

ISSUE 101

# UNDER CONSTRUCTION

GET YOUR DECEMBER 2023/JANUARY 2024 SKILLS MAINTENANCE POINT!



**WE'RE PROUD  
TO BE PART OF THE  
NEW ZEALAND TEAM**

PlaceMakers has teamed up as an official partner with your New Zealand Team, and we couldn't be prouder!



# GET READY...

# MONSTER TOOL SALE

**Monster Tool Sale will be back again in 2024,  
but things are going to be a bit different this time.**

**Bigger, better, more monster-ish!  
Keep your eyes peeled for more info.**

**10  
YEARS**

**PlaceMakers**

Together we're building  
New Zealand

## FOREWORD **VIEW FROM THE GM OPERATIONS**

### CELEBRATE, LEARN, AND MOVE ON!



**As 2023 draws to a close, it's a good time to reflect on everything that has happened over the past 12 months and prepare for 2024**

Starting with our Builder's Business column, we ask what challenges have been faced this year and how they have been tackled. It is heartening to hear that the new H1 regulations didn't cause too many headaches – thanks in part to our efforts in providing clear and collated information from various sources in our printed and online All Over H1 guides.

The changes to H1 are now all in place – you can read more from BRANZ on this on page 24.

Continuing the theme of helping make our builders' lives easier, we hear from our Mandarin and Cantonese-speaking team about the support they are able to offer Chinese construction businesses. Read more on page 4.

Ensuring a diverse and thriving construction industry has always been one of our key priorities – and that extends to nurturing the next generation of builders. On page 6, we take a look at what the ARA Education Charitable Trust is doing to help young people from various backgrounds into the sector, and how PlaceMakers is supporting their efforts.

In PAC News (page 14), we hear from three apprentices about what's made the biggest difference to their apprenticeship this year. On page 15, we have the latest news from BCITO on its latest schemes to help support apprentices and employers.

As usual, we have further insights from across the industry and a range of business advice to help you both on and off the tools.

Next year will see the introduction of further changes that builders will need to be across, including new regulation on building product information. MBIE has produced some handy guidance on this topic, which can be found on page 18. For a handy rundown of all regulation that has recently passed into law and is coming soon, check out our table on page 44!

That just leaves me to wish you all a safe and relaxing summer break.

Thanks, as always, for your loyalty and, for now, I hope you enjoy the read!

**Shane Cornelius**

General Manager Operations



**Ensuring a diverse and thriving construction industry has always been one of our key priorities – and that extends to nurturing the next generation of builders**



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FEEDBACK

BUILDERS BUSINESS

A TOUGH 12 MONTHS?

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: As a builder, what has been your biggest challenge, and your biggest help, over the past year?

**Firm:** Stonewood Homes Whanganui

**Interviewee:** Anthony O'Leary

**Role:** Co-director

**Location:** Whanganui

**Staff:** 18

Compliance has been the least fun part of the job over the past 12 months! Funnily enough, the changes to clause H1 of the Building Code haven't been too difficult to manage. My biggest complaint has been the consistency of information I'm hearing about it. We deal with a lot of suppliers and are told different things by all of them. To combat that, I brushed up on the BRANZ calculation method and now I can work out what I need to do to reach the required R-values.

In my local area, a lot of builders are struggling to get them signed off, because the council is outsourcing consents

Another challenge has been with consents. In my local area, a lot of builders are struggling to get them signed off, because the council is outsourcing consents. They don't have the staff numbers to deal with them in-house, but that leads to painful and tedious delays, which has made life difficult for all of us.

One of the biggest helps we've had has come from our local PlaceMakers store, which has been so easy to work with. We have a branch manager who values close relationships. We can chew the fat or catch a rugby game with him and that makes it a lot easier to work together and overcome any challenges we have.

**Firm:** John Creighton Builders

**Interviewee:** John Creighton

**Role:** Director

**Location:** Christchurch

**Staff:** 15

The past 12 months have seen a lot of regulatory change but none of it has been too challenging from my point of view.

People might assume the new H1 requirements, or the Code of Ethics, or the CCA changes could be pretty challenging, but we haven't had any issues. We've found PlaceMakers 'All over H1' content to be very helpful, plus there's plenty of information out there about everything that's happening in the construction space.

The biggest issue we've had to deal with is the rise in interest rates, which has cooled off some of our work. I see it as a chance to catch up on legislation and sharpen the tools before we get busy again.

I also use slower periods to review our marketing and revise some of our internal processes, so we're good to go when demand picks up. The New Zealand construction industry has always had a terrible boom and bust habit, but I'm trying to make sure our business has the correct process in place to ensure an even flow of work, rather than huge peaks and troughs.

We've found PlaceMakers 'All over H1' content to be very helpful

**Firm:** Gregg Builders

**Interviewee:** Craig Wilson

**Role:** Project Manager

**Location:** South Island

**Staff:** 30

There's always something going on in this industry – it's a bit of a rollercoaster! You've got to be mindful of what's going on in the regulation space but, that said, we haven't found H1 too challenging. We work with architects, who are on top of it all, so all the designs we receive specify insulation R-values, which we follow with great care and attention to detail.

We always try to keep our finger on the pulse and I've found the PlaceMakers literature helpful in that respect

We always try to keep our finger on the pulse and I've found the PlaceMakers literature helpful in that respect. We take our foremen to LBP seminars, so they stay on top of any new laws and we also get information from sources such as Registered Master Builders and LBP updates.

In terms of the Code of Ethics and CCA changes, we're up to speed with it all. The biggest challenge I see the industry facing relates to interest rates, which I think will squeeze the middle market most heavily. There's also the Resource Management Act and consent process to deal with!

Thankfully, we're a bit insulated from that, as we have great workflow for the next year and referrals from past clients that keep us busy in quiet times. That said, nobody is safe in this industry, so we'll keep working hard to stay in the game.



## PLACEMAKERS SUPPORT BUILDS LOYALTY



The PlaceMakers Asian Business team ready to help interested attendees at the New Zealand International Building Expo &amp; Summit!

**With a specialist team that speaks Mandarin and Cantonese and has a good understanding of Chinese culture, PlaceMakers has built trust and loyalty with an important segment of the building industry**

PlaceMakers has dedicated Mandarin and Cantonese-speaking teams in Auckland, Canterbury and Otago and is a Diamond Sponsor of the New Zealand International Building Expo & Summit (NZIBES).

The event, organised by the New Zealand Chinese Building Industry Association (NZCBIA), has been held in the North Island every year since 2018 and was held in the South Island for the first time in 2023.

This year's North Island event was hosted at the Due Drop Events Centre in Auckland on 11-12 August. Keven Chen,

Head of Asian Business at PlaceMakers, says it was a huge success.

"It attracted 11,000 attendees, which is a significant increase on last year's attendance of 9,000. The event is a great opportunity for us to connect with builders from the Chinese community and the mainstream sector.

"We had a PlaceMakers Zone with information displays and interactive experiences from a range of suppliers.

"Attendees were able to speak to suppliers in Mandarin, and get a first-hand look at their products, providing them with

an excellent opportunity to break into the market segment."

Suppliers in the PlaceMakers zone included Firth, Milwaukee, Leven & Dryden, Winstone Wallboards, Delfast, Laminex, Complete Reinforcing, Staffy, Oliveri, Mico, Raymore/Adesso, Comfortech and IBS.

Aligning with the expo's theme 'Reducing our Carbon Footprint', PlaceMakers displayed a number of energy efficient products, including the Smarter Framing Series – a framing solution that reduces the amount of timber used in the construction of new homes to achieve a higher R-value.



**Building trust and loyalty is our priority and we do that by delivering exceptional and targeted services to our customers by the unique structure. From my understanding, we're the only builders' merchants who can offer that service throughout our business**

- Keven Chen, Head of Asian Business at PlaceMakers

"As we know, the higher a home's R-value, the lower the amount of electricity or gas is required to heat it, which leads to more sustainable homes," said Keven.

The highlight of the event was the gala dinner, which saw PlaceMakers CEO Bruce McEwen present the NZCBIA Excellence Awards in the Construction Residential Construction Category, while PlaceMakers General Manager Operations Shane Cornelius gave a speech about celebrating the long standing partnership between NZCBIA and PlaceMakers, and the continued commitment to the Chinese Building community.

The South Island NZIBES – the first of its kind in the community – was a big success. Held at Christchurch's Te Pae Convention Centre in early November, it was attended by more than 1,100 visitors and well supported with 18 sponsors and 12 support partners.

#### BUILDING BRIDGES

Keven points out that PlaceMakers support for the Chinese construction community extends beyond these marquee events – the team plays an active role in helping to make day-to-day business as easy as possible.

On a cultural front, there are a few differences that Keven and his team understand and are only too happy to accommodate.

"A number of our Chinese builders prefer to meet with us in the evening or after work for dinner, rather than at our BBQ trade breakfasts.

"Another key cultural understanding relates to how many Chinese customers prefer to do business – many prefer to use WeChat to communicate and place orders. To accommodate their preference, we set up a PlaceMakers WeChat account for trade support staff to better serve those customers."

Ease of communication is vital for all parties – and language is no barrier.

"Building trust and loyalty is our priority and we do that by delivering exceptional and targeted services to our customers by the unique structure. From my understanding, we're the only builders' merchants who can offer that service throughout our business."

Dealing with complex matters such as building projects in a second language is difficult, no matter how proficient you are in it, and Keven says there's a clear sense of relief and trust once customers find out they can speak to someone in their preferred language.

"We've had customers specifically come to us because of what we can offer. Not only do we have a dedicated team, we have Mandarin and Cantonese speakers throughout our networks – from dispatch, to yard, to the showroom and in estimation. It doesn't matter if it's in internal comms or from the account managers, our customers know it'll be a smooth process dealing with us.

"A lot of PlaceMakers suppliers don't have Mandarin or Cantonese speakers, so we can also act as a 'bridge' between them and our builders.

"We appreciate that many of these builders prefer to use Mandarin or Cantonese, as they can then express themselves better and can communicate their requirements more effectively.

"Speaking to them in Mandarin or Cantonese cuts down on any

miscommunication, which reduces mistakes and builds trust and loyalty."

#### SPEAKING OUR LANGUAGE

Adam Wang, Quantity Surveyor at Breeze Construction, says that having someone to communicate with in his first language is incredibly helpful.

"About 90% of our communication is in Mandarin and Cantonese, which makes it a more efficient process and results in less time lost to correcting any miscommunications that may occur as a result of using English.

"Also, we use WeChat for most of our ordering and communication, which is a highly efficient way of doing business, as it cuts down on time spent making phone calls or using email chains.

"We also use it to chat to sales or account managers and can search for messages we've sent in the past if we ever need to."

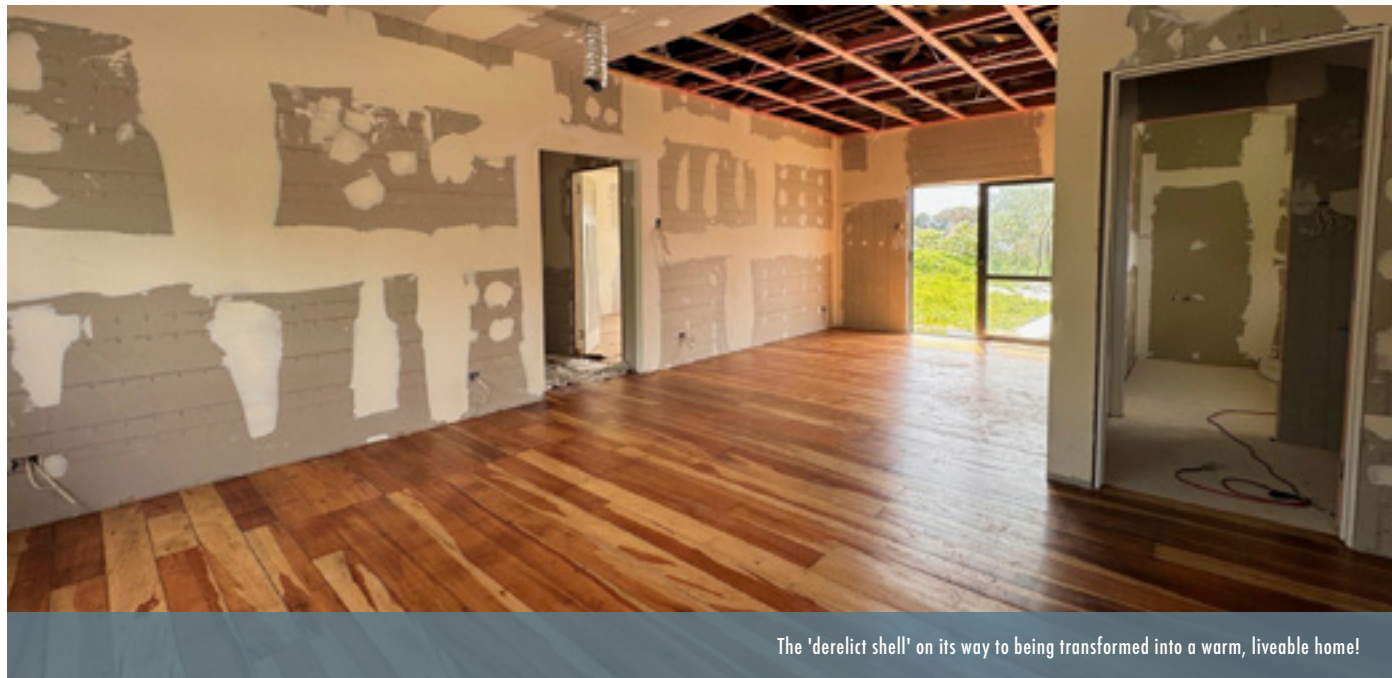
Adam says having a dedicated PlaceMakers team helps him get orders placed and delivered more quickly, and he enjoys attending events such as the NZIBES and PlaceMakers seminars to learn more about new products.

"The NZIBES is a very valuable event to us in terms of networking and getting the opportunity to talk to suppliers, and we've also made the most of training sessions run by PlaceMakers on how to use and install products like Weathertex (a weatherboard product). It makes a big difference having these services available to us."

