Regardless of whether you are directly hired by the homeowner or subcontracted, you must complete work to a professional standard and only do work you are competent to do.

**Your responsibility is to only carry out building work that you can do competently and to a reasonable standard**

If you are learning a new technique within your licence class, ensure you get advice and support so you know you are doing it correctly. You will still need to complete a ROW, as you are the one doing the work.

It can be difficult to say no when an

employer asks you to do work outside your competence or substandard work. There may be financial or time constraints putting pressure on the project. Your responsibility, however, is to only carry out building work that you can do competently and to a reasonable standard. To protect yourself, you should say no if an employer asks you to compromise your professional integrity to meet their targets. While you may not have to answer to the homeowner directly, you can still be held accountable by the Building Practitioners Board (the Board) for any negligent or incompetent work you do.

#### DISCIPLINARY ACTION

Working under a labour-only contract may reduce your liability in court, but it does not reduce your accountability as an LBP in front of the Board. If you fail to meet your obligations as an LBP, regardless of what your employer has instructed you to do, you may face disciplinary action. This could include fines and losing your licence for a period of time. ■

## CODEWORDS QUIZ ISSUE 90



- When should you provide a ROW to the homeowner and Territorial Authority?
  - Once you have finished working on your section of the RBW.
  - Once the entire building project is complete.
  - Once the client has paid for the work completed.
- Your employer asks you to complete all the ROWs on a site, including for RBW completed by other LBPs and/or unlicensed builders you did not personally supervise. Why should you say no?
  - If there is a problem with the RBW, it will be harder to prove you are not responsible for it.
  - You are undermining the LBP scheme by enabling unlicensed and unsupervised builders to do RBW illegally.
  - You could be disciplined by the Board for not complying with your obligations.
  - All of the above.
- You are completing RBW within your licence class, but you are using a material or technique you are unfamiliar with, so you get another LBP with more experience to give you some tips and guidance. Who should complete the ROW?
  - The other LBP providing guidance on the work, as they are the expert.
  - You, as you are doing the work.
  - Both you and the expert LBP.
- A project is running behind schedule. To try and catch up, your employer asks you to do extra work on a job which is outside your area of competence. What should you do?
  - Agree, they are in a tight spot and being a team player will help to complete the project and make the client happy.
  - Say no, because you might end up doing a poor job and the Board could penalise you personally for doing incompetent work.
  - Agree, but only if someone who is competent assists or supports you so you can be assured you are doing it correctly.
  - B & C are acceptable.

**MIND YOUR WALL CLADDINGS!**



Timber weatherboards must be stored on slats to allow air movement

**Proper on-site management of the wall cladding is critical to delivering quality buildings. This article is part one of a two-part series looking at the storage requirements for different types of wall claddings**

**W**all claddings are what we see when we approach a building, and any defects from poor handling, storage or installation may be visible. They can also affect the durability of the cladding.

**CHALLENGES WITH STORAGE AND HANDLING**

Looking after wall claddings during delivery, storage and installation means:

- Planning for deliveries.
- Providing access for delivery vehicles.
- Designating an appropriate storage area where cladding can be stored:
  - Wall claddings need to be kept protected and dry before installation.

- Bricks and concrete blocks can be stored on their delivery pallets outside.
- Planning for handling, such as lifting and carrying for upper-floor claddings.
- Employing the correct manual handling techniques to distribute materials around the site to their installed location.

Additional challenges when storing and handling cladding materials include:

- Accommodating long lengths – for example, up to 8m long uPVC weatherboards or 12m long profiled metal and flashings.
- Carrying long and relatively floppy sheet materials – additional labour

- may be required.
- Wind loads on sheet materials stored outside.
- Weight and bulk for bricks and concrete blocks.
- Prefinished materials.

**BRICKS, CONCRETE BLOCKS AND STONE**

Leave these shrink-wrapped on the pallet until required. Pallets should be lifted onto a flat surface clear of buildings and fences to allow adequate air circulation and give easy access for handling.

They should be hoisted or transported using a pallet jack. Avoid carrying bricks and blocks in a wheelbarrow unless absolutely required.

**FIBRE-CEMENT SHEETS AND WEATHERBOARD**

Fibre-cement sheets, weatherboards, planks and trims must be stored laid flat on a smooth level surface with edges protected from chipping.

Timber weatherboards supplied without a primer or sealer coat that will be painted should be coated immediately in dry conditions. This is to seal and minimise the risk of unacceptable water absorption before the product is installed.

Primers used to factory pre-prime timber in New Zealand are typically thin-holding primers designed to provide temporary protection during the building process. The timber must be sanded and primed with a primer.

Sheets and weatherboards should be carried in the vertical position, not flat, to avoid excessive bending.

To ensure optimum performance, store under cover and keep dry prior to fixing. If they become wet, allow to dry thoroughly before fixing. Sheets stored outside are susceptible to wind damage unless securely tied down.

Sheets and weatherboards that will be painted, but are supplied without a primer or sealer coat, should be coated immediately to seal and minimise the risk of unacceptable water absorption before the product is installed.

Primer applied to weatherboards or sheets should not be exposed to the weather for more than 30 to 45 days, depending on the primer. Ideally, the next coat of paint should be applied as quickly as practicable.

**TIMBER WEATHERBOARDS**

Timber weatherboards must be stored laid flat on a smooth level dry surface, clear of concrete slab or timber floors. Store under cover, and on slats to allow air movement. Keep dry prior to fixing. If they become wet, allow to dry thoroughly before fixing.

Timber weatherboards should only be painted when dry and the board is near equilibrium moisture content (MC<16%). H3.1 treated weatherboards and trim require all surfaces to be painted before installation including all holes and notches.

Similar handling and storage practices to those above (for timber weatherboards) can be applied to:

- Timber boards and battens.
- Plywood weatherboards.
- Reconstituted wood weatherboards.

**UPVC WEATHERBOARDS**

uPVC weatherboards are delivered plastic wrapped and must be:

- Stored in dry undercover conditions if they are not going to be installed within a few days.
- Stacked flat, clear of the ground with no other materials on top of the planks.
- Supported on bearers at 600mm maximum centres.
- Restrained from collapse.
- Carried on edge, taking care to avoid damage to the plank edges, ends and the weather surface.

**PLYWOOD**

Flat sheet plywood cladding and rigid air barriers may be treated or untreated.

Untreated plywood is generally dispatched with a moisture content of 8–15%. It will respond to changes in ambient humidity so the eventual moisture content will depend on the environmental conditions. The veneers swell or shrink across the grain in response.

CCA-treated plywood is dried following treatment to an average moisture content of approximately 18%. When handling, carry sheets on edge and locate storage so that sheets will not be exposed to mechanical damage.

When storing plywood, keep dry and protected from sun, rain and wind as rapid changes in temperature and humidity can cause staining, fading and surface checking. Keep the stack clear of the ground in a well-ventilated area. The H3.1 LOSP solvent smell can be quite strong, and venting is recommended until most of the solvent has evaporated.