Builders looking for support in Mandarin or Cantonese can reach Keven Chen at [keven.chen@placemakers.co.nz](mailto:keven.chen@placemakers.co.nz). ■



## OPPORTUNITIES AND FOREVER HOMES!



The 'derelict shell' on its way to being transformed into a warm, liveable home!

### The Ara Education Charitable Trust provides work experience, career education and industry opportunities to students in their last year of school – and PlaceMakers is happy to help!

The Ara Education Charitable Trust (AECT) is a collaboration between industry, government agencies and schools to create work and training opportunities for school leavers from eight South Auckland schools – Aorere College, Manurewa High, Onehunga High and Southern Cross Campus.

It was initially set up as Ara Jobs and Skills Hub by Auckland Airport in 2015 to connect South Auckland communities and job seekers with businesses looking to fill positions at and around the airport.

When Covid-19 hit, some aspects of AECT's remit became unfeasible. So, the focus shifted to school engagement and wider industry applications.

"AECT provides opportunities across all industries in New Zealand, however a key focus of ours is to support students in the transition from school into the construction industry through skills training, obtaining their driver's licences, certification and addressing any other

skills gaps to ensure they are ready for the workforce," said Trust General Manager Dr Sarah Redmond.

#### FOREVER HOME, FOREVER JOBS

One of the ways in which AECT supports students in the transition into construction is the Forever Home initiative – a project to turn a derelict house into a warm, sustainable and livable home. The house, donated by Auckland Airport, is worked on one day per week by students from the eight South Auckland schools under the watchful eye of carpentry tutors Willie Malakai and Mat Watford.

The three-bedroom, one-bathroom farmhouse with "holes in the floor, walls and roof" is being transformed by AECT students into a modern, sustainable home with solar panels, thermal blinds and an HRV system.

"These students are receiving practical, hands-on skills training while working on this house, which will help give them

a solid foundation to enter the workforce once they finish school at the end of this year," explained Dr Redmond in October 2023.

The house is due to be completed by the end of November, after which it will be auctioned off, with all proceeds going back to the trust, so it can continue its work with students from some of Auckland's most deprived areas.



**I'd say the kids involved in this project are now way ahead of other first year apprentices in terms of skill level, and I'm confident that they're going to go and make something of their lives – I'm so happy for them**

– William Malakai,  
Carpentry Tutor, AECT

#### PERSONAL DEVELOPMENT

Malakai said it has been rewarding to watch the growth in confidence of the students working on the project.

"It's been amazing to see their skills develop. At the start of the project, they didn't know how to measure or use basic tools. It took three weeks to teach them the basics, and now they're so confident – they can cut material without second-guessing themselves and it's so satisfying to see."

Many of the students have now been signed on as apprentices.

"I'd say the kids involved in this project are now way ahead of other first year apprentices in terms of skill level, and I'm confident they're going to go and make something of their lives. I'm so happy for them."

PlaceMakers supported the Forever Home project by setting up a trade account and supplying several products for free, including an entire kitchen.

Malakai said the Trust will continue to support young people beyond completion of the Forever Home project.

"We have another programme called Ara Rangatahi Pathways to Employment, which is aimed at helping young people, aged 15-25, who have finished school and aren't sure about their next steps. For this programme, we've had nine houses donated by Kāinga Ora, Piritahi, Auckland Airport and Auckland Council, which will all be renovated by our rangatahi and building tutors.

"The kids come in on three-month rotations and then we help get them into the workforce. It's been working well so far!"

#### CLOSING THE GENDER GAP

AECT also runs the Maori & Pasifika Women in Construction Project, which shows young Maori

and Pasifika women what the construction industry can offer in terms of career pathways.

"We equip them with everything they need to be successful in an industry that's traditionally male-dominated," explained Dr Redmond.

Part of the work AECT does with Maori & Pasifika women involves running work experience programmes.

"Students get the opportunity to work on some amazing work sites for one day a week throughout their final year of school.

"Thanks to the ongoing support of Auckland International Airport Limited, Icon Construction and and Hawkins Construction, our students have had the chance to work on commercial construction sites ranging from the

extension of Auckland Airport to large hotels, corporate offices and large residential developments."

#### PLACEMAKERS SUPPORT

PlaceMakers GM Marketing Sharon Lyndon says that grassroots charities such as AECT are doing vital work, which PlaceMakers is delighted to get behind.

"We're incredibly proud to support the valuable work that AECT undertakes in the South Auckland community. PlaceMakers is dedicated to helping introduce as many people as possible to our industry from all backgrounds, ethnicities and genders and to helping provide a wider talent pool for future builders. When we learned about the Forever Project and the positive outcomes it is creating, it was an easy decision for us to jump on board." ■



The Forever Home project has given high school leavers a leg-up into the construction industry



SUPPORTING THE NEW ZEALAND TEAM



At PlaceMakers #ForceForGood event – where everyone pitched in to give back to local communities by filling backpacks with school supplies, building bikes, and packing food parcels – the staff were thrilled to be joined by VIP guests from the New Zealand Team, including Olympians Eliza McCartney, Caitlin Regal, Huriana Manuel and several more

PlaceMakers is delighted to announce its support for the New Zealand Team as it prepares to take on the world at The Olympic Games in Paris from 26 July to 11 August 2024

PlaceMakers, which has a proud history of supporting the communities within which it operates, will work closely with the New Zealand Olympic Committee to roll out a plan of initiatives to bring the partnership to life, said Bruce McEwen, PlaceMakers Chief Executive – Distribution.

“It’ll include things like co-branded merchandise for our builders, local activation events, a new PlaceMakers Pathway programme and local sports club clean-ups through the PlaceMakers Foundation. All this will culminate in a major activation just before the Paris 2024 Olympic Games.”

With values and culture that includes whakakoha (respect), ngākau pono (integrity), kairangatira (excellence), hautūtanga (leadership) and pohonui (pride), the New Zealand Team is committed to athlete engagement and representation.

Those are values that resonate with PlaceMakers, said McEwen.

“Over the past 12 months, we’ve been

looking for a new national partnership opportunity which would resonate with our people and customers alike, no matter what age, gender or sporting preference; make us feel proud to be Kiwis and support a worthy cause and align with our values.

“We believe this sponsorship epitomises these desires, and we look forward to PlaceMakers playing an important role in empowering Kiwi athletes to represent our country and compete on the world stage, including the upcoming Paris 2024 Olympic Games.”

Around 40% of athletes selected for the Birmingham 2022 Commonwealth Games were unfunded, including multiple medal winners, so external sponsorship is a crucial driver of the New Zealand Team’s success.

**NATIONAL REPRESENTATION**  
The New Zealand Team says that around 96% of New Zealanders are interested in following its athletes, with more than 30 sports represented including winter, summer, para-sports, teams and individuals. The competitors come

from a diverse range of backgrounds, including those with Māori, Samoan, Tongan, Cook Islands, Fijian, Filipino, Chinese, Australian, European and African heritage.

PlaceMakers customers of all ages, races and genders can get behind the athletes, of which over 50% are women and 20% of Māori descent.

“Whilst customers’ needs will always be our primary focus, how we support the communities we operate in to build New Zealand is also an important part of who we are,” added McEwen.

**REGIONAL HEROES**  
With athletes from every part of the country, branches and customers from each corner of New Zealand can proudly root for a hometown hero, whether they’re on the West Coast (four athletes), in Southland (27 athletes) or Gisborne (10 athletes). Every area in New Zealand has played its part in contributing to the New Zealand Team’s complement of representatives. ■

THE NEW ZEALAND TEAM TODAY  
A DIVERSE REPRESENTATION  
OF ALL NEW ZEALAND

OVER 30

sports including Winter, Summer, Para-sports, Teams and Individuals

MANY

cultures including athletes with Samoan, Tongan, Cook Islands, Fijian, Filipino, Chinese, Australian, European and African heritage

OVER 50%

of athletes are female

20%

of athletes of Māori descent

THE 1ST

openly transgender woman to complete in the Olympic Games

16 TO 75

years old; the age span of our Team



We look forward to PlaceMakers playing an important role in empowering Kiwi athletes to represent our country and compete on the world stage



FRESH LOOK, FRESH APPROACH



PlaceMakers New Lynn is leading the way for branches nationwide with its new high-end tool hire service 'Hilti Hire Shop'

PlaceMakers New Lynn’s ‘one-stop shop’ concept reflects PlaceMakers commitment to evolving to meet its customers wants and needs

In what can only be described as a “store transformation”, PlaceMakers New Lynn has taken its safety and power tool sections in a whole new direction – with a standout Toolshop including a hire service and specialised Safety department!

“In a world that is constantly changing, businesses need to evolve to meet the ever-growing demands of their customers,” says PlaceMakers Head of Format Derek Cotton.

“That’s why we decided to refresh our ranges in the New Lynn store – not just as a symbol of change, but as a means to adapt and thrive in an ever-transforming building supplier market.”

This also means not neglecting the bread and butter of the industry, so the fastenings section has also undergone a revamp – it now boasts an increased range of products in a larger area.

EVOLVING WITH THE INDUSTRY

Cotton says that offering a comprehensive range of safety and power tools is a move driven by both market trends and PlaceMakers unwavering dedication to customer satisfaction.

“The demand for quality safety products, power tools and fastenings has surged, so our decision to refresh our store is, in part, a response to this growing trend and customer feedback,” explains Cotton.

“We recognise that PlaceMakers customers need access to a wide variety of quality trade products to tackle their ongoing projects effectively and safely. Our refreshed store is designed to provide them with the tools, products and expertise they require, all in one convenient location.”

SAFETY AT THE FOREFRONT

Safety is non-negotiable regardless of the trade and PlaceMakers New Lynn’s new approach places a significant emphasis on providing all customers with access to top-of-the-line safety gear.

“We’ve always had tool and safety areas, but this is a different style and scale,” says Brand Manager Nicholas Scott.

“We now have changing rooms, full clothing racks, proper footwear displays and so on. Previously safety gear has just been incorporated into our standard merchandising template, rather than having a specialised space.”

Cotton says no customer looking for safety gear should be found wanting, and the addition of the changing rooms will ensure everyone gets the right fit.

“From eye and hearing protection, to respirators, first-aid kits and high-vis apparel, we are dedicated to helping our customers work safely and with confidence.”

In line with PlaceMakers commitment to inclusivity, the store also features a significant number of women-specific ranges such as Magnum boots.

THE RIGHT TOOLS FOR THE JOB

The reimagined tool area – a standout Tool Shop with new black branding – brings all the tools PlaceMakers has on offer together. Featuring shelving dedicated to drop/table saws, more space and accessories, and a larger range including outdoor powertools, the new Toolshop means there’s no question about where builders can get their hands on the right tools.

“Safety and power tools are more than just products; they’re tools for empowerment,” says Cotton. “For a professional tradesperson, the right tools can make a world of difference.

“Our comprehensive offering ensures that our customers have the equipment they need to excel in their tasks, from new builds to alterations and beyond. By equipping our customers with the right tools, we’re giving them the power to realise their vision and achieve their goals.”

In addition to selling the right tools, PlaceMakers New Lynn is leading the way for branches nationwide with its new high-end tool hire service. Made possible through a partnership with Hilti, ‘Hilti Hire Shop’ rounds out PlaceMakers commitment to ensuring builders can get the products they need, when they need them, for as long as they need them.

EXPERT GUIDANCE

However, as Cotton points out, it’s not just about providing the right product – the right advice is equally important.

“We understand that navigating the world of safety requirements, power tools and fastenings can be overwhelming, especially for those new to the field,” he says. “That’s why our refreshed store includes expert guidance and knowledgeable staff who can assist customers in selecting the right tools and equipment for their specific needs.

“Our experts can also provide guidance on proper usage, maintenance, and safety precautions, ensuring that our customers have the knowledge they need to work safely and effectively.”

ONE-STOP SHOP

The refreshed store is designed to be a one-stop shop for all fastening, safety and power tool needs. From framing guns and saws, to protective gear and hire equipment, builders will find everything they require under one roof.

“Our goal is to save our customers time and effort, making the shopping experience as efficient and enjoyable as possible,” says Cotton. “Our decision to refresh our store is not only about

a fresh look, but also about a fresh approach to serving PlaceMakers customers.”

With a true ‘one-stop shop’ concept in mind, the store is also making sure its customers are also fed and watered thanks to a new café area in the trade hall, serving coffee and pies.

Make sure to stop and keep an eye on the next *Under Construction* for further improvements to PlaceMakers New Lynn. ■



The fastenings section has also undergone a revamp – it now boasts an increased range of products in a larger area



At PlaceMakers New Lynn’s new safety section, no customer looking for safety gear should be found wanting, and the addition of the changing rooms will ensure everyone gets the right fit



PLACEMAKERS YEAR IN REVIEW



At PlaceMakers #ForceForGood event, 450 staff dedicated time and energy to giving back to their communities – including building 45 bikes for local schools

With 2023 drawing to a close, we thought we’d take the opportunity to look back at the moments that made us proud throughout the year. From individual achievements to group successes and initiatives we’re delighted to have been involved in, the past 12 months have been a whirlwind!

Back in February, PlaceMakers was nominated in five Hardware and Builders’ Supply Merchant categories at the 27th annual Hardware Awards. The nominations demonstrated our branches’ expertise and exceptional customer service across New Zealand.

Being a nominee is a noteworthy achievement in itself, and two of our five went on to win their categories outright. PlaceMakers Riccarton was named Trade Store of the Year for the second year running, while Jeremy Donoghue from PlaceMakers New Plymouth & Hawera won the Bud Little Young Achiever of the Year award.

“We were incredibly proud to pick up the Trade Store of the Year award for the second consecutive year,” said Christchurch Hub Operations Manager Malcolm Ross. “We’re a large store, but we’ve always worked hard to nurture close relationships with our builders and ensure we listen to their changing needs.”

Meanwhile, Jeremy’s success was praised by New Plymouth Operations Manager Lauren Mackintosh.



Representatives from PlaceMakers Riccarton accept their Trade Store of the Year award

“He can banter with the best of the builders, but he works hard to innovate our ways of working to fit our customer’s needs,” said Lauren. “He is always finding solutions to the next potential issue before it even becomes an obstacle.”

Demonstrating PlaceMakers network-wide commitment to the building industry, other finalists included PlaceMakers Mt Wellington (Trade Store of the Year), Vinny Harvey from PlaceMakers Whakatane (Trade Account Manager of the Year), Andrew Wintle from PlaceMakers Westgate (Retailer of the Year) and Hayden Finlayson from PlaceMakers Riccarton (Young Retailer of the Year).