Stack sheets flat. Support the sheets at both ends and the middle to avoid distortion – align bearers in packs over bearers in packs below. Do not store other materials on the plywood or use it as a platform or table. Secure sheets stored outside against wind uplift.



Cladding storage is important – poor handling and storage can affect the end result

MIND YOUR WALL CLADDINGS (CONTINUED)



Fillets used to separate sheets in drying may leave marks on the sheet surface, but these will fade. They can be disguised with paint but may be visible under stain.

Once installed, ensure plywood cladding is below 18% moisture content before installing moisture-sensitive materials, coverings, coatings or adhesives.

Untreated plywood will withstand rain wetting and exposure during construction for up to three months. In high temperatures and high rainfall, this period may be less. Discolouration and face checking of the sheet surface can be expected when exposed for longer periods.

Where the moisture content exceeds 18% for prolonged periods, plywood must be H3.1 LOSP or H3.2 CCA-treated to resist decay or insects.

When coating H3.1 LOSP-treated plywood, there may be traces of residual solvent on the sheet surface from the treatment process. Sheets that are greasy to touch should be placed in a well-ventilated area and allowed to flash off to ensure proper adhesion of paints and stains to the sheet surface. ■



Bricks should be left shrink-wrapped on pallets until required

PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!



- |  |   |  |
|--|---|--|
| <p>1) How should fibre cement sheets, weatherboards, planks and trims be stored?</p> <p>a) Laid flat on a smooth, level surface with edges protected from chipping.</p> <p>b) Stood up against a solid wall, with edges exposed enough for air ventilation.</p> <p>c) They can be stored as desired, as long as there is no risk of too much water absorption.</p> | <p>2) Which of these does NOT apply to the handling of timber weatherboards?</p> <p>a) Ensure they are clear of concrete slab or timber floors.</p> <p>b) They should only be painted when dry and the board is near equilibrium moisture content (MC&lt;16%).</p> <p>c) They should be stored on the ground and in a position that will prevent too much air movement.</p> | <p>3) Which of these statements is true when dealing with plywood?</p> <p>a) Where the moisture content exceeds 18% for prolonged periods, plywood must be H3.1 LOSP or H3.2 CCA-treated to resist decay or insects.</p> <p>b) Carry sheets on edge and locate storage so that sheets will not be exposed to mechanical damage.</p> <p>c) Both of the above.</p> |
|--|---|--|

TO CAP OR NOT TO CAP — BCA LIABILITY

Proposed building reform suggests liability settings for Building Consent Authorities (BCAs) should remain unchanged despite considering 20% cap

When things go wrong in the building process, liability settings determine who pays to resolve the issue and how disputes are resolved.

New Zealand has joint and several liability, which means that if two or more people have contributed to a defect in a building and one cannot pay their portion, the amount can fall to others involved.

Over the past few years, BCAs have complained that this system results in them footing an unfair amount of the bill for building defects, and MBIE has received concerns that this leads to risk-adverse consenting.

PAINTING BY NUMBERS

Findings released from Sapere Research Group, spanning the previous ten years, show building defects have cost an accumulative \$1bn in compensation for building consent authorities.

Of that total, close to a third was to cover builders and developers who had failed in their operation and avoided their responsibility, with councils usually the last entity remaining to foot the bill.

However, the total value of consents issued by BCAs during that period – between 2008 and 2018 – was approximately \$75bn.

The research estimates that there were nearly 8,800 building defect disputes between 2008 and 2018, which included the peak of leaky homes litigation that involved \$3.8bn of damages for residential properties.

Along with BCAs being left with the bill for other failed parties, homeowners ended up covering costs totalling \$458m.

Sapere's research covered 138 disputes, primarily in the Weathertight Homes Tribunal and others in the High Court, all with a total value of \$145m. Sapere extrapolated the data going by the assumption that 95% of disputes were settled before a hearing and that settlements would typically result in a smaller payout.

It said that builders and developers are typically ordered to pay around a third of awarded damages. However, research suggested they avoided such responsibilities 48% and 68% of the time respectively.

"Concern is often raised about BCAs being the only party left to compensate homeowners when building defects arise. This can mean that the total amount paid by BCAs is disproportionate to the role they played in contributing to that defect," said Fiona Hill, Building Policy Team Leader at MBIE.

CAP DEEMED UNNECESSARY

Due to this situation, MBIE considered the option of including a 20% cap on BCA liability in the recent building reform package. However, such action was viewed as unnecessary and the reform suggests the liability settings

for BCAs should remain unchanged.

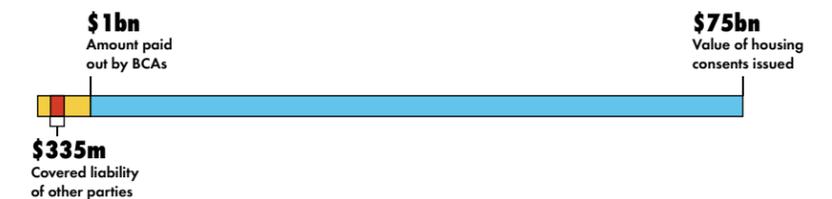
According to Hill, this is because other proposals in the building reform package aim to make people more accountable for their work and products, so it is estimated that this will reduce BCA's potential liability.

Hill also noted that only \$335m of the \$1bn paid out by councils was to cover the cost of defects incurred by other parties who were unavailable to pay their share of the claims, and that BCAs received \$75bn in consent fees over that same period.

Ultimately, MBIE's research found that around 2.5% of residential building contracts resulted in disputes settled in court, or by other disputes resolution processes, and that court cases involving building disputes have been steadily decreasing since 2012 as the leaky building crisis recedes.