ALL OVER H1

While we are proud to be recognised in the industry’s leading awards, PlaceMakers commitment to its builders is most importantly demonstrated through its actions.

The recent changes to Clause H1 of the Building Code were tricky to digest for even the most experienced builders, which is why we developed the ‘All over H1’ printed guide and website.

Our goal was to make it as easy as possible for builders to understand the new regulations and product solutions. We did this by collecting new and existing information in one central resource – online and in print – working in collaboration with regulatory bodies and suppliers.

The feedback we’ve received from builders so far is that our H1 guide has proved to be a useful resource in navigating these complex changes.

MORE AWARD WINNERS!

Warm congratulations to PlaceMakers Pukekohe Account Manager Rowena Massey, who took home the Excellence in Construction Administration title at this year’s National Association of Women in Construction (NAWIC) Excellence Awards in July.

“I see my role as keeping my builders happy, while also creating a connection between myself, my work and the community,” said Rowena. “Pukekohe is a small community and our work and personal life all tie in to each other, so I think it’s really important to be supportive.”

“Being female in the industry can be hard, and I always try to make sure to bring other females through and give them the confidence to know they can add value to any business in the industry.”

The awards evening was “humbling but special”, said Rowena.

“NAWIC put on an amazing evening and made people feel very welcome and special. For example, all finalists were presented with a pounamu. It’s a night I’ll never forget.”

JOINT EFFORT

NAWIC and PlaceMakers also teamed up to host several ‘We Belong in Construction’ events across the country, designed to bring women together from

across the sector to network and share stories, ideas and encouragement.

“The Waikato Chapter achieved its biggest turnout yet for this event,” said Mel Reid, NAWIC Waikato Chapter Chair.

“Guest Speakers Liz Watson (Council Member and Past NAWIC Award winner), and Jasmin Lawrence (NAWIC Awards Highly Commended Rising Star 2023) spoke about the Fletcher BUILDhers Project currently under way in Auckland, along with the highlights and challenges of being a woman in the construction industry, which was both inspiring and motivational.

“Thanks to PlaceMakers for their fabulous hosting both in venue and catering, and to the current and ‘future’ members of NAWIC who attended. It was great to see such an awesome and supportive crowd.”

SUPPORT FOR THE INDUSTRY

Continuing its advocacy for females in the construction industry, PlaceMakers provided support to Women in Trades (WIT) by giving a presentation at its Getting Women Into Trades event and profiling its work in *Under Construction*.

WIT is a non-profit organisation that promotes trades for women and plays a crucial role in advocating for women in trades, as it seeks to close the gap between the number of women and men in the industry.

“We want to present women with educational opportunities to help them connect with the industry – whether that’s

public or private training enterprises,” explained WIT co-chair Kylie Taffard.

“Presentations from PlaceMakers and Fletcher helped attendees see that there are businesses who want to employ women and have interesting opportunities for them.”

ANNUAL CONFERENCE AND GALA DINNER

In September, we hosted our two-day annual PlaceMakers Conference and Sales Forum at the Viaduct Events Centre, hosting more than 500 attendees.

The first day was dedicated to a Trade Expo with 74 supplier stands on show.

In the evening, PlaceMakers held a Force for Good event, which saw more than 150 backpacks filled with school supplies, 15 bookshelves filled with books, over 150 food parcels packed, and 45 bikes built for school kids.

“We believe that every child should have the same opportunity to learn and develop,” said Bruce McEwen, PlaceMakers Chief Executive – Distribution.

“Our Force for Good event helps to provide much needed supplies to some of New Zealand’s most disadvantaged communities, and gives us a way to say ‘thank you’ to our local communities.”

The Conference was wrapped up with a Gala Awards Dinner to celebrate individual and group successes of our nationwide PlaceMakers team. ■



PlaceMakers supported WIT’s efforts to encourage women into the construction industry





# FROM THE GROUND UP

Our 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 has made the biggest difference to your apprenticeship this year?**

2<sup>nd</sup> YEAR

**Name:** Brian  
**Location:** Christchurch

The thing that's made the biggest difference to my apprenticeship this year has been Fees Free, which I was eligible for this year. Having access to the scheme has saved me \$1,000 and that's a lot of money when you're only earning apprenticeship wages.

**My boss is on top of me all the time about making sure my standards are high, which is great for my learning**

I've also had some experience with other Government initiatives to help apprentices into the industry, but that didn't go too well for me. I had one employer who took me on thanks to the Apprenticeship Boost, but I got the impression he just did it for the money and it didn't end very well for me.

Moving employer has made a big difference to my apprenticeship. I've been getting heaps more assistance now, and my boss is really invested in my success. He's on top of me all the time about making sure my standards are high, which is great for my learning.

3<sup>rd</sup> YEAR

**Name:** Carlos  
**Location:** Auckland

The company I'm with has made the biggest difference to my apprenticeship – they've been awesome. We have quarterly catch-ups with our bosses and the other apprentices on site to go over topics we're finding tricky to study on our own.

That's really helped me get to grips with certain subjects and build my confidence. It's helped me see that I'm not struggling by myself. It's also brought the apprentices closer together, and we're able to bounce off each other and provide tips and tricks to help us get through challenges or obstacles we've faced.

**We do quarterly catch-ups onsite to go over topics we're finding tricky**

We also have an in-house design team, and I've been able to talk to them to get a good understanding of the construction industry as a whole. I've really enjoyed that aspect of work over the past 12 months.

FINAL YEAR

**Name:** Aaron  
**Location:** Wellington

The biggest help I've had has been from BCITO, which encouraged me to apply for the Fees Free programme.

I really need that this year, because it's a struggle to survive on an apprenticeship rate when you're a mature learner with all the associated bills to pay.

**It's a struggle to survive on an apprenticeship rate when you're a mature learner with all the associated bills to pay**

The thing that would help me the most in the next 12 months would be to find an employer to take me on for the final year of my apprenticeship. I was with someone, but I didn't agree with some of the things that were happening on site, so I thought it would be best to wait and complete my apprenticeship with someone else.

As someone who has been around the industry a long time, I haven't really needed too much help from my employer regarding learning, although it's been useful to keep up to date with important regulation changes such as H1. I've been able to find all the resources I need to do that by myself.



# BCITO EXTENDS APPRENTICESHIP SUPPORT

BCITO Te Pūkenga has introduced new schemes to help support apprentices and employers

The Critical Skills Apprenticeship Programme and Building Belonging initiative are two ways in which apprentices and employers can access support and help from BCITO as they progress through an apprenticeship.

The Critical Skills Apprenticeship Programme is a joint effort between BCITO and Education Unlimited, which aims to support 15 apprentices from the Te Tai Tokerau region north and south of Whāngarei and the Bay of Islands including Kerikeri, Opua and Russell.

The geographic challenges of the area make it difficult for BCITO Training Advisors to visit trainees and provide them with the support required, which is where the Critical Skills Apprenticeship Programme steps in.

## MONTHLY MEETINGS

The apprentices meet once a month in Kerikeri, where they can access additional support designed to boost apprenticeship success and help aspiring tradies "navigate the formal aspects of their mahi" says BCITO.

"We designed five workshops spread across five months, which focused on a range of different things," said Tina Rose, Director at Education Unlimited.

"For example, the basics of the BCITO training portal, how to navigate it, and supporting the apprentices to get into good habits with taking/uploading photos onsite. There was also a focus on financial literacy and numeracy, along with discussions around well-being, mindsets, the importance of mental health, and SMART goals."

Workshops made up the majority of the programme. However, apprentices could also access one-on-one sessions, and those who completed the programme earned a Site Safe Foundation Passport in Building Construction, a GoodYarn mental health awareness certificate and gained a solid foundation in time management, problem-solving and workplace communication.

BCITO reported strong feedback from apprentices, with one reportedly saying it was the best day they'd had in weeks, and another saying it was helpful to connect with learners in the same position as them.

## MORE INCLUSIVE INDUSTRY

Alongside the Critical Skills Apprenticeship Programme, BCITO has launched its Building Belonging series of resources for trade employers.

**BCITO reported strong feedback from apprentices, with one reportedly saying it was the best day they'd had in weeks, and another saying it was helpful to connect with learners in the same position as them**

Building Belonging aims to create inclusive worksites and a construction and infrastructure sector that works better for everyone. The resources are available thanks to a joint initiative between Waihanga Ara Rau, the Workforce Development Council for Construction and Infrastructure and BCITO Te Pūkenga.

"We're pleased to offer Building Belonging in response to the upskilling and growth needs of our industry," said Philip Aldridge, CE of Waihanga Ara Rau. "This suite of free resources for trade employers, created with our partner BCITO Te Pūkenga, includes a podcast series, videos, articles, and interactive training modules to help pave the way for more inclusiveness in the trades."

The training modules cover numeracy and literacy in construction, creating a learning space, tips and tricks for numeracy, tips and tricks for literacy, tips and tricks for communication, diversity and inclusion, cultural awareness, cultural awareness in practice, mental health and wellbeing.

More information can be accessed at [bcito.org.nz/news-and-publications/news/building-belonging-paving-the-way-for-more-inclusivity-in-trades](https://bcito.org.nz/news-and-publications/news/building-belonging-paving-the-way-for-more-inclusivity-in-trades) and [bcito.org.nz/news-and-publications/news/introducing-critical-skills-apprenticeship-programme](https://bcito.org.nz/news-and-publications/news/introducing-critical-skills-apprenticeship-programme).





## WHAT'S ON

## PLACEMAKERS PRODUCT PICKS



In a tightening market, where the cost of materials and labour has steadily increased, Eliment glasswool can be a more cost-effective alternative and potentially provide significant savings on your projects.

Eliment is available in a full range of R-values for external walls, internal walls, ceilings and acoustic mid-floors. Eliment is a fully compliant, CodeMark-certified solution for residential and commercial applications. It is made with up to 80% recycled glass and has a 70-year warranty.

Eliment is manufactured by Polyglass Fibre (PGF), which operates a large modern plant in Malaysia. The factory has been producing insulation for almost 50 years and the majority of its volume is currently sold into Australia.

## JOHNSONSUISSE BATHROOMWARE



Introducing bathroomware by JohnsonSuisse, a new brand exclusive to PlaceMakers Bathrooms. A subsidiary of Roca Group, the world's leading bathroom manufacturer, the JohnsonSuisse standard of technology, manufacturing and design is first class in the New Zealand market and available exclusively through PlaceMakers.

The JohnsonSuisse Emilia toilet and basin range is all about comfortable, practical bathroom products that everyone at home can enjoy. Clean, soft lines have been combined to create a highly durable and functional range. A truly easy and versatile choice for any client's bathroom – check it out at PlaceMakers today! [johnsonsuisse.co.nz](http://johnsonsuisse.co.nz)



Suitable for use on decking, hardwood and outdoor furniture, the new Dryden OilStain is a penetrating oil that nourishes most exterior timber species. It is water-resistant to help minimise warping, cupping, and splitting.

To get the desired colour, Dryden Colourtone+ can be added to Dryden OilStain. Adding Dryden Colourtone+ can also give a longer lasting finish and added UV protection. If the desire is to retain the natural timber colour, Dryden OilStain is a clear finish that will allow the timber to gradually fade over time, or, with simple maintenance, maintain the timber's natural colour.

Dryden OilStain is formulated to never flake, blister, or peel as a film isn't being formed. Available in 1L, 4L and 10L.

## DRISTUD REPEL FLEXIBLE AIR BARRIER



DriStud Repel is a CodeMark-certified, green, quattro-laminate synthetic, fire-retardant, vapour-permeable, water-resistant, flexible air barrier. With two outer non-woven layers and scrim, it provides a secondary weather-resistant layer when installed over wall framing, preventing moisture accumulation.

DriStud Repel is ideal for temporary weather protection (up to 90 days), enabling interior work to continue inside the building without waiting for cladding to be completed. To ensure protection, it must be installed in accordance with the DriStud Repel installation guide and a DriStud Repel Installation checklist must be completed.

Our standard roll sizes are 50m<sup>2</sup> and 75m<sup>2</sup>. We also provide local custom printing for pallet quantities with a fast turnaround.



The pinnacle of modern design, Fentec VistaWall is for designers and discerning homeowners, who want to make their boundary a feature and a statement.

With modular components, all VistaWall fencing is designed to be quick and simple to install, and having the fixings hidden within channel covers offers homeowners a clean, minimalist look. VistaWall also provides your clients with options – solid or slat.

Add value to your client's home with the contemporary fence that everyone wants. Featuring strong aluminium construction with no twisting or warping, it's low maintenance and offers the perfect blend of form and function that will elevate your client's property and enhance their landscape.



Red Stag TimberLab has been manufacturing Engineered Wood Products (EWP) for over 60 years. It is the most vertically integrated EWP producer in New Zealand with internal feedstock manufacturing, drying and treatment, Cross Laminated (CLT) and Glue Laminated Timber (GLT) manufacturing, LVL processing, and light timber/frame and truss design and supply integration. Red Stag also offers advice and guidance, door-to-door delivery, prefabrication manufacturing, 3D computer modelling and total package solutions.

Red Stag uses the most advanced CNC capabilities in the country with three scale machines, including the world's largest timber CNC processor. Investment is ongoing and, in October 2023, two more CNCs were commissioned in Rotorua – providing more capacity and capability with New Zealand's largest beam processor.

CLT is a proven solution abroad and the scale of Red Stag's plant can produce 75m<sup>2</sup> panels. This allows projects to install 300-450m<sup>2</sup> of floors or panels per hour.

## ENGINEERED TIMBER



The all-new 40Vmax XGT® Cordless High-Pressure Washer is the next innovation in XGT® technology. Featuring a self-priming function means it can be connected to a main water source or a water supply reservoir.

With the power to match a corded model, the HW001GZ features three operation modes that deliver up to 11.5Mpa of water pressure or 7.0L/min water flow at your disposal. Powered by a single 40V XGT® battery for formidable performance, this high-pressure washer also features a convenient telescopic handle for effortless transportation and storage, along with robust 140mm diameter wheels, ensuring smooth mobility even on rough terrain.