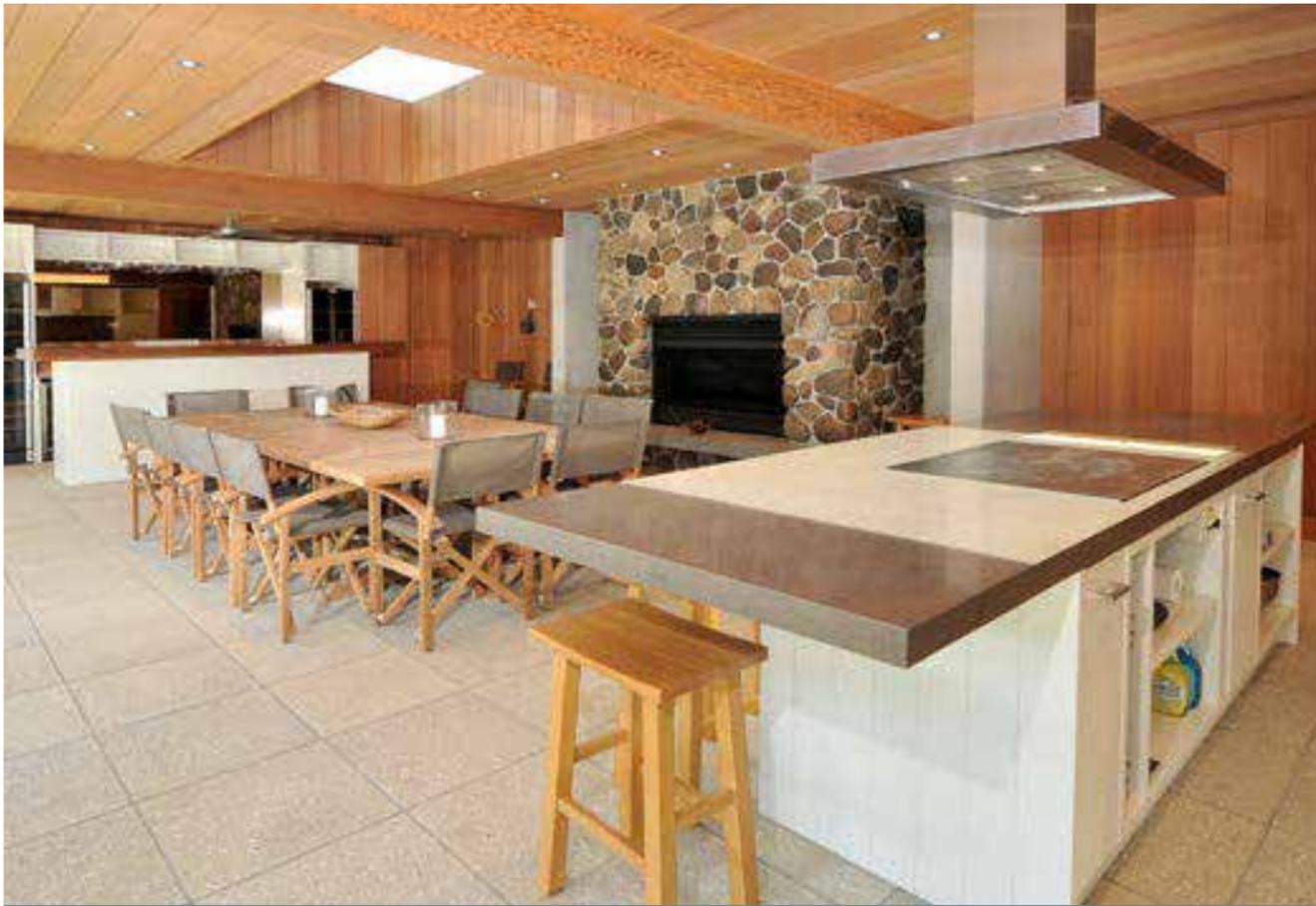
The planned building law reforms announced in April, which aim to deliver a safer and higher performing building sector, was accompanied by a 190-page discussion document and supporting reports that included the Sapere research. ■

Between 2008–2018:



According to MBIE research, \$335m of the \$1bn paid out by councils was to cover the cost of defects incurred by other parties who were unavailable to pay their share of the claims

## CHANGES FOR NEW BCITO LEARNERS



Three new BCITO micro-credentials, including kitchen installation, will receive funding from the Tertiary Education Commission

### June was an eventful month for BCITO, which announced an updated Carpentry qualification, launched new learning resources for Carpentry apprentices, and had funding approved for its newly developed micro-credentials

To better reflect the skills and knowledge required by modern trade professionals, BCITO has released an updated New Zealand Certificate that will replace the previous National Certificate in Carpentry (Level 4).

BCITO Chief Executive Warwick Quinn said: "Like all our qualifications, this new release is the result of extensive consultation in partnership with industry, and we sincerely thank the industry for its strong support and helping us produce an outstanding

qualification to support the next generation of qualified professionals.

"The training process has developed significantly over the past two decades and is competency-based (rather than time served). Trainees and apprentices are assessed on their actual skills, and qualifications are awarded based on those skills. The process ensures that people with BCITO qualifications have the right tools required by the industry."

To complement apprentice learning, BCITO also developed new learning

resources that have been redesigned to deliver critical information to support practical learning on site in a way that is more accessible and effective.

Using illustrations and images that break down key construction concepts and techniques, BCITO says it will help improve comprehension by making it easier for apprentices to connect what they read to practical application at work.

Speaking at an industry conference in Christchurch on 14 June, BCITO's Glenn

Duncan said the learning resources were made with the contemporary industry environment in mind.

"A modern workplace requires modern learning resources, so we're adding value by giving our apprentices guides to health and safety, environmental legislation, and consumer protection best practice, on top of the core skills and tools and planning materials they need," said Duncan.

Of the three, two were developed by Competenz and will provide the forestry sector with skilled planting workers, and the other was developed by BCITO to give learners the skills and knowledge to install kitchens to professional standards.

"The Government believes micro-credentials will be increasingly important," said Education Minister Chris Hipkins.

"Micro-credentials are smaller than

qualifications, with a tight focus on developing skills to meet the immediate needs of industry, employers, iwi and/or community.

"They are a big step forward in helping learners, employers and businesses keep pace with the changing demands of a modern workplace, allowing the education and training system to respond flexibly and innovatively to fast-paced social, economic and technological change," Hipkins said. ■

**Trainees and apprentices are assessed on their actual skills, and qualifications are awarded based on those skills**

The new learning resources have been rolled out to apprentices who begun training in 2019.

#### MICRO-CREDENTIALS GAIN TRACTION

On June 15 the Government announced that three micro-credentials will receive funding from the Tertiary Education Commission.



BCITO trainees and apprentices are assessed on their actual skills, and qualifications are awarded based on those skills

## BUILDING COSTS BREAKDOWN

## Fletcher-commissioned Deloitte report focuses on cost of new residential housing supply, with focus on building materials

Accusations that building material costs in New Zealand are unreasonably high, particularly compared to Australia, surface regularly. Last year, the issue was viewed as such a concern by some that then-Housing Minister Phil Twyford promised an investigation, although no such investigation has occurred yet.

Looking to shed some light on the situation, Fletcher Building commissioned a Deloitte report to investigate the cost of the new residential housing supply.

## ONE OF MANY DRIVERS

While there's no question materials are a key contributor to the overall cost of residential housing development, the study found that they are by no means the only cost-driver.

Land and costs related to land, such as civil works and infrastructure, are equally or more important. Other significant costs include labour, GST and other government levies and charges, professional fees, and other costs relating to the developer, including the cost of holding land and preliminary costs.

The report addresses three key questions:

1) What is the overall contribution of building materials to the cost of new residential housing development across a range of home types in Australia and New Zealand?

2) What explains cost differences in residential housing development between New Zealand and Australia?

3) To what extent does market structure drive the cost of building materials in New Zealand?

Over the next few months, *Under Construction* will relay key findings from the report.