Search 'HW001GZ' at [makita.co.nz/products/model](http://makita.co.nz/products/model) to learn more.





BUILDING REGULATIONS 2022: WHAT'S NEW?



The regulations will require a minimum level of information about building products to be made freely and publicly available. This will help designers, builders and consumers choose the right products for the right building work and ensure they are installed in the correct way

The Building (Building Product Information Requirements) Regulations 2022 commence on 11 December 2023 and set out mandatory information that must be disclosed about designated building products. This will increase confidence in the way building products are used and support decision making

Even though Licensed Building Practitioners (LBPs) will not have any new responsibilities under the new regulations, it's important that you understand the principles and the benefits you can expect to see from improved and more consistent building product information.

At present, technical product information about building products can be poorly compiled and not address important issues, such as how a product should be used, installed and maintained.

The regulations will require a minimum level of information about building products to be made freely and publicly available. This will help designers, builders and consumers to choose the right products for the right building work and install them in the correct way.

It will also help building consent authorities with more efficient consenting, as they will have the right information readily available to check that products in plans and specifications meet their applicable Building Code performance requirements.

Aotearoa New Zealand-based manufacturers and importers will need to make particular information about the building products they supply to the Aotearoa New Zealand market publicly available, and they must be able to provide evidence for any claims they make about their products. Aotearoa New Zealand-based distributors and retailers will need to check that the product information for designated products they supply complies with the new minimum information requirements and that the information is available to their customers.

VERIFY PRODUCTS

You should confirm that all building products used meet the minimum product information requirements and that you are installing products according to instructions given in the product information. This is particularly important when dealing with products you might not be familiar with. Information about the product must be available online with a link to the relevant website provided on or with each product.

If you find deficiencies in the product information, then we encourage you to raise your concerns with the relevant product manufacturer or importer. If your concerns are not resolved, please notify the Ministry of Business, Innovation and Employment (MBIE). This information is important to help MBIE assess the impact of the legislative reforms, as well as ensure enforcement action can be taken where appropriate.

You can contact MBIE at [products@mbie.govt.nz](mailto:products@mbie.govt.nz)

You should expect to see a reduction in the need to replace or remedy products that fail, in the event that installation is carried out according to the installation instructions provided. You may also see a reduction in labour costs relating to fixing or reinstalling products that were not installed correctly in the first instance.

Better product information is expected to result in fewer building defects, less building rework, more efficient consenting, and safer and more durable buildings.

KEY DETAILS

- The regulations provide for two classes of products and the specific information requirements for each class.
- A list of the specific information that must be provided is contained in Schedule 1 and Schedule 2 of the regulations.
- The regulations only apply to building products that, when used in building work, may affect whether the building work complies with the Building Code.
- Information must be published and maintained by manufacturers and suppliers on an internet site that is publicly available.
- The regulations only apply to designated building products that are manufactured in or imported into Aotearoa New Zealand on or after 11 December 2023. The regulations will not be applied retrospectively.
- The regulations only apply to new products.
- A person cannot supply, in trade, a designated building product in New Zealand that does not have product information that meets regulatory requirements.
- Each manufacturer or importer of a product must ensure that the required product information is kept up to date on the relevant internet site from which the information is available to members of the public.
- MBIE's chief executive has powers under the Building Act to enforce the duties and obligations in the regulations. MBIE will monitor the market, investigate complaints and take enforcement action where deemed necessary.



Better product information is expected to result in fewer building defects, less building rework, more efficient consenting, and safer and more durable buildings

You can read more information about the building product information requirements in the guidance document.

Building Product Information Requirements — Building Performance [building.govt.nz/assets/Uploads/building-code-compliance/certifications-programmes/guidance-complying-with-building-product-information-regulations-2022.pdf](https://building.govt.nz/assets/Uploads/building-code-compliance/certifications-programmes/guidance-complying-with-building-product-information-regulations-2022.pdf) . ■

By Gabrielle Caesar, Senior Advisor, Information and Education, MBIE

CODEWORDS QUIZ ISSUE 115



- 1 When do the new regulations commence?

  - a) 11 December 2022.
  - b) 11 December 2023.
  - c) 11 December 2024.
- 2 What are the expected results of better product information being provided?

  - a) Fewer building defects.
  - b) Less building re-work.
  - c) More efficient consenting.
  - d) Safer and more durable buildings.
  - e) All of these.
- 3 The products you are using will have installation instructions provided in the product information, and they must be installed according to those instructions:

  - a) True.
  - b) False.

The Codewords article above is republished verbatim. As such, neither PlaceMakers or Under Construction magazine's publishers take responsibility for the accuracy of the article or its corresponding questions. Reading this article and answering the questions meets Skills Maintenance requirements.





CODE OF ETHICS REVIEW – PART 2



You must keep your client up to date with progress on the work you are carrying out, or supervising, give realistic timeframes and promptly notify them if timeframes change

In the previous issue of *Under Construction*, we covered the first two principles of the LBP Code of Ethics – Working Safely and Acting Within the Law. Principle three is about taking responsibility for your actions.

It is important to note again that the Code of Ethics applies to all Licensed Building Practitioners (LBPs) regardless of whether they are employed, are the employer, or are contractors. Most LBPs already meet these standards, but the introduction of the Code of Ethics will hold those who do not to account.

When undertaking work, you are representing yourself, your business or employer and the building profession. It is important to maintain a high level of trust with your clients. Not only should you be willing to get the job done to an acceptable standard for your client, but you should also be prepared to engage appropriately with your client when things do not go well.

The following are the expected standards of behaviour of LBPs under principle three.

YOU MUST BE KNOWLEDGEABLE ABOUT WHAT YOU ARE ALLOWED TO DO

This means knowing what your licence class permits you to do when you are carrying out, or supervising, Restricted Building Work (RBW).

For example, you may supervise a non-licensed person to carry out RBW that you yourself are licenced in, but not for work within a different licence class – for instance, the blocklayer can't supervise roofing work where it is RBW.

YOU MUST EXPLAIN RISKS TO YOUR CLIENT

You must take all reasonable steps to discuss the design and construction risks of a project or approach with your client, and make sure that they understand the

options available to mitigate those risks before the work begins. Where risks arise during the course or your work, you must, as soon as practicable, advise your client in writing.

The classic example of this would be the renovation of an older house. Even the most experienced builder can get caught out by something unexpected – rotten timber, loss of support to a structural component, or just previous poor workmanship.

It is up to you as a building expert to make the client aware of these issues and the associated costs involved in fixing it. It could also be a good time to explain the difference between fixed price and charge-up contracts, and which could potentially be best for both parties.



In the event of defects caused by yourself or someone you supervise, you must take all reasonable steps to communicate with your client in an honest and responsive way

YOU MUST INFORM AND EDUCATE YOUR CLIENT

You are the building expert in most cases when dealing with a client. This means you must provide your client with sufficient information and advice to enable them to make an informed decision, so that you can carry on with your building work.

If you are unable to provide your client with the information or expertise required, then you may consider directing them to a suitable person, such as a designer, architect or engineer.

YOU MUST BE ACCOUNTABLE

In the event of defects caused by yourself or someone you supervise, you must take all reasonable steps to communicate with your client in an honest and responsive way, and act with integrity when resolving the problem.

You must advise clients of any delays as soon as they become apparent

You must keep your client up to date with progress on the work you are carrying out, or supervising, and give realistic timeframes and promptly notify them if these timeframes change (particularly in the case of delays).

You must advise the client about the reasons for delays and take effort to ensure delays can be prevented wherever possible. For instance, if you come across rotten timber or a rusted hidden gutter, let the client know as soon as you can. Always keep them up to date with progress and any potential delays.

YOU MUST ACT IN YOUR CLIENT'S INTERESTS

Your client is expecting a professional service and a finished product of an acceptable standard, so make sure any building work you conduct, or supervise, is up to an acceptable standard. Doing this will likely mean you get positive feedback from clients and may increase the amount of word-of-mouth work you get in the future.

YOU MUST NORMALLY FOLLOW YOUR CLIENT'S INSTRUCTIONS

The client is the end user of the work you are doing, so you should endeavour to follow their instructions. However, if those instructions are unlawful, dangerous

to implement, or are contrary to any contracts or consents in place, you must discuss this with the client.

For example, the client asks you to add an extra metre onto the length of the addition while you are digging the footings. Can you do this? Yes, but it would mean stopping the work, contacting the designer, and submitting an amendment to council, and there would be significant cost implications. The client may think that 'it's only a metre', so you will need to explain these issues to them.

FURTHER INFORMATION

Additional information, including a Code of Ethics poster and a detailed guidance document, are available on the LBP website. These are also available in Te reo Māori, Chinese (simplified), Hindi, and Samoan.

Code of Ethics information: [lbp.govt.nz/for-lbps/code-of-ethics](http://lbp.govt.nz/for-lbps/code-of-ethics)

Code of Ethics resources: [lbp.govt.nz/for-lbps/code-of-ethics/resources](http://lbp.govt.nz/for-lbps/code-of-ethics/resources)

CODEWORDS QUIZ ISSUE 115



- 4 When an LBP carries out building work, who are they representing?

  - a) Themselves.
  - b) Their business or employer.
  - c) The building profession.
  - d) All of these.
- 5 Do you need to advise your client in writing if a risk arises during the course of your work?

  - a) Yes, as soon as practicable.
  - b) Only if they live overseas.
  - c) No, just talking to them is fine.
- 6 What do you need to do if the client asks you to make the extension a little bit bigger when you're digging the footings?

  - a) Stop work and go to lunch.
  - b) Just make it bigger.
  - c) Explain the issues involved in doing this as they are possibly not aware of what needs to be done.
  - d) Tell them it can't be done.

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## MITIGATING RISK IN YOUR BUSINESS



With the right advice, many threats to your business can be eliminated, or the cost of them substantially reduced

While eliminating all risks to your business might be impossible, you can plan for them and minimise their impact. Construction insurance expert Ben Rickard explains how

Imagine a world where you could run your business without worrying about anything unexpected coming along to knock you off track. No economic downturns, no new government regulations, no natural disasters, no accidents on site, no nightmare customers, no staffing issues, no defective products, no unpaid bills, no stolen tools. Then all you have is upside, your profits can be locked in and your stress levels evaporate. That really is the holy grail for anyone in business!

OK, so eliminating all risks might be impossible, but what you can do is plan

for them, so that when they do happen, you can minimise their impact.

It is also important to differentiate between positive risks (the ones you take to grow your business, such as expanding into a new area or taking on more staff) versus negative risks (threats).

There are three primary steps to eliminating downside risks.

### STEP 1: RISK IDENTIFICATION

First, you need to know all the risks that you face. Without a meaningful categorisation, this can be difficult. Categories of risk may include:

- Natural Risk
- Security Risk
- Technology Risk
- Workspace Risk
- Supply Chain Risk
- Environmental Risk
- Product Liability Risk
- Financial Risk
- Economic Risk

- Human Risk
- Governance and Legal Risk
- Reputational Risk
- Business Risk

Within each category are individual hazards. It usually takes an experienced risk professional to help company directors and business owners complete this process, but there are inexpensive software tools that can make it much easier.

### STEP 2: RISK ANALYSIS & QUANTIFICATION

Once you have identified the risks, each one needs to have a price attached to it. That is, what is the cost to your business if that particular event was to happen? What would it cost if a bad customer kicked off? Or a disgruntled employee? Or there was a cyber attack, or an economic downturn? Or a serious accident involving key people in the company? Identifying the likelihood (how often) and severity (how costly) of each risk allows us to make the cost calculation.

Once you know the cost of each risk we move on to the next step.

### STEP 3: RISK TREATMENT

This is where we work out the most

cost-effective way to deal with each risk. That is, what is the cheapest solution we can implement to get the biggest reduction in risk? There are four options:

1. Ignore it (do nothing).
2. Avoid it (don't do the thing that is creating the risk).
3. Reduce it (implement an approach that minimises the cost or likelihood of the event happening).
4. Transfer it (pay an insurer to take on the risk instead).

Various treatment options may include:

1. Additional training for staff, such as driver safety, customer relationship management, contract management, technical skills.
2. Incentive programmes for staff, such as for safety, customer feedback, sales targets, defect complaints.
3. Investment in security systems, fencing, cameras, fire prevention measures, lock boxes for tools and equipment.
4. Written policies.
5. Systems and processes.

6. Professional advice.
7. Reviewing contractual terms and conditions.
8. Insurance.

The theory here is simple and the effect can be transformative (both for the business and personally) for those that do it well. But it will generally only happen with high-level engagement by the business principals, the support of a professional risk manager, and the right tools.

### IN SUMMARY

Eliminating risk might be impossible, but planning for a crisis and minimising the cost of risk is one of the most important responsibilities for any business owner. Yet many are not adequately doing so, or doing so in a haphazard way that can lead to gaps. With the right advice and following three simple steps, many of these threats can be eliminated, or the cost of them substantially reduced. ■

**The theory here is simple and the effect can be transformative (both for the business and personally) for those that do it well**

Bultin are New Zealand's Construction Risk Management Experts. For more information visit [bultininsurance.co.nz](http://bultininsurance.co.nz), email Ben Rickard at [ben@bultin.co.nz](mailto:ben@bultin.co.nz) or call the team on 0800 BULTIN.

## PROVE YOUR KNOWLEDGE

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

- |  |  |  |
|--|--|--|
| <b>1)</b> What is NOT an advised method for identifying individual hazards within categories of risk?<br><br>a) Engage an experienced risk professional.<br>b) Use inexpensive software tools.<br>c) Ask your peers and employees for their expert advice. | <b>2)</b> How can you make a cost calculation on areas of risk?<br><br>a) Identify the likelihood (how often) and severity (how costly) of each risk.<br>b) Add up each specific risk (how many) and divide your insurance budget by that number (how much).<br>c) Put the risks in the order you are most to least worried about (how important) and see if they match that of your advisors (how similar). | <b>3)</b> What are the four main options for dealing with risk?<br><br>a) Ignore it. Forget it. Consider it. Sell it.<br>b) Ignore it. Avoid it. Reduce it. Transfer it.<br>c) Ignore it. Reverse it. Do it. Buy it. |
|--|--|--|

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.