## BUILDING MATERIALS CONTRIBUTION

Building materials are the second-largest cost component of residential housing development in New Zealand, after land and infrastructure costs. The cost of building materials in New Zealand accounts for between 16% and 24% of the cost of residential housing development costs, depending on the type of building and location.

Deloitte's report shows that if a two-storey house in a greenfield residential development in Auckland costs a developer \$1.16m, land and civil works and infrastructure account for just over 30% of the cost, and construction materials account for about 18%.

In Wellington, materials are the leading cost – the same type of house would cost a developer \$845,740, with land and civil works and infrastructure accounting for just over 20% of the cost, and construction materials accounting for 23.5%.

Christchurch is similar to Wellington, with a house that costs a developer \$875,268 consisting of material costs of \$198,836 (around 22%).

On a like-for-like basis, that same house in the Kellyville suburb of Sydney, which is 36km North-West of the CBD, would cost \$1.51m, with land and civil works infrastructure accounting for over 35%, and materials costing \$199,317 (13.2%).

In Melbourne's Wollert suburb, which is 26km north of the CBD, the house would cost \$854,109, with land and

civil works infrastructure accounting for over 25%, and materials contributing \$186,208 (21.8%).

## INDUSTRY RESPONSE

According to Fletcher chief executive Ross Taylor, the Deloitte report was a response to the "lack of fact-based research on what is driving costs in New Zealand.

"We believe it provides valuable information to help move the discussion forward and work on solutions to address housing affordability," said Taylor.

Building Industry Federation of New Zealand chief executive Julien Leys is pleased that the report was commissioned.

"The Deloitte report unequivocally shows that key building materials such as timber, steel and plasterboard actually contribute very little to the total cost of a house – these materials are approximately 1% to 4% each of the total cost of a house," said Leys.

"This is pleasing to see, because it validates what many in the industry have been saying for some time." ■



Several factors influence the cost of residential building

## SCORCHING SUMMER FOR BUILDING SECTOR



Auckland and Waikato were the primary drivers of the increased building activity over the March 2019 quarter

## The March 2019 quarter set a strong tone for building activity, recording the strongest growth in three years

Building activity increased a seasonally adjusted 6.2% in the March 2019 quarter when compared to the December 2018 quarter, driven by non-residential construction that included work on social and cultural buildings, offices, and universities.

Non-residential building activity increased 9% in the March quarter, while residential construction went up 4.3%.

Recent growth was also reflected in an increase in paid hours for the construction industry, as shown in the latest quarterly employment survey data.

## AUCKLAND AND WAIKATO DRIVING VALUE

The actual value of total building work was \$6.1bn for the March 2019 quarter – up 16% from the March 2018 quarter.

By region, the actual value of total building work in the March 2019 quarter (compared with the March 2018 quarter) was:

- \$2.5bn in Auckland – up 26%
- \$595m in Waikato – up 30%
- \$474m in Wellington – up 1.5%
- \$950m in rest of North Island – up 13%
- \$931m in Canterbury – down 1.0%
- \$618m in rest of South Island – up 12%

## RESIDENTIAL INCREASES

In the year ended March 2019, the national value of residential building work increased \$1.1bn (7.9%) compared to March the previous year, while the national value of non-residential building work

increased \$923m (12%). Both were driven by strong performances in Auckland during the period.

## NON-RESIDENTIAL BOOSTS

The non-residential building types that recorded the most growth in the year ended March 2019, compared with the March 2018 year, were:

- Shops, restaurants, and bars – up \$337m (up 41%)
- Hotels, motels, boarding houses, and prisons – up \$248m (up 40%)
- Storage buildings – up \$199m (up 26%) ■

# PRODUCT NEWS

## LOK IT IN

Save time and money with MiTek's new BOWMAC STUD-LOK® Screw System – an efficient solution for fixing top plates to studs for residential timber frame buildings

Want a better way of doing your stud to top plate fixing? The new BOWMAC STUD-LOK® Screw System – offered through PlaceMakers Frame and Truss – provides an effective solution for top plate to stud fixings for residential timber frame buildings.

“Uniquely engineered by MiTek, STUD-LOK complies with the fixing requirements in section 8, NZS 3604:2011 and eliminates the need for builders to hammer straps on site, saving time and effort,” says National Manufacturing Manager Richard Rozbicki.

“This fully compliant and tested screw is used during frame and truss manufacturing, eliminating the need for builders to fix top plates to studs on site and providing a strong and completely internal connection.”

The completed framing is marked with a PlaceMakers stencil to identify the use of the BOWMAC STUD-LOK system, as the screw head is concealed from view. This mark is recognised by building inspectors.

“Feedback from our builders has been great, with no issues at all during inspections,” says Richard. “Everyone is really positive about the new system, as it’s much less time consuming than using strapping studs.”

### MEETING THE STANDARD

When fixing a rafter or a truss to a top plate, the NZS 3604:2011 requirement to connect the top plate through to the stud can be accomplished in a number of ways, depending on the type of fixing required – A or B type.



The new BOWMAC STUD-LOK system is now part of PlaceMakers Frame & Truss service

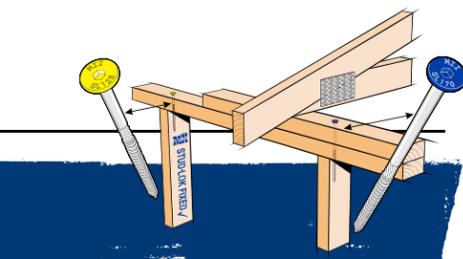
The A type is a 0.7kn connection and can be achieved by inserting two nails from your top plate through into your stud.

The B type is a 4.7kn load and, until now, could be achieved through one of three processes – installing a pair of CPC 40s underneath the top plate against the face of the stud, installing a single CPC 80 on one side underneath the top plate fixed into your stud, or using a stud strap which goes across the top plate and down the face of the stud.

Richard believes the new BOWMAC STUD-LOK® Screw system will quickly become the process of choice.

“Until now, the most common option was using stud straps once the framing arrived on site,” says Richard. “Having the option to have framing arrive on site, already fixed internally through an approved process, saves builders time and money.”

“We rolled this out in March through the PlaceMakers Monster Tool sale events and there wasn’t a builder we spoke to who didn’t see the possible benefits.” ■



### ABOUT BOWMAC STUD-LOK

- Complies with fixing requirements in Section 8 NZS 3604:2011.
- The BOWMAC® STUD-LOK forms an integral part of the MiTek Truss & Frame design and layout.
- Available in two lengths, allowing for connections from stud to single top plate (SL125) and stud to double top plates (SL170).
- Applied in the factory.
- Is a completely internal connection, avoiding any clashes with wall linings.
- The STUD-LOK fixing is designed to resist vertical loads only.
- Refer to Table 8.19 NZS 3604:2011 for nailing schedule to resist lateral loads.
- The STUD-LOK connections assume that the correct choice of rafter/truss fixings have been made. Wall framing arrangements under girder trusses are not covered in this schedule.
- All timber selections are as per NZS 3604:2011 and include LVL8 timber grades.

PlaceMakers®

TRADEMADE DEALS

ELITESCREEN

15  
YEAR  
Limited  
Warranty

EXCLUSIVE TO

PlaceMakers

**FREE**  
GATE KIT WITH EVERY 3 PANELS\*



\*Purchases must be invoiced between 1<sup>st</sup> August & 30<sup>th</sup> September 2019 in one transaction. Qualifying purchase of Elitescreen are limited to the 1800x1200mm and 2400x1800mm sizes, a minimum of three must be purchased in a single transaction to qualify for the free gate kit. The Gate kit does not include the post and hardware (hinges and latches). The Gate kit and panels may need to be ordered in on purchase from branch. For more information visit [www.elitescreen.co.nz](http://www.elitescreen.co.nz).

# THE SUCCESSFUL BUILDER

## BUILD YOUR BRAND



Figure out who your target client is, then what online medium they love

### What can birds teach builders about marketing? How to get your brand out there!

Do you need to “get your brand out there”? Most people agree that online marketing can make a huge difference, but there’s less consensus about which platform is best for builders. Talking to others doesn’t remove the confusion, because they all have different stories, and few of them are doing it successfully.

So which online marketing platform(s) should you use? Facebook? WhatsApp? LinkedIn? Instagram? Twitter? Google+? Pinterest? YouTube? Tumblr?

The most important thing to realise is that the answer won’t be the same for everyone – the best online marketing platform for you is the one that your prospective clients are using.

Now, that’s what we at Successful Builder call a BFO - blinding flash of the obvious!

When you engage in the communication channels that your prospects are using, you are way more likely to find yourself getting in front of them. And vice versa. No matter how popular a medium may appear to be, if it’s not popular with your prospective clients, it’s of no use to you. For example, even though the Yellow pages are still used by millions of people, business owners seeking clients in major cities find advertising in the paper version of Yellow Pages a waste of money (since very few people in major cities use them!).

So rather than starting with the “which marketing platform?” question, it may be better to start with the following:

- What do I want to communicate?
- To whom?

Once you know the answers to these questions, you can go looking for the best online platform.

### ALL ABOUT ALLBIRDS

This is where the birds enter the article! Allbirds – to be precise. Heard of them? Of course!

One of the fastest growing companies in 2015 and 2016 and rated by *Time* magazine as creating the world’s most comfortable shoe. Their vision was to be fun, cool, sexy, good quality and environmentally caring – a reflection of them as people.

Their target was younger people, but there are hundreds of other shoe brands in that market. They needed a platform that would give them opportunity to communicate authentically and put them in front of their target market.

They chose Instagram. Predominately the medium of younger people, with its special provision for high quality pictures and video. Instagram provided a space where they could showcase

where they sourced materials, how customers could style things with their shoes and their commitment to quality, using the medium popular with younger people – photos and videos.

It worked brilliantly, growing the Allbirds brand to international status in a very short time. (By the way, if you think I’m talking about an avian phenomenon, then you probably aren’t interacting with Instagram).

When Allbirds told their story and shared their passion and vision, they were communicating their passion and their vision to their target market – younger people (according to Statista, 71% of active users of Instagram are under the age of 35 years).

They inspired them to purchase because people buy from inspiring people. So while at least a dozen knock-offs started soon after Allbirds, these were not able to match the story, passion and vision of the Allbirds founders and their marketing seemed lifeless in comparison. They found that people wanted to buy from them. As a medium for inspiration, warmth and human stories targeted at younger people, Instagram suited the Allbirds’ marketing plan perfectly.

So, like Allbirds, there are tonnes of others in your market. People could buy from any one of them. But some will want to buy from you – because you are you! It’s the uniqueness of you that makes your company different! So choose the medium in which your target is active and tell them about you – your passion and vision. If you are targeting a younger market, then Instagram could be for you.

So, let’s assume that you are doing the basics: signs outside jobs; letterbox dropping neighbours; keeping in touch with previous clients and contacts; but you want to raise the stakes. Then it would be good for you to do the following:

#### 1. Clarify the demographics of your target client

Are they single, parents, middle class, professional, older or retired? Do they have children, teenagers, grandchildren or parents living with them? One income or two? City or suburban?

#### 2. Decide what it is you want to communicate to them

What is the main need or frustration that your service alleviates? How can you

help them? What do they need to do to start the process - download a pdf, send an email or call you?

#### 3. Find out the online medium(s) in which your target market is active

You may need to do some research here. You could survey people in the demographic, or get in touch with a local expert for advice. Then create your marketing!

**Remember, people buy from people! So don’t be afraid to inject your personality into your marketing!**

If you don’t have the time, skills or inclination to carry out such a marketing campaign, contact a local marketing expert and get the assistance you need. But first, make sure that you are very clear on the *who*, the *what* and the *where* before you agree to an expensive online marketing campaign.

Remember, people buy from people! So don’t be afraid to inject your personality into your marketing! ■

Graeme Owen is a builders’ business coach at [thesuccessfulbuilder.com](http://thesuccessfulbuilder.com). Since 2006, he has helped builders throughout New Zealand get off the tools, make decent money, and get more time in their lives. Grab a copy of his free book: *The 15 Minute Sales Call Guaranteed To Increase Your Conversion Rate: [thesuccessfulbuilder.com/book-15-min-sales-call](http://thesuccessfulbuilder.com/book-15-min-sales-call) or join Trademates and connect with builders who are scaling too: [www.facebook.com/groups/TradeMates](http://www.facebook.com/groups/TradeMates)*

## PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you’ve learnt in the record of learning on the back page!

- |  |  |  |
|--|--|--|
| <p>4) Which online marketing platform should you use?</p> <p>a) Whichever one is most popular overall at the time of your campaign.</p> <p>b) Facebook.</p> <p>c) The one that your prospective clients are using.</p> | <p>5) Why did Allbirds choose to market via Instagram?</p> <p>a) Because it’s very popular in New Zealand.</p> <p>b) Because it’s predominately the medium of younger people (its target market), with its special provision for high quality pictures and video.</p> <p>c) Because it was less expensive than Facebook.</p> | <p>6) Are the Yellow Pages a good marketing platform for you?</p> <p>a) Of course, they are still used by millions of people.</p> <p>b) If you are targeting people in bigger cities.</p> <p>c) If your target audience uses the Yellow Pages.</p> |
|--|--|--|

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.

# SITE SAFE

## LOW HEIGHTS, HIGH DANGER



Site Safe says that people being more complacent, or maybe optimistic, about safety at lower levels can be dangerous

### More people take chances at lower heights, because they seem less of a risk — but these kinds of falls come with their own dangers

It doesn't take much height to lead to a fatal fall. In fact, many falls from roofs and ladders that cause death or serious injury are from less than three metres.