# H1 COMPLIANCE FOR WINDOWS



The easiest way to demonstrate compliance of new exterior windows for housing with the requirements of the revised H1 (thermal performance) is using Table E.1.1.1 of H1/VM1

## Complying with the new requirements of clause H1 (the rules for thermal performance in housing in the New Zealand Building Code) for windows follows the previous process implemented in 2022 and 2023 – it’s just that the insulation values are now higher

In the future, designing homes to reduce space heating and cooling needs will likely use a modelling method to determine their designed thermal performance. This will ensure that the best choices can be made to maximise the benefits of solar gain through glazing and minimise energy and carbon used for space heating and cooling with clever design.

### MODELLING METHOD WILL BE REQUIRED

While the current modelling method allows for each home to be individually designed to obtain the best performance for that home – based on location, orientation and specific design elements – the schedule and calculation methods within clause H1 are still able to be used.

The calculation method allows trade-offs between the various insulated parts of buildings and can be used for individual homes or groups of similar homes with less than 40% window-to-wall area.

The schedule method specifies the R-values that windows must meet or exceed in Table E.1.1.1 (see Table 1) and can generally be used where windows make up 30% or less of the wall area – for specific details, see clause H1. There are at least four ways to use the schedule method, which are outlined here.

All four of these approaches are implementations of the schedule method and, along with producer statements, allow you to demonstrate compliance of your window systems with the requirements of clause H1 of the Building Code.

### TABLE E.1.1.1

The easiest way to demonstrate compliance of new exterior windows for housing with the requirements of the revised H1 (thermal performance) is using Table E.1.1.1 of H1/VM1. This allows you to look up the defined thermal performance value for a houselot of exterior joinery based on just the generic frame type and the thermal performance

of the centre of glazing of the IGUs. To use this approach:

1. Identify the total window R-value (Rwindow) needed for your climate zone (see map on page 26) – either R0.46 for climate zones 1–4 (the North Island and top of the South Island) or R0.50 for climate zones 5–6 (the rest of the South Island).
2. Select the generic type of window/door frame from the four options of aluminium, thermally broken aluminium, timber or uPVC across the top of Table E.1.1.1.
3. Identify the required centre of glazing U-value (Ug) from the 11 options in the left-hand column and find a supplier of insulating glass units (IGUs) with this performance. The Ug of the glazing units must be calculated following the requirements of EN 673, including providing the emissivity from tests completed to EN 12898.

The Window & Glass Association New Zealand provides a calculator for members to use to determine this number. This method is typically used where there is a single type of exterior joinery and a single type of glazing unit and allows selection of the generic Rwindow for the houselot of exterior joinery from the table.

4. If you want to use different IGUs than specified in Table E.1.1.1 or you have joinery that has had specific modelling of its thermal performance, you may want to use another approach.

### TABLE E.1.1.1 REPLICATOR

This approach requires that the thermal performance of a specific joinery brand (Rwindow) has been modelled and the results have been verified. This information will typically be provided by a joinery supplier who does not want to rely on the default values from Table E.1.1.1. As for the use of Table E.1.1.1, this method provides the thermal performance for a typical houselot of a selected joinery brand with a particular Ug.

As this approach is an Alternative Solution, it may require verification by a building consent authority each time it is used

unless it is provided by a trusted supplier or packaged within a third-party certification. This method can often provide evidence of better thermal performance than the default values of the typical houselots modelled for Table E.1.1.1.



The easiest way to demonstrate compliance of new exterior windows for housing [...] is using Table E.1.1.1 of H1/VM1

TABLE E.1.1.1: CONSTRUCTION R-VALUES (RWINDOW) OF SELECTED GENERIC VERTICAL WINDOWS AND DOORS

Type of glazing	U <sub>g</sub> <sup>(1)</sup>	Spacer type <sup>(2)</sup>	Example IGU <sup>(3), (4)</sup> (informative)	R <sub>window</sub> (m <sup>2</sup> K/W) for different frames			
				Aluminium frame	Thermally broken aluminium frame	uPVC wframe	Timber frame
Double Pane	2.63	Aluminium	Glass: Clear/Clear Gas: Air	R0.26	R0.32	R0.40	R0.44
	1.90	Aluminium	Glass: Low E <sub>1</sub> /Clear Gas: Argon	R0.30	R0.39	R0.50	R0.56
	1.60	Thermally improved	Glass: Low E <sub>2</sub> /Clear Gas: Argon	R0.33	R0.42	R0.56	R0.63
	1.30	Thermally improved	Glass: Low E <sub>3</sub> /Clear Gas: Argon	R0.35	R0.46	R0.63	R0.71
	1.10	Thermally improved	Glass: Low E <sub>4</sub> /Clear Gas: Argon	R0.37	R0.50	R0.69	R0.77
	0.90	Thermally improved	Glass: Low E <sub>4</sub> /Clear Gas: Krypton	R0.40	R0.54	R0.76	R0.85
Triple Pane	1.89	Thermally improved	Glass: Clear/Clear/Clear Gas: Air		R0.38	R0.50	R0.56
	1.20	Thermally improved	Glass: Low E <sub>2</sub> /Clear/Clear Gas: Argon		R0.48	R0.66	R0.74
	1.00	Thermally improved	Glass: Low E <sub>3</sub> /Clear/Clear Gas: Argon		R0.52	R0.73	R0.81
	0.70	Thermally improved	Glass: Low E <sub>3</sub> /Low E <sub>3</sub> /Clear Gas: Argon		R0.59	R0.86	R0.95
	0.60	Thermally improved	Glass: Low E <sub>4</sub> /Low E <sub>4</sub> /Clear Gas: Argon		R0.62	R0.91	R1.01

#### Notes:

- (1) Thermal transmittance of the glazing determined using BS EN 673. Where the U<sub>g</sub>-value of the proposed glazing is different from the values included in the table, R<sub>window</sub> shall be determined based on the nearest U<sub>g</sub>-value in the table that is greater than the U<sub>g</sub>-value of the proposed glazing.
- (2) 'Thermally improved' refers to a spacer that meets the definition of thermally improved spacer in ISO 10077-1 Annex G.
- (3) The examples provided are informative descriptions only of the insulated glazing unit (IGU) types that might be used to deliver the nominated U<sub>g</sub>-values. When using this table, R<sub>window</sub> shall be determined based on U<sub>g</sub> spacer type and frame type.
- (4) The properties of each of the glass panes within the IGU are provided and separated by '/'. 'Clear' refers to clear float glass. 'Low E<sub>1</sub>', 'Low E<sub>2</sub>', 'Low E<sub>3</sub>' and 'Low E<sub>4</sub>' refer to glass with low emissivity coatings at different performance levels.
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**H1 COMPLIANCE FOR WINDOWS CONT.**

**WINDOW ENERGY EFFICIENCY RATING SYSTEM (WEERS)**

The WEERS process provides the actual thermal performance of the selected windows calculated using the certified process from an authorised WEERS provider. This is the most accurate method of calculating the thermal performance of the actual joinery that is being used on your project. While it is generally accepted by all BCAs since WEERS was developed in partnership with BRANZ, the Window & Glass Association New Zealand and government, technically it also remains an Alternative Solution.

**STATEMENT OF THERMAL PERFORMANCE**

The fourth common method for using the schedule method is a statement of thermal performance – certification provided by the window supplier taking responsibility that its windows meet the requirement of H1. This means the supplier is responsible for using one of the previous processes or another adequately verified process and by default takes the form of the document provided by the Window & Glass Association New Zealand (see Figure 2). ■

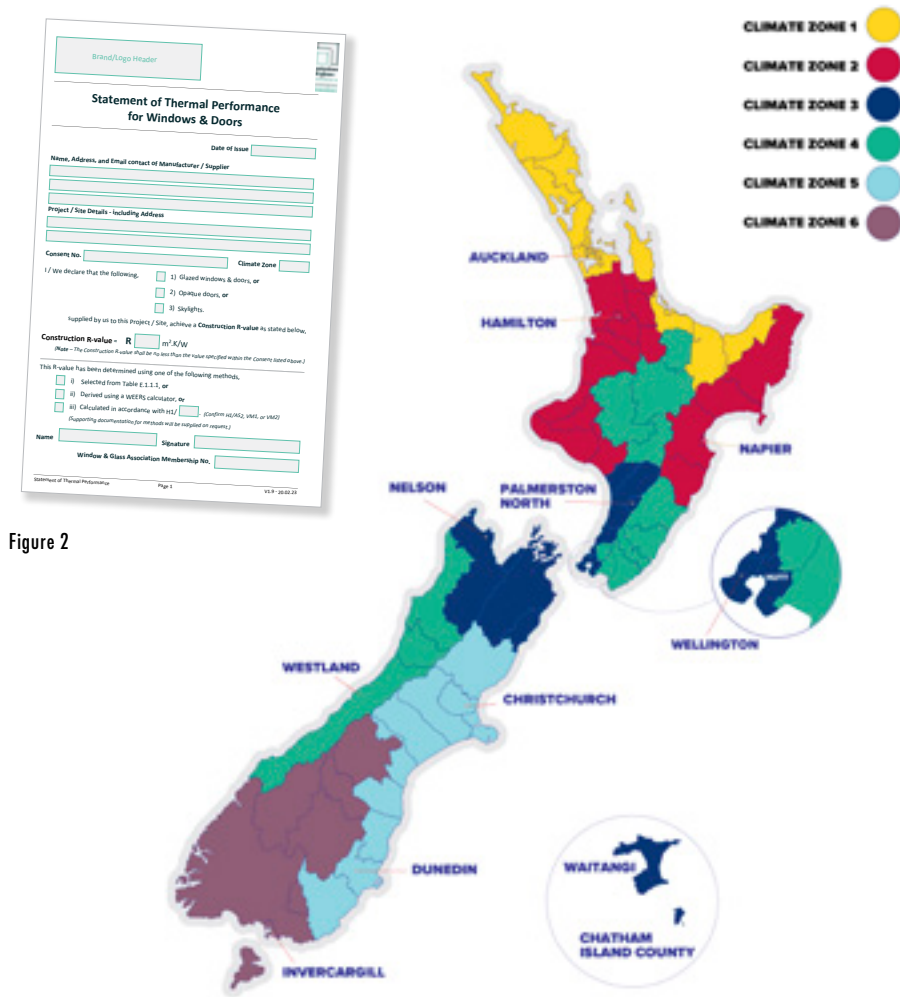


Figure 2

Article by John Burgess, BRANZ Senior Scientist. This article was first published in Issue 198 of BRANZ Build Magazine. [www.buildmagazine.org.nz](http://www.buildmagazine.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!

- 4) The schedule method can generally be used to determine R-values for windows where:

  - a) Windows make up 30% or less of the wall area.
  - b) Windows make up 40% or less of the wall area.
  - c) Windows make up 25% or less of the wall area.
- 5) What is the easiest way to demonstrate compliance of new exterior windows for housing with the requirements of the revised H1 (thermal performance)?

  - a) By using table E.1.1.1 of H1/VM1.
  - b) By using the WEERS system.
  - c) By obtaining a statement of thermal performance from the window supplier.
- 6) Using the Table E.1.1.1 replicator is an Alternative Solution, and may require verification by a building consent authority each time it's used – true or false?

  - a) True.
  - b) False.
  - c) True, unless it's provided by a trusted supplier or packaged within a third-party certification.

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.



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## MBIE TARGETS UNLICENSED BUILDER BEHAVIOUR



Auckland Council says it checks if an LBP's licence is on the LBP Public Register at the CCC stage

**An LBP who failed to renew his licence – and subsequently presented himself as an LBP – has been fined more than \$10,000 following an investigation by Ministry of Business, Innovation and Employment (MBIE)'s Occupational Regulation team**

For years, *Under Construction* has reported on LBP complaints and resulting decisions decided by the Building Practitioners Board (the Board). However, the Board can only investigate and hear complaints about the conduct of LBPs who hold a current licence. This means it's unable to pursue any action against builders pretending to be licensed, which appears to be an increasing issue.

However, as National Manager Occupational Regulation Duncan Connor explains, there are still avenues available to the team.

"Under Section 11 of the Building Act 2004 – which establishes the roles and responsibilities of different entities within the building regulatory system – it specifies that it is a function of MBIE's Chief Executive to take enforcement action for offences under the Building Act, which includes offences relating to carrying out or supervising Restricted

Building Work (RBW)."

#### INVESTIGATE AND PUNISH

Recently, MBIE has used this power to investigate unlicensed builders, including 57-year-old Richard Dodd.

"LBPs are required to relicence every year. Mr Dodd's licence was suspended in June 2021, following his failure to renew his practising licence pursuant to section 293 of the Building Act 2004. When their licence is suspended, the building practitioner is prohibited from carrying out RBW.

"Once an LBP is suspended (regardless of the manner of suspension), the LBP Public Register is updated accordingly to reflect this."

The investigation by MBIE's Occupational Regulation team claimed that, while Dodd was suspended, he carried out a renovation project and

misled Auckland Council during its inspection of the building by stating he was an LBP, as well as issuing a Record of Work (RoW) stating that he held an LBP Carpentry licence upon completion of the project.

Following the conclusion of the investigation by MBIE's Occupational Regulation team, Dodd was found to be in breach of Section 85 of the Building Code 2004 (carrying out RBW while unlicensed); Section 369 of the Building Act 2004 (making a false or misleading oral statement); and Section 369 of the Building Act 2004 (making a false or misleading written statement).

#### BIG FINE

Though Dodd was found to have misled Auckland Council, he was fined \$3,279.80 by Kaitia District Court for carrying out RBW while unlicensed and ordered to pay reparation costs of \$4,880.81. Additionally, he was

ordered to pay \$1,000 for emotional harm to the homeowner, and received a \$1,000 fine for providing false and/or misleading oral information and a \$1,000 fine for providing false and/or misleading written information.

#### SUSPENDED FOR NON-RENEWAL

Auckland Council Manager, Field Surveying, Jeff Fahrensohn said that Auckland Council wasn't aware that Dodd was working without a licence as it was not originally revoked due to a complaint, but rather due to him not renewing his licence when it lapsed in June 2021.

"MBIE normally advises us when an LBP has been suspended on disciplinary grounds but, because he voluntarily decided not to renew his licence, we were only notified in June 2022 when contacted by the MBIE LBP investigator.

"Up until 15 June 2022, Mr Dodd continued to use his unlicensed LBP registration in Auckland."

Fahrensohn added that it is the LBP's responsibility to inform the inspector if the status of their licence has changed.

"Unfortunately, if the LBP does not advise us, we will not know about this until we receive their RoW memorandum at the code compliance certificate (CCC) stage. At this stage, we check the register to confirm the licence is valid."

#### COUNTRYWIDE ISSUE

Christchurch City Council Acting Head of Building Consenting, Steffan Thomas, said it also only checks the LBP registry during the CCC stage.

"When building work involves RoW, the application for CCC must be accompanied by RoW from the relevant trade LBPs. These RoW are checked to see if the signatory is on the LBP register. At the time of inspections involving RBW, the name and number of the

relevant LBPs are also recorded by the inspectors."

Southland District Council checks the Public Register much earlier in process – when the consent is issued and when the inspection takes place.

"Southland District Council uses the LBP Register when processing a building consent application to verify that an LBP has been engaged for any RBW," said Building Solutions Manager Julie Conradi.

"Council inspection tools include the ability to check these names against the register while on-site undertaking an inspection."

Wellington City Council's Manager Building Compliance, Ricky Kernohan, said its inspectors use the LBP registry to check the status of LBPs' licences.

"LBPs must provide their licence card during inspection visits if they are doing a project that is RBW," he said. "If they don't provide this, or the licence is not current, the inspection is failed."

Kernohan added that: "For the application for Code Compliance Certificate, Records of Work must be provided from the LBPs that conducted the RBW. If this is not provided or the licence was not current, a complaint to the LBP Board would be made."

Connor added that the health and reputation of the LBP scheme relies on misdemeanours being swiftly punished.

"By being licensed, LBPs are able to promote their professional skills and behaviour in the building industry and show the public and potential clients that they meet a minimum standard of competency in their licensed area," said Connor.

"MBIE will not hesitate to prosecute individuals that breach the Act, and



**National Manager Occupational Regulation Duncan Connor urges anyone engaging a builder to look them up on the LBP Public Register, which lists the names of all current LBPs**

practitioners seeking to carry out RBW should do their due diligence and make sure they are properly licensed before commencing the work."

He urged anyone engaging a builder to look them up on the LBP Public Register, which lists the names of all current LBPs. The Register can provide certainly to consumers, who are unsure if they are hiring the right people to carry out or supervise RBW.

#### ADDITIONAL INVESTIGATIONS

The case follows that of Matthew Biddle, who had his Design Class 1 licence cancelled following a complaint by MBIE shortly after it was re-issued in March 2023.

Like the case of Dodd, MBIE complained because Biddle submitted a Certificate of Work for RBW using the name and contact details of another LBP to hide his own suspension.

Biddle's overall case is complex. In December 2018, his licence was cancelled for 18 months after a complaint was brought against him in June 2017. In 2021, he submitted an LBP application, which was declined in 2022 before being granted after a review in March 2023.

Following the March 2023 review, in which he was granted a licence, a complaint was brought by MBIE and his licence was cancelled for a second time. ■



CCAA UPDATE EXTENDS PROTECTION



The CCAA amendments are designed to give more protection to retention money

The Construction Contracts Amendment Act has been updated again and, after 5 October 2023, tradies must ensure commercial contracts entered into, or amended, comply with the latest regulation

The Construction Contracts Act (2002) was originally amended in 2015 following the collapse of construction company Mainzeal in 2013, which saw subcontractors lose an estimated \$18m.

The amendment included a requirement for protecting retention money and was amended again in 2017 to specify that retention money must be held on trust in the form of cash, or liquid assets readily converted into cash. It also removed the difference between residential and

commercial contracts and included design, engineering and quantity surveying work in the Act.

An article in *Under Construction* from 2016 explored the change further, and stated: “From 1 December 2015, parties to residential construction contracts have full access to the Act’s dispute resolution and payment regimes. This builds on the changes to the Building Act 2004 that came into effect on 1 January 2015, requiring residential building work over

\$30,000 in value to be covered by written contracts.”

The current amendments were announced in 2020, following a review in 2019, and state that:

- Funds must be held in trust, without mixing it with other money or assets.
- Any retention money held as cash must be held separately in a bank account with prescribed ledger amounts.

**A builder who works directly for a homeowner will not have their retentions covered by the Act. However, a subbie working for the builder will be covered. Additionally, it would apply between a developer and a main contractor**

- Retention money can only be used to remedy defects in subcontractors’ work if they are given 10 working days’ notice.
- Quarterly reports must be provided to each subcontractor from whom retention money is withheld.
- Contractors must provide each subcontractor with a report after each transaction with their retention money. The report must be provided promptly and free of charge.
- Retention money must be paid when owed.

RETENTIONS FOR RESIDENTIAL

While Section 5 of the Act defines commercial work as “a contract for carrying out construction work in which none of the parties is a residential occupier of the premises that are the subject of the contract”, it doesn’t mean that subbies doing work on residential jobs aren’t protected.

Guidance from the Registered Master Builders, developed in conjunction with specialist construction, insurance and environmental law firm Hazelton Law, states: “A commercial construction contract is any construction contract

where no party is a residential occupier of the premises that are the subject of the contract. Therefore, a subcontract in the residential sector (for example, with a plumbing subcontractor) is a commercial construction contract and the retention money rules apply.”

In practical terms, that means a builder who works directly for a homeowner will not have their retentions covered by the Act. However, a subbie working for the builder will be covered. Additionally, it would apply between a developer and a main contractor.

INCREASED FINES INTENDED TO ENSURE COMPLIANCE

Failure to comply with the new amendments could result in a fine of up to \$200,000 per breach for companies, or a fine of up to \$50,000 per breach for directors. There can also be a fine of up to \$50,000 per instance of false information being provided to a subcontractor.

Upon announcing the new laws in March 2023, the Minister for Building and Construction Megan Woods said the changes will provide further additional protection to subcontractors.

“These changes passed in the Construction Contracts (Retention Money) Amendment Act safeguard subcontractors, who are often the first to miss out in the event a construction company becomes insolvent.

“While it is not a requirement to hold retention money, many head contractors choose to withhold part of their payment to specialist tradespeople for up to 12 months. This is one way to help ensure building work is done right the first time and acts as an insurance that the subcontractor will return if there are any defects.

“The changes made today provide important protections for subcontractors, so they can be certain their payment is

kept safe, can’t be used for any other purpose, and will be paid out should the head contractor’s business fail.”

SUBTRADES PRAISE NEW PROTECTIONS

Master Plumbers Chief Executive Greg Wallace praised the amended Act and said contractors will welcome new protections.

“This new legislation goes a long way to addressing issues that have left our subcontractors vulnerable to being significantly out of pocket. We applaud the Government for acting.”

Master Electricians Chief Executive Bernie McLaughlin felt the same way.

“The passing of this Act is a major win for all subcontractors and one we’ve been strongly advocating for on behalf of our members for some time. We identified the need for changes to the Act to protect the future interests of all parties, and have lobbied hard with the support of Master Plumbers and the New Zealand Specialist Trade Contractors Federation.” ■

**These changes [...] safeguard subcontractors, who are often the first to miss out in the event a construction company becomes insolvent**

– Megan Woods



SEPTEMBER CONSENTS DROP 20%

The year ended September 2023 saw consents drop by a fifth, although the number of new homes consented in that period remains high within a wider historical context

In the year ended September 2023, 40,408 new homes were consented – 20% less than in the same period the previous year. Of the new homes consented, there were 23,789 multi-unit homes (-15% compared with the year ended September 2022) and 16,619 stand-alone houses (-27%). Of the multi-unit homes, 17,874 were townhouses, flats and units (-14%), 3,227 apartments (-26%) and 2,688 retirement village units (-6.8%).

While the figures represent declines across the board, Construction and Property Statistics Manager Michael Heslop said that when looked at through a historical lens, activity was still high.

“The annual number of new homes consented has continued to decrease from its peak of 51,015 in the year ended May 2022.

“However, the number of new homes consented in the year ended September 2023 is still at a higher level than any 12-month period prior to 2021.”

In seasonally adjusted terms, the number of new homes consented in the September 2023 quarter fell 12% compared with the September 2022 quarter, following a 3.9% seasonally adjusted fall in the September 2023 quarter.

Although the number of new homes consented per 1,000 residents has fallen in the year ended September 2023, it is still higher than the historical average of 6.7

– Construction and Property Statistics Manager Stats NZ, Michael Heslop

**MONTHLY CONSENTS DOWN A THIRD**  
There were 2,898 new homes consented in the month September 2023 – a drop of 37% compared to the month of September 2022, which consented 4,600 new dwellings.

In September 2023, there were 1,200 stand-alone homes consented; a 24% reduction compared to September 2022, which consented 1,848 stand-alone homes. There was also a 45% reduction in the amount of multi-unit homes consented from 2,752 to 1,494.

Only one region consented more dwellings in the year ended September 2023 compared to the previous year as Marlborough (281 vs 247) bucked nationwide trends.

The four regions with the most consents issued were Auckland (17,079; -22%), Canterbury (7,209; -17%) Waikato (3,875; -21%) and Wellington (3,121; -18%), which all experienced declines compared with the year ended September 2022.

**CONSENTS PER 1,000 REMAIN STRONG**  
In terms of dwellings consented per 1,000 residents, the figures for the year ended September 2023 (7.8) declined compared with the year ended September 2022 (9.9) but remained strong when looked at over a period of 57 years, said Heslop.

“Although the number of new homes consented per 1000 residents has fallen in the year ended September 2023, it is still higher than the historical average of 6.7,” Heslop said.

Between 1966 and 2023, the average number of homes consented per 1,000 residents was 6.7 and the record number

of new dwellings consented per 1,000 residents was 13.4 in the year ended December 1973.

**ONE REGION BUCKS THE TREND**  
Only one region – Marlborough (5.4; up from 4.8) – consented more dwellings per 1,000 residents in the year ended September 2023 compared to the year ended September 2022.

Canterbury (10.8; down from 13.3) and Auckland (9.8; down from 13) maintained above-average levels of consents per 1,000 residents, despite experiencing downward trends.

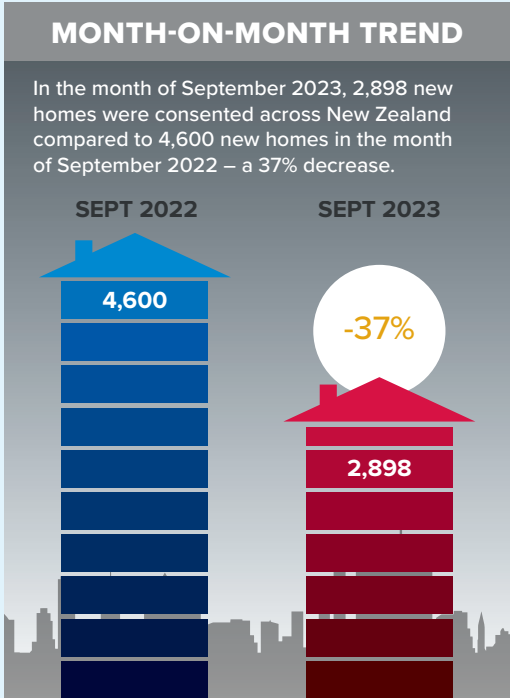
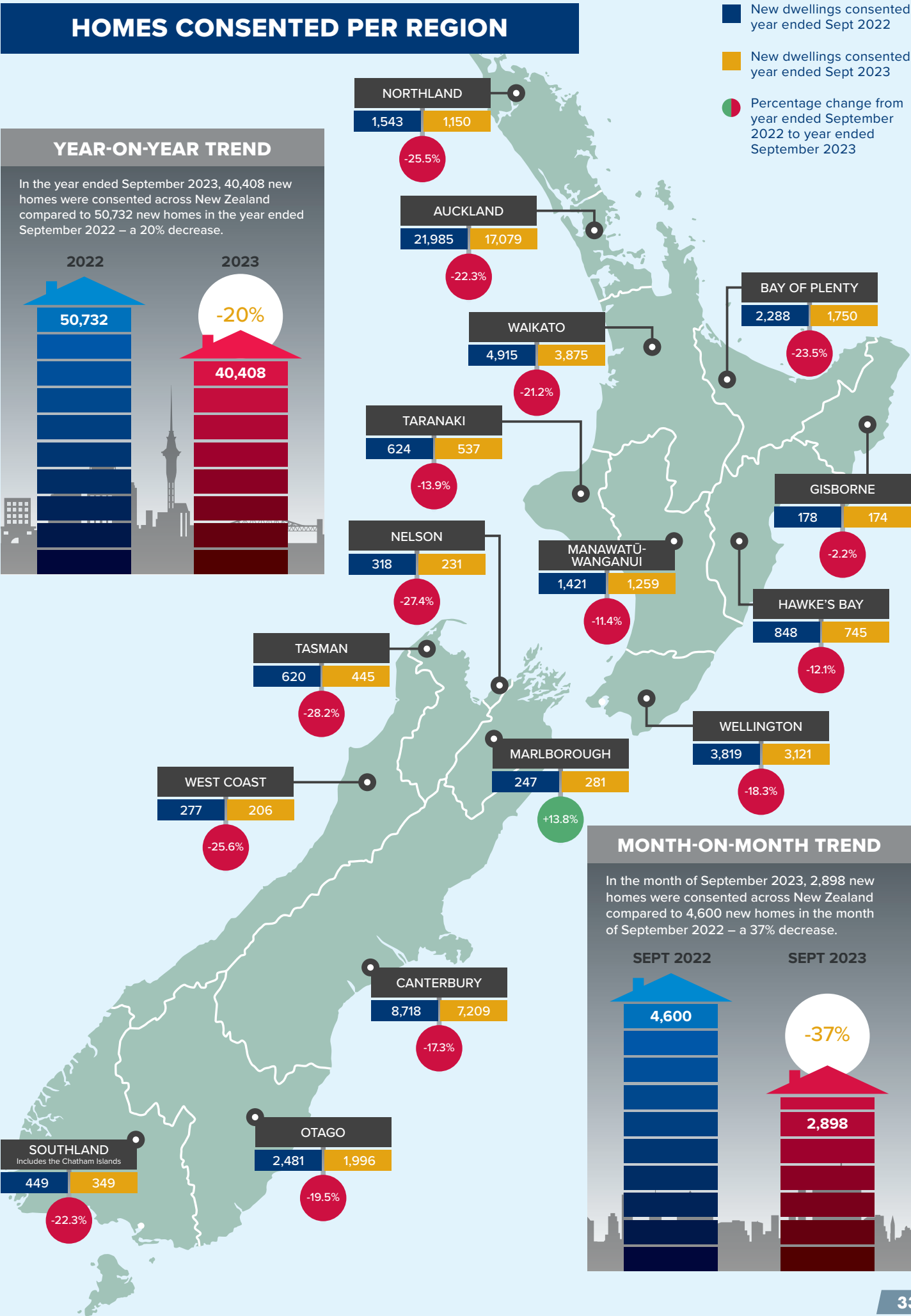
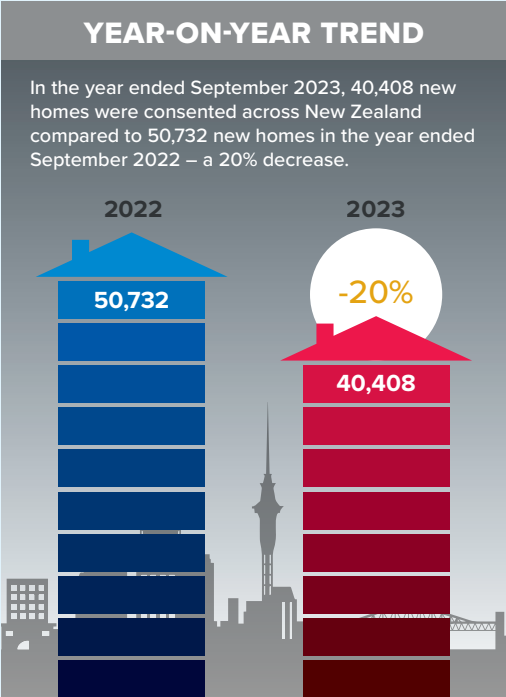
“The number of new homes consented per 1,000 residents can be higher in popular holiday areas, as holidaymakers and tourists are excluded from the estimated resident population,” Heslop added.