One of the most recent deaths was a 45-year-old construction worker in Hobsonville, who in May fell from the first floor of a building onto concrete.

Ryan Groves, a safety advisor at construction safety organisation Site Safe, says low level heights have their own dangers.

One is just that people are more complacent, or maybe optimistic, about safety at lower levels.

"Put somebody 20 metres above ground on scaffolding and they'll usually take all the precautions required," says Ryan.

"Put somebody two or three metres up a ladder and they're more likely to

take risks. But the concrete doesn't get any softer.

"It's the same with people working on a truck deck or a ute deck or on the single storey of a residential dwelling."

Ryan says this also applies to people standing on roofs cleaning their guttering or climbing a ladder to do some maintenance. People seem to naturally have an instinct that low-level falls aren't going to hurt.

Another, less obvious reason low-level falls can be so devastating is that most people don't have the reflexes to allow them to protect themselves.

"When you fall from a low-level you just don't have enough time to put your hands out and do anything to fix it," says Ryan.

"At six metres you can do a full revolution. So you might fall backwards

and be able to land back on your feet so you just break an ankle or a leg. But if you fall at three metres or less most people don't have enough time to correct their stance and can fall onto their spine or their neck."

He says there was a case of a tradesman who fell 2.2 metres when his feet slipped out from under him. He ended up landing on his head and breaking his neck.

"He would have recognised he was falling but your brain takes longer than that to respond and react."

#### BEWARE TRUCKS AND UTES

Injury falls from trucks and the backs of utes are also common. WorkSafe figures for 2019 show there have already been two deaths from vehicle falls. One was a 71-year-old who fell from a truck trailer in Wellington, the other was a 65-year-old in Auckland who fell from a truck.

"A delivery truck can turn up to a residential building site with pre-nailed framing and people climb up to three metres to get to them," says Ryan.

"I mean, you put a guard rail around people working at two metres on a house, but a truck driver can be working at three metres with nothing."

He says planning a job is a huge part of dealing with any risks to workers.

"The Health and Safety in Work Act talks about having a work method statement. Something that's not necessarily a task analysis or a job safety analysis (JSA), but at least a written system that says 'this is how we're going to do a job'," says Ryan.

"Before we start a job we assess it, identify any risks and control them. We do a 5 x 5 (see below) or a simple pre-start check. These can pick up on those risks quite easily and alert people to anything that could catch them out."

#### AVOID THE VOID

There are also common building practices that can lead to a major hazard on a site.

"For example, when it comes to putting stairs in a two-storey house, these

are usually installed late in the build because the builder doesn't want them to get damaged. But that leaves a gaping hole in the middle of a floor where the stairs are going to go," says Ryan.

"They assume because everybody knows it's there, nobody will fall down, but it leaves a void, and a significant fall risk, there."

Earlier this year, WorkSafe prosecuted an Auckland construction company after a worker fell through such a void. He received traumatic brain injury and fractures to his skull and right arm when he fell 3.4 metres on a residential building site. The company was found guilty and fined \$100,000.

Ryan says the answer is to put the stairs in early, but cover them in plywood so they're actually usable.

"It's always key to think about planning a job to remove any risk of falls," says Ryan.

"In fact, the best controls are ones that don't require a worker to make any big decisions, such as putting up protective barriers and edge protection, or using properly erected scaffolding."



Site Safe safety advisor Ryan Groves says low-level falls come with their own built-in dangers

#### FIVE BY FIVE

The 5 by 5 system for reducing risks of all kinds is to:

1. Identify hazards.
2. Assess the risk level of risk each hazard identified.
3. Control the risk to reduce the harm and its severity.
4. Reassess the level of risk for each hazard.
5. Review and monitor that controls are working and risk levels are acceptable.

For more information on reducing risks, go to: [www.sitesafe.org.nz/guides-resources/practical-safety-advice/risk-control](http://www.sitesafe.org.nz/guides-resources/practical-safety-advice/risk-control) ■

Site Safe is a not-for-profit, membership-based organisation that supports a culture of health and safety in New Zealand construction. For more information go to: [www.sitesafe.org.nz](http://www.sitesafe.org.nz)

## PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

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| <p>7) Which of the following is NOT a danger for work at low-level heights?</p> <p>a) People are more complacent, or maybe optimistic, about safety.</p> <p>b) Harnesses aren't allowed.</p> <p>c) People have less time to react.</p> | <p>8) Which of the following fall types is not mentioned as common in the article?</p> <p>a) Falls from utes or trucks.</p> <p>b) Falls through holes on site.</p> <p>c) Falls from scaffolding.</p> | <p>9) How could you avoid creating a void fall risk due to wanting to put stairs in last during a build?</p> <p>a) Just put them in – the owner will understand if they get scuffed up.</p> <p>b) Make sure everyone is aware of the hole and put a cone on it.</p> <p>c) Put stairs in early but cover them with plywood so they're usable and protected.</p> |
|--|--|--|

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## DON'T GET CAUGHT COLD



Understanding the fundamental principles of concreting in the cold is important when working in New Zealand

**We are fortunate in New Zealand to live in a moderate temperature environment, but in many places morning frosts during winter are common**

In the winter months, there is a range of issues to be considered when concreting. NZS 3109 Concrete Construction provides a definition of unfavourable cold conditions when concrete should not be placed.

These are:

- When the ground is frozen.
- At temperatures below 5°C with temperature descending.
- At temperatures below 2°C with temperature ascending.

So, what is the reasoning behind the above temperature limitations? Let's first consider what happens to concrete at 0°C.

If concrete is frozen before it sets, the hydration of the cement is suspended, partly because the water within the mix freezes and expands, preventing

the reaction from continuing. If the temperature rises, and the concrete is vibrated to remove the pores created by the ice, the cement hydration should continue, producing satisfactory concrete. This only remains true however, if the concrete is re-vibrated after the ice has thawed.

If the concrete has set but not reached sufficient strength, freezing can result in internal cracking and loss of strength. If the freezing only occurs on the surface, it may result in delamination of the top surface.

After concrete has attained a strength of approximately 3.5 MPa, it is usually considered to have sufficient strength to resist a freeze thaw cycle.

The requirements of NZS 3109 give some protection against potential freezing of the concrete before it

has attained sufficient strength. As a specifier or placer of concrete, what can you do to ensure a fit-for-purpose project in the cold winter months?

The best solution is to understand the fundamental principles of concreting in the cold so that the most appropriate solution can be applied to your project. The following are some general comments that are worth considering.

### NEVER PLACE CONCRETE ON FROZEN GROUND

In New Zealand, it should be possible to wait until the ground temperature rises before placing concrete. Alternatively, the ground can be protected overnight with straw or a similar material to prevent freezing.

### USE AIR-ENTRAINED CONCRETE

The advantage of air entrainment is that it gives the concrete superior

freeze/thaw resistance when it has reached sufficient strength. The concrete will still however, need to be protected from freezing until it reaches at least 3.5 MPa.

### CONSIDER THE USE OF SET ACCELERATORS

These will decrease the time to final set, meaning the concrete can be finished and potentially protected earlier. When the concrete is reinforced, it is recommended that non-chloride accelerators are used. Be aware that accelerators have limited effectiveness when mix temperatures are below 5-8°C. Also, be aware that overdosing with some set accelerators can in fact retard set, so ensure that the dose rate is that recommended by the admixture manufacturer.

There is a tendency in some areas to add set accelerators simply because it is winter, rather than based on the expected temperatures during placing and finishing. It is possible to get very warm, low humidity days in winter. The indiscriminate use of accelerators can lead to problems with premature setting or plastic cracking.

High Early Strength (HE) cement could possibly be a consideration, although it

is generally not stocked at ready mixed concrete plants.

### PROTECT THE FRESHLY PLACED CONCRETE

In winter, there can be large changes in the ambient day and night temperatures. This can lead to restrained early thermal contraction. The use of early entry saw cuts, or tooled joints, can prevent the formation of ugly random cracking. Some winter cracking suggests that the top surface has chilled relative to the body of the concrete, resulting in surface random cracking. Although the insulation value of polythene is negligible, covering with polythene can potentially minimise the wind chill effect and prevent this type of cracking. If freezing conditions are expected and the concrete is unlikely to have attained a strength of 3.5 MPa, insulate the concrete.

### PREVENT THERMAL SHOCK

If the temperature is cold and the concrete warm, there is a risk that the removal of formwork can result in surface cracking. (A temperature differential of 20°C or more is commonly quoted as the range across which this phenomenon can occur). Always follow the minimum formwork stripping times specified in NZS 3109.

### USE WARM MATERIALS TO MAKE THE CONCRETE

The use of hot water and aggregates that have been stored in bins can mean that the concrete mix temperature is elevated, resulting in a faster setting time. Talk to your local ready mixed concrete supplier for options that are practical in your area. Never use water above 70°C, and be aware of the safety requirements of using hot water on a construction site.

**If the temperature is cold and the concrete warm, there is a risk that the removal of formwork can result in surface cracking**

### DO NOT USE UNVENTILATED HEATERS

The CO<sub>2</sub> given off by some heaters can react with the concrete surface, producing a dusty, weak surface. Always make sure the exhaust gases are ventilated, and do not aim the burner directly at the concrete.

With some simple precautions, it is relatively easy to obtain high-quality concrete all year round. ■

Concrete NZ is aligned with the New Zealand Concrete Contractors Association (NZCCA). To be a member of the NZCCA requires a high standard of knowledge and practical experience. To find out more visit [www.nzconcretecontractors.org.nz](http://www.nzconcretecontractors.org.nz)



## PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

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|---|---|---|
| <p><b>10)</b> Where can you find information about when conditions are so unfavourable that concrete should not be placed?</p> <p>a) On MBIE's website.</p> <p>b) In NZS 3109 Concrete Construction.</p> <p>c) Concrete can always be placed.</p> | <p><b>11)</b> Which of the following is NOT an example of when concrete should not be placed?</p> <p>a) When the ground is frozen.</p> <p>b) At temperatures below 2°C with temperature ascending.</p> <p>c) At temperatures below 2°C with temperature descending.</p> | <p><b>12)</b> How can ugly random cracking, due to early thermal contraction, be prevented?</p> <p>a) Through the use of early entry saw cuts, or tooled joints.</p> <p>b) By vibration.</p> <p>c) By the use of hot water.</p> |
|---|---|---|

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## CONCRETE RECOGNITION



## Entries open for 2019 Concrete Industry Apprentice of the Year

Concrete apprentices from around New Zealand are encouraged to showcase their abilities and desire by entering the 2019 Concrete Industry Apprentice of The Year award.

Entries are now open, and apprentices can be in to win a share of around \$10,000 in prizes, as well as the sought-after title of 2019 Concrete Industry Apprentice of the Year.

Concrete New Zealand (NZ) Chief Executive Rob Gaimster believes the rationale for establishing the award in 2017 remains relevant - primarily the huge need for skilled concrete workers, as well as ensuring that those thinking about a career in construction are aware of the rewards on offer through the concrete industry.



"The award is also a great way to acknowledge excellence and kick-start an apprentice's career - it's a chance to set goals and prove competence, as well as interact with other concrete industry professionals."

"Going to the effort of completing an entry so that you can be compared against your peers sends a clear signal of commitment. Add to that the possibility of being rewarded with the top honour and right to call yourself the 2019 Concrete Industry Apprentice of the Year, is a fantastic opportunity."

The award is open to all those enrolled in, or who have recently completed, one of the following Building and Construction Industry Training Organisation (BCITO) concrete based National Certificates:

- Precast Concrete (Level 3)
- Concrete Production (Level 3)
- Product Manufacture: Pipe (Level 3)
- Product Manufacture: Masonry Product (Level 3)
- Construction: Sawing & Drilling (Level 3)

- Construction: Placing & Finishing (Level 3)
- Concrete Construction (Level 4)

"The Concrete Industry Apprentice of the Year award is built on the belief that dedication and hard-work leads to success, that apprentices are professionals in the making, and that the concrete industry offers a range of exciting options for those considering construction," concludes Rob.

Entry details can be found on the Concrete NZ website - [www.concretenz.org.nz](http://www.concretenz.org.nz)

Concrete apprentices, their employers and assessors must all complete an entry form.

Entries close Friday, 6 September 2019.

The Concrete Industry Apprentice of the Year Award is made possible thanks to principal sponsors, the BCITO and Concrete NZ, and will be presented at the Concrete NZ Conference formal dinner on 11 October 2019 in Dunedin. ■

**Entries are now open, and apprentices can be in to win a share of around \$10,000 in prizes, as well as the sought-after title of 2019 Concrete Industry Apprentice of the Year**

"Within the construction sector, our industry has always found it difficult to attract and hold on to qualified workers. Over recent years, this has become more of an issue with activity across residential, commercial and civil areas remaining buoyant and therefore offering prospective workers plenty of options."

"The Apprentice of the Year award has a long and respected history of recognising exemplary young people in trade training. So, to continue to offer a concrete version as an incentive for those looking to work with concrete, just makes sense," says Rob.



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MANDATORY INSURANCE LOOMING? 

MBIE's proposed Building Reform looks to shift who carries the burden of liability within the building sector

## Yet more obligations on builders? Read more on MBIE's review of insurance requirements

**M**MBIE is currently reviewing aspects of New Zealand's building system as part of the largest proposed building reform since 2004. Part of this review includes how risk is allocated across the various players in the sector.

One recommendation would: "Require that a guarantee and insurance product is put in place for all residential new builds and significant alterations. Homeowners would be able to actively opt out of having a guarantee and insurance product."