“But some of the places they stay, such as holiday homes, are included in the number of homes consented.”

**NON-RESIDENTIAL BUILDING CONSENTS UP**  
In the year ended September 2023, non-residential building consents totalled \$9.8bn, up 3.9% from the year ended September 2022. The building types with the highest value were:

- Hospitals, nursing homes, and health buildings – \$1.5bn (+11%).
- Offices, administration and public transport buildings – \$1.5bn (-5.3%).
- Storage buildings – \$1.5bn (-2.6%).

HOMES CONSENTED PER REGION





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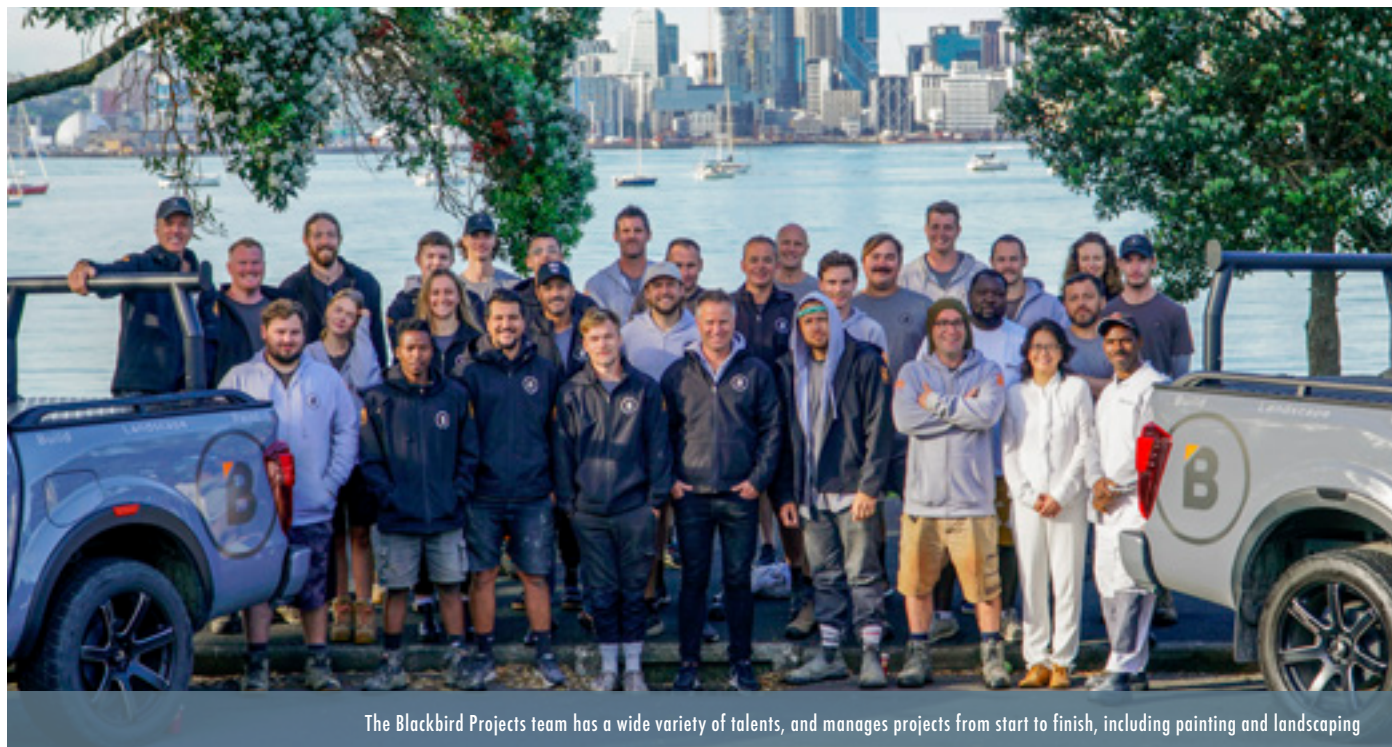
\*Offer exclusive to PlaceMakers trade account holders. Purchases must be invoiced on a current trade account between 1<sup>st</sup> November 2023 and 31<sup>st</sup> March 2024 to qualify and can be over multiple transactions. Qualifying spend of \$30,000<sup>+GST</sup> or more is limited to selected landscaping products. The Hikoki 18V Gasless 90mm Framing Nailer Multi Volt Kit is limited to 100 nationwide and a maximum of one per qualifying trade account. Prizes and rewards will only be supplied to trade customers who are within trading terms with balances paid up to date. The first 100 qualifying customers will receive Hikoki 18V Gasless 90mm Framing Nailer Multi Volt Kit which will be available from the winner's

\$30,000<sup>+GST</sup> or more is limited to selected landscaping products. The Hikoki 18V Gasless 90mm Framing Nailer Multi Volt Kit is limited to 100 nationwide and a maximum of one per qualifying trade account. Prizes and rewards will only be supplied to trade customers who are within trading terms with balances paid up to date. The first 100 qualifying customers will receive Hikoki 18V Gasless 90mm Framing Nailer Multi Volt Kit which will be available from the winner's



# PRODUCT NEWS

## MAKING A DIFFERENCE



The Blackbird Projects team has a wide variety of talents, and manages projects from start to finish, including painting and landscaping

**Blackbird Projects founder Ollie Mules likes to think his business offers something a little out of the ordinary – and to do that, he needs to know his suppliers can do the same for him. That's why he trusts PlaceMakers to support him on the wide range of project he undertakes**

With an interest in landscaping and building, Auckland-based Ollie Mules founded Blackbird Projects as a one-stop shop to take a client's project from design to completion across construction, landscaping and painting, while keeping all the work in-house. It's the kind of company that does things a bit differently and makes a big difference to its clients.

"It's a unique selling point for us and I've always thought there was an opportunity in the market for a company like ours," explains Ollie. "I enjoy the visual side of landscaping and have worked in construction, so the two seemed like a natural fit for me."

Ollie has always been interested in design. He considered studying architecture in Wellington before being seduced by working in the ski industry in Japan, Austria and Canada. On his

return, building came calling.

"I'd worked on building projects during my last two years at school, so when I returned from overseas, it felt natural for me to jump back into it," says Ollie.

"Then I got into the renovations game and played to my creative strengths by including landscaping. I think you can get huge value for money from a good landscaping job. Sometimes all we did on a house was improve the landscaping and give it a lick of paint and we'd be able to turn a good profit."

### FROM HOBBY TO CAREER

With his building, landscaping and painting skills honed, Ollie combined them into a multi-discipline business. Now Blackbird Projects has 38 staff, including 14 landscapers and four painters, and has received endorsement

of its top-quality building ability through various awards, including a Registered Master Builders Gold Award.

"Our mission is to make life as easy as possible for our client. By having three skills under one umbrella, we can do that. Our project managers handle all aspects of a job, so we control everything.

"It means we can collaborate closely on each stage of work. For example, we can start painting a finished section of a house before overall construction is complete."

Unlike some other companies in the industry, Ollie says he hasn't found it too hard to recruit or retain staff, which he puts down to the culture he's fostered.

"I work hard to put the culture of the company ahead of everything else, including profit. I want to work with people I enjoy being around and



PlaceMakers was a key partner for Blackbird Projects on a unique recent project – the installation of 12 pools at The Pool House's display centre

who I trust, and that flows through into a good work environment for everyone. As a result, our staff retention is good, as people feel like they're a part of something.

"To be honest, it's been scary having so many people involved in something I'm so passionate about, which is why ensuring the company retains a culture I can be proud of is so important to me."

### EXPECTING THE BEST

When Ollie talks about maintaining standards, you can hear the passion in his voice and sense the pride he feels when talking about the positive client feedback his workers often receive.

"A lot of our clients are female and the last thing we want is for them to feel uncomfortable with a large team of men in their space – often for up to 12 months at a time," said Ollie.

"To make sure that doesn't happen, I place an emphasis on making sure our staff understand and respect the situation at all times."

### CONFIDENCE IN HIS SUPPLIERS

Maintaining excellent relationships alongside quality doesn't just come down to the skill of the team. When Blackbird engages in a project, Ollie knows that the

material supply side of things is covered – thanks to PlaceMakers.

"The relationship between myself and our PlaceMakers Wairau Valley reps Fiona and David McConchie is awesome – they know our business inside and out, including what we need to be able to run smoothly.



**Their product knowledge is exceptional. Even though PlaceMakers is a big company, I feel like they're always looking after you and have a vested interest in your success**

"Their business support is excellent and comes down to doing simple things right, such as making sure that we receive materials in a timely manner – whether that's great service at the branch or deliveries on site.

"As a result, they have been the one constant throughout the growth of the business."

Ollie also praises the duo's product knowledge and says it's a big part of why he's remained a loyal PlaceMakers customer for so long.

"Their product knowledge is exceptional. Even though PlaceMakers is a big company, I feel like they're always looking after you and have a vested interest in your success."

### STAND OUT PROJECT

One project that PlaceMakers went above and beyond for was Blackbird's installation of 12 pools at The Pool House's display centre.

"We're The Pool House's preferred landscape design and installation company," explains Ollie. "We saw the opportunity for PlaceMakers to get involved and they supplied everything from decking to pool fencing, different displays of timber, and retaining and blockwork."

It's a unique project which Ollie says "will never happen again".

"You'll never have the opportunity to put 12 pools into an area like that and landscape it all – and it wouldn't have come together without the brilliant support of PlaceMakers." ■



# THE SUCCESSFUL BUILDER

## BE AN OASIS OF CALM



Your employees might be facing their own financial stresses – could you provide more support?

The current economic climate isn't just affecting business owners – your staff could be feeling the heat too! So, when they get into hot water, you can be an oasis of calm

While you likely accept that running a small building business comes with its share of challenges – not least the current financial environment – no-one really prepares you for the challenge of handling staff, who are also feeling pressures created by the economic situation. For example, they may be concerned about the security of their income and their ability to provide for their families.

To reassure and retain your team, you might want to ensure that your company is a positive environment for them – somewhere they can seek help should financial difficulties arise.

The following strategies could help you foster a positive work environment and support your team members, who may experience challenges in the months to come.

### TRANSPARENCY

If you are facing particular challenges at the moment, then talking to your team

is important. They will probably have sensed it anyway. Let them know you're facing these challenges together, that you have charted a clear path through (assuming you have) and that their support and effort is vital in overcoming it. Transparency builds trust and unity. Your team will respond to your honesty.

### COMMUNICATION

Encourage your employees to feel comfortable discussing financial concerns with you. You don't need to be an expert counsellor – it can be as simple as listening to them with empathy. The discipline of listening will give you a clearer understanding of their challenges, and you will be better prepared to help.

What's more, your attentive listening is a gift – it enables them to unload – and 'a burden shared is a burden halved'. You can reduce your team member's stress by simply listening to them. Don't underestimate the positive value of being a good listener. Let your team know that

you (or another senior staff member) are available to talk (listen) about any difficulties they may be facing.

Many larger businesses have an Employee Assistance Programme (EAP) as part of their employee benefits package. These programmes provide confidential counselling for team members facing personal and financial issues. You could consider enrolling in one, or engage a counsellor to be available as needed.

### FLEXIBILITY

Discuss flexible working arrangements with your team, such as adjusted hours, remote work options, or compressed work weeks. These adjustments can help team members manage their time and expenses more efficiently, get extra time with their families and even reduce their stress.

Several companies I've worked with have tried working four longer days and then finishing midday on Friday.

Another company schedules a long weekend every six weeks or so. They work four x 10-hour days either side of a four-day weekend to give team members greater flexibility without affecting the build schedule, which is especially useful around school holidays!

### EDUCATION

As a business owner, you appreciate the importance of financial education, which is something your team members may have had very little of. So, think of ways you can provide resources to enhance their financial literacy. You might arrange some in-house sessions on budgeting, saving, and investment – with outside help if necessary.

By offering this support, you empower your team to make better-informed financial decisions that will improve their financial well-being over time. Not only is this good for them and their families, it will help them better appreciate your business challenges.

### PAY

Regularly review salaries and pay rates to stay competitive in the job market and be prepared to adjust your prices if necessary. By keeping your rates competitive, you will not only retain good team members, you'll attract

talented people to join your team. Better to raise your prices little by little and keep good staff than discount to the bottom and carry the burden of constant recruitment.

### CULTURE

Cultivate your company culture to be supportive and encouraging of all team members. Include statements in your company values that describe how you want your team members to respect each other, work together and deal with challenges. As these cultural points become part of everyday life on your sites, it will help team members identify early signs of struggle, so they can be there to assist a team member going through a hard time.

### RECOGNITION

Almost all of us like to be recognised and appreciated. It does something for us. Recognising hard work shows your appreciation. So, when your employees go above and beyond, make sure to acknowledge their extra efforts. This could be through bonuses, time off, or simply a personalised thank-you note.

Appreciating your team for their hard work and dedication can boost morale and create a more positive culture.



Encourage your employees to feel comfortable discussing financial concerns with you. You don't need to be an expert counsellor – it can be as simple as listening to them with empathy

### TAKE AWAY

As a small business owner, who is navigating tight financial times, staying positive and supportive for your staff is not only good for them but crucial for the success of your company. The well-being of your team is a worthy investment in the success and longevity of your business. ■

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!

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| <p>7) What is NOT a suggested approach to flexible working hours?</p> <p>a) Working four x 10-hour days either side of a four-day weekend.</p> <p>b) Working night shifts.</p> <p>c) Working four longer days and then finishing midday on Friday.</p> | <p>8) What support can be provided to help improve employees' financial literacy?</p> <p>a) Night classes on economics and accountancy.</p> <p>b) In-house sessions on budgeting, saving, and investment.</p> <p>c) Withholding salaries to see how they cope.</p> | <p>9) What does EAP stand for?</p> <p>a) Employer Assistance Programme.</p> <p>b) Economic Alleviation Programme.</p> <p>c) Employee Assistance Programme.</p> |
|--|--|--|

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SITE SAFE

SITE SAFE LAUNCHES VR TRAINING



VR health and safety training allows for workers to be fully immersed in and engaged with their learning

The future of training has arrived with the launch of Site Safe’s first virtual reality (VR) health and safety training courses for New Zealand’s construction industry

Site Safe’s Foundation Passport courses – Building Construction and Civil VR – have been developed in collaboration with the Ministry of Social Development (MSD) and SkillsVR. Extensive industry consultation has also been undertaken to ensure that what is being delivered is what the industry wants to see in a foundational health and safety training course.

During this consultation, Site Safe also found that businesses wanted new and innovative ways to train their workers, including technology driven tools such as online learning and virtual reality.

DRIVING INNOVATION

Compared to traditional classroom learning, VR training is more time-efficient,

cost-effective and accommodating to people with different learning styles. It delivers consistent training content and results in high learning outcomes.

Learners will gain the tools and knowledge to keep themselves and others safe in areas such as working at heights, working in trenches, delivering materials, and laying foundations through an interactive, technology-driven virtual experience.

It also eliminates training risks and verifies competency, as learning outcomes are automatically logged through Learning Records.

“As the industry’s leading safety organisation, we are committed to

working alongside industry to make sure our training is the gold standard in giving our kaimahi the knowledge they need to stay safe onsite,” said Site Safe Chief Executive Brett Murray.



Compared to traditional classroom learning, VR training is more time-efficient, cost-effective, and accommodating to people with different learning styles

“By utilising technology such as VR, Site Safe continues to lead in providing innovative and effective ways of delivering workplace health and safety training.”

VR health and safety training allows for workers to be fully immersed in and engaged with their learning. Using VR headsets and controllers, learners complete interactive tasks, such as hazard and risk identification, PPE selection, and identifying how to keep themselves and others healthy and safe in a construction environment.

SAFE INTRODUCTION TO CONSTRUCTION

While VR health and safety training is not designed to replace real-life experiences, it is a safe way to introduce a construction environment to someone without prior experience. The virtual ‘on-the-job’ environment means there are no real-life risks to learners.

Since its launch with MSD in September 2022, more than 1,000 job seekers and learners have completed the VR courses, gaining the knowledge and skills required to keep themselves and others safe on site. Learners also receive a digital Site Safety card, which is valid for two years.

Job seeker Jacob Hedley was the first person to complete the VR Foundation Passport training course. In just one-and-a-half hours, he had achieved his digital Site Safety Card and important skills to assist in his job search.

“I was blown away,” said Hedley. “You can actually go [onto the] site, take a video of whatever that site is and say, ‘this is what we do here’.

“[It] will save managers time in getting someone to induct them.”

ONE WAY TO FIGHT LABOUR SHORTAGES

The development of VR health and safety training is an innovative way of getting people ready for work in the construction industry.

“It is important that we are doing all we can to ensure that construction is seen as a safe and attractive sector to work in,” said Murray.

“Training plays a big part in building the competence and confidence of our workforce to produce good work outcomes.”

Site Safe’s Foundation Passport – Building Construction (VR) and

Foundation Passport – Civil (VR) courses are now available to book in Auckland, Wellington, and Christchurch. Visit [sitesafe.org.nz](https://www.sitesafe.org.nz) to learn more and book now.



Job seeker Jacob Hedley was the first person to complete the VR Foundation Passport training course

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](https://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!



- |  |   |   |
|--|---|---|
| <p>10) What benefits can VR health and safety training bring?</p> <ul style="list-style-type: none"><li>a) It eliminates training risk.</li><li>b) It delivers consistent training and high learning outcomes.</li><li>c) It provides accurate and reliable verification of competency.</li><li>d) All of these.</li></ul> | <p>11) How long does the course take to complete?</p> <ul style="list-style-type: none"><li>a) An hour and a half.</li><li>b) Two hours.</li><li>c) Four hours.</li></ul> | <p>12) What is the course designed to achieve?</p> <ul style="list-style-type: none"><li>a) Provision of a safe way to introduce a construction environment to someone without prior experience.</li><li>b) Replacement of real-world training.</li><li>c) Simulation of a construction site for people considering building their own homes.</li></ul> |
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WORKPLACE BULLYING – PART 1



In 2022, WorkSafe’s Kaimahi Hauora team responded to 229 mentally healthy work concerns – up from 134 in 2021

When it comes to the issue of workplace bullying, it is important to know when WorkSafe New Zealand should intervene in the matter and how that intersects with obligations under employment law. This series of articles looks at this question in more detail

In 2021, the most recent year for which complete data is available, WorkSafe New Zealand received over 7,000 reports regarding health and safety concerns.<sup>1</sup>

These can be broken down into several categories, the most general of which relates to fears about unsafe or potentially unsafe conditions and/or practices.

In 2021, there were 2,864 concerns received within this category, which is also the context in which issues about mentally healthy work are generally raised.

MENTALLY HEALTHY WORK

In 2020, WorkSafe established a Mentally Healthy Work team of subject matter experts to provide support and direction in relation to psychosocial hazards.

In addition, Kaimahi Hauora was created, which is a small team of specialist health inspectors with a dedicated focus on health, including mentally healthy work.

Notably, in 2021 the Kaimahi Hauora team responded to 134 mentally healthy work concerns – a figure which rose to 229 in 2022.

These concerns are received via the same channels as other concerns, including the use of a dedicated mentally healthy work form available on the WorkSafe website.

Whichever route is used to raise a concern, all information is initially handled in the National Response Centre (NRC), which then acknowledges receipt of information, creates an entry in the notification database, and triages the concern to the appropriate team, while indicating a suggested prioritisation category.

Most mentally healthy work concerns are triaged directly to the Kaimahi Hauora team for review. The Kaimahi Hauora process is guided by a mentally healthy work pathway, which outlines and, as far as possible, standardises the steps taken when responding to concerns.

All notifications received are reviewed by a multidisciplinary team and are carefully considered to determine what regulatory response is appropriate to the circumstances.

WORKSAFE INTERVENTION

WorkSafe’s operational policy *When we intervene*<sup>2</sup> sets out how intervention

decisions are made once a health and safety risk or harm has been identified. The policy points out that it is necessary for WorkSafe to make deliberate choices about when and how to intervene, given limited resources and a desire to have the maximum impact on work-related health and safety in New Zealand.

The intervention criteria identified in this document are:

- the risk or harm sits within WorkSafe’s area of responsibility;
- WorkSafe is best placed to intervene if there is an overlap with another agency’s responsibility;
- the significance of the risk or harm means that it warrants intervention; and
- intervention is an effective use of resources.

WorkSafe does not only focus on compliance with the rules, but also works to promote and embed positive health and safety practices across the motu. To do this, it collaborates with

businesses, workers, health and safety representatives, industry bodies, and others.

Its activities go beyond enforcement (which refers to more than prosecution) and into engagement and education to achieve long-term and sustainable change for businesses for the benefit of all those involved in work.

WorkSafe does have an enforcement function and, while a breach of duty resulting in psychosocial harm is yet to be prosecuted, a number of Improvement Notices have been issued and responded to by the organisations concerned.

Such notices require the business to take corrective action within a specified timeframe and can result in financial penalties for a business that does not comply. Notices issued to date have required businesses to improve psychosocial risk monitoring and data recording, develop and update policy portfolios relating to mentally healthy work, review risk reporting systems, etc. So far, all Notices have been complied with.

For clarity, a WorkSafe intervention into a mentally healthy work matter will not:

- require a person to be disciplined or dismissed;
- prove whether a person is a bully (for example);
- mediate between parties;
- restore working relationships to a friendly/positive state;
- provide legal advice or counselling;
- award compensation; or
- deal with employment-related matters or discrimination.

The WorkSafe position statement *Supporting mentally healthy work*<sup>3</sup> sets out what is expected of persons conducting a business or undertaking (PCBUs) in supporting mentally healthy work.

It provides a definition of mentally healthy work, a clear indication that the Health and Safety at Work Act 2015 (HSWA) requires businesses to provide and maintain a work environment that is without risks to safety and health, and an indication of what WorkSafe will do if it becomes aware of mental health issues. It also states that it is unlikely

that WorkSafe will intervene for one-off notifications.

Many factors are considered when making this decision, including the risk of injury, the seriousness of the harm and the compliance history of the business or undertaking. There is also a clear statement regarding which situations might prompt WorkSafe to consider intervening, these are:

- multiple events arising at one PCBU;
- a high level of harm resulting from the failure to manage risks; and/or
- industry-wide or organisation-wide failings.

<sup>1</sup> Detailed data about the number of notifications made to WorkSafe can be accessed via DataCentre at [data.worksafe.govt.nz](https://data.worksafe.govt.nz).

<sup>2</sup> When we intervene (WorkSafe, Policy, July 2021) [worksafe.govt.nz/dmsdocument/43777-when-we-intervene/latest](https://www.worksafe.govt.nz/dmsdocument/43777-when-we-intervene/latest).

<sup>3</sup> Supporting mentally healthy work (WorkSafe, Position Statement, September 2020) [worksafe.govt.nz/dmsdocument/32324worksafe-position-on-supporting-mentally-healthy-work/latest](https://www.worksafe.govt.nz/dmsdocument/32324worksafe-position-on-supporting-mentally-healthy-work/latest).

This article, written by Duncan Cotterill and Worksafe New Zealand, it was originally published in the first issue of the Lexis Nexis Employment Law Bulletin. If you have any questions about this article, please contact us through our website [duncancotterill.com](https://duncancotterill.com)

Duncan Cotterill is a full-service law firm with offices in Auckland, Wellington, Nelson, Queenstown and Christchurch.

Disclaimer: the content of this article is general in nature and not intended as a substitute for specific professional advice on any matter and should not be relied upon for that purpose.

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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| <b>13)</b> What is Kaimahi Hauora?<br>a) The te reo name for WorkSafe.<br>b) A small team of specialist health inspectors within WorkSafe.<br>c) A rehabilitation workshop for bullies initiated by WorkSafe. | <b>14)</b> What WorkSafe position statement sets out what is expected of PCBUs in supporting mentally healthy work?<br>a) Supporting mentally healthy work.<br>b) Supporting healthy happy work.<br>c) Supporting mentally manual work. | <b>15)</b> What is a typical situation that might prompt WorkSafe to consider intervening?<br>a) Multiple events arising at one PCBU.<br>b) A high level of harm resulting from the failure to manage risks.<br>c) Industry-wide or organisation-wide failings.<br>d) All of these. |
|---|---|---|

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INDUSTRY FEATURE

STAY ON TOP OF REGULATION CHANGES

With so many legislation changes in the building industry, it can be difficult to stay on top of what you need to know. That's why we've compiled this handy list of key updates! We hope you find it useful

CONSULTATION PHASE

CLOSED 29 MAY 2023

**BUILDING LEVY CONSULTATION**

MBIE consulted on three proposed changes to the building levy:

- Increase the levy threshold.
- Change the levy rate.
- Increase investment in MBIE's building system performance services.

The consultation closed on 29 May 2023. MBIE is yet to announce the results.

COMING SOON

COMMENCES 11 DECEMBER 2023

**BUILDING PRODUCT INFORMATION REQUIREMENTS**

On 11 December 2023, new regulations for building product information requirements will commence.

The new regulations provide building product users with information about how building products contribute to compliance with the Building Code.

NOW LAW

**H1 RESIDENTIAL CHANGES**

The final transition date (3 November 2022) for the updates to Clause H1 of the Building Code has passed.

**CONSTRUCTION CONTRACTS AMENDMENT ACT**

On 5 October 2023, changes to the Construction Contracts (Retention Money) Amendment Act 2023 came into law.

**2022 BUILDING CODE UPDATE**

In 2 November 2023, key changes from the 2022 Building Code update covering changes to plumbing and drainage and to protection from fire will begin their 12-month transition period.

**BUILTREADY**

The new voluntary modular component certification scheme, called BuiltReady, will allow modular component manufacturers to be certified and registered, and in most cases, will reduce inspections and create faster, more consistent building consent applications.

CLOSED 21 AUGUST 2023

**CONSENT SYSTEM IMPROVEMENT CONSULTATION**

MBIE asked for feedback as part of the review of the building consent system on eight areas. Consultation closed at 5pm on 21 August 2023. MBIE will now analyse submissions and work towards the next stage of the building consent system review.

**BUILDING WARRANT OF FITNESS**

Following the tragic fire at Loafers Lodge in May 2023, Cabinet agreed to introduce and enhance offences and penalties for building owners and independent qualified persons to better comply with their statutory requirements under the building warrant of fitness regime. Amendments to the Building