If implemented, only builders who can offer this "guarantee and insurance product" would be able to build residential homes or do major alterations. Where this line is drawn hasn't been decided yet, but the three suggestions are:

1. Alterations over \$30k;
  2. Alterations over \$100k; or
  3. Alterations involving structural or weathertightness work.
2. Join the New Zealand Certified Builders Association.
  3. Become accredited with Builtin Insurance.
  4. Register and be approved by Stamford Insurance.

In other words, builders who can't access this insurance would only be able to work on smaller residential projects, subcontract to another builder that can or work for clients who actively opt out.

## WHAT COULD THIS MEAN FOR YOU?

As it currently stands, there are four ways you could comply with this new rule:

1. Join the Registered Master Builders Association.

Each option has its pros and cons, but all have membership or assessment criteria you must meet before accessing their guarantee or insurance product.

According to MBIE's discussion document "builders who don't offer a guarantee and insurance product would face financial penalties. Related obligations would be included in the licensed building practitioner scheme requirements."

MBIE estimates that taking out such a policy adds around 1% to the cost of

each build. It is suggested that this be passed onto the homeowner, who is the beneficiary of the policy. They believe that this extra cost is more than made up for by the benefits. These are primarily:

1. Insurers' compliance requirements would increase quality and financial solvency standards across the industry.
2. Losses suffered by BCAs and individual homeowners from building failures would be reduced, as these would be covered by insurance.

BCAs would be responsible for monitoring compliance with this new system and registering policies on the LIM.

## WHY IS MBIE RECOMMENDING THIS CHANGE?

Their main aim is to ensure homeowners are better protected if something goes wrong with their building work. MBIE's research showed that homeowners have a low understanding of the risks they face.

This may mean that they fail to take adequate steps to manage their risks. They estimate that fewer than half of all new builds and major renovations have any form of independent guarantee or

insurance in place.

The two primary risks faced by homeowners are:

1. That their building work isn't completed due to the builder going out of business.
2. That their finished house or renovation work will have defects.

Currently, both the Consumer Guarantees Act and Building Act provide significant protections for homeowners, including implied warranties that make the builder responsible for defective building work for up to ten years. However, statistics show that many building companies simply don't survive to be around if/when a problem arises that far down the track. And these laws don't provide any protection if the building company goes bust during the build either. This has led to the recommendation that a guarantee or insurance product become a requirement, with homeowners able to opt out if they wish.

This system is common overseas, with most Australian states requiring some form of warranty insurance. In the UK it is compulsory by default, as banks won't lend for new residential builds without one.

## A TWO-YEAR TRANSITION PERIOD

If this proposal gets the green light, changes would need to be made to the Building Act and to regulation. There would be a two-year transition period to allow builders to secure a suitable guarantee or insurance product.

It should be noted that similar proposals have been floated to and by the government of the day for ten years. There is a political consideration to any change that would add to the cost of building houses, so whether or not these recommendations ever make it into law is a big question.

## IN A NUTSHELL

MBIE's main aim is to ensure homeowners are protected if something happens during their project, or if defects arise later. They are concerned that the current approach of mandatory disclosure requirements is not increasing the uptake of this type of insurance. MBIE's proposal is to legally require all builders that want to do new residential construction and major alterations to provide a guarantee or insurance product (homeowners will be able to opt out). Builders who can't meet insurers' standards will not be able to do this type of work directly for the public. This is only a proposal for now and no decisions have been made. ■

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

## PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

- |   |  |  |
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| <p><b>13)</b> According to MBIE's insurance proposal, what product would be compulsory for all residential new builds and significant alterations?</p> <p>a) A guarantee and insurance product.</p> <p>b) A contract.</p> <p>c) Proof of liquidity.</p> | <p><b>14)</b> According to MBIE's discussion document, what would builders face if they didn't comply?</p> <p>a) Loss of LBP licence.</p> <p>b) Loss of right to apply for building consents.</p> <p>c) Financial penalties.</p> | <p><b>15)</b> If builders already have implied warranties for ten years, why is this needed (according to MBIE)?</p> <p>a) Because many building companies go bust during the build or within the ten-year period, so they can't/don't help with the issue.</p> <p>b) It's not, MBIE is going too far.</p> <p>c) Because it's standard elsewhere in the world.</p> |
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# SPONSORSHIP NEWS

## CROMWELL COMMUNITY LENDS A HAND

### Builder's wish comes true for little Harry thanks to PlaceMakers Foundation Working Bee Grant!

Emotions ran high in Cromwell as three-year old Harry Finch and his twin brother Ollie explored the two container houses built by Cromwell builder Derek Craig, who sold them to raise funds for Harry's ongoing physio costs following recent life-changing leg surgery.

Derek said seeing his idea come to life was a highlight for him, but the multitude of local tradespeople and businesses who had rallied to lend a hand, time and resources was equally amazing.



Harry's Heroes! Bex, Hayden and Harry Finch (left) with NZ Distribution CE and PlaceMakers Foundation Trustee Bruce McEwen and star volunteer builder Derek Craig

Earlier this year, Derek was awarded the inaugural Working Bee grant from the PlaceMakers Foundation, which helped him finish his ambitious project and donate \$100,000 towards Harry's ongoing physical therapy sessions for the next five to seven years. Born with cerebral palsy, the Dunedin youngster has Spastic Diplegia Cerebral Palsy in his leg muscles, and recent surgery in the USA now offers hope that walking and playing will one day be a possibility for the youngster.

"This has truly been a team effort – Cromwell residents provided so much support and involvement, and the \$25,000 Working Bee grant made it all come together, helping my dream for Harry come true."

Surrounded by family, friends and hundreds of well-wishers, Hayden Finch said it was incredible to think that one bloke would take on such a huge idea for his family.

"We are so moved by Derek and everyone who has played a part in the project," said Hayden. "Harry's surgery went very well and with a lot of hard work in the next few years, he has this amazing opportunity to have a wonderful life alongside Ollie."

Bruce McEwen, NZ Distribution CE and PlaceMakers Foundation Trustee, was

in Cromwell to lend a helping hand over the weekend and witness the impact the PlaceMakers Working Bee grant can have on community projects.

"What an inspiring man with a genuinely impactful vision to make a difference in someone's life – we are very proud to have awarded our first ever Working Bee grant to Derek," said Bruce. "Our local team has also been deeply involved in the project and are very proud to support Derek and the Finch family."

The PlaceMakers Foundation combines charitable giving, the skills of PlaceMakers' own staff and customers, and all available resources to help make a lasting difference in communities around the country. To find out more, visit [foundation.placemakers.co.nz](http://foundation.placemakers.co.nz)

## PROVE YOUR KNOWLEDGE

Evidence of actual learning rather than just 'participation' is a key requirement of the LBP renewal process.



### CODEWORDS ISSUE 90

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### AUGUST/SEPTEMBER 2019

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.

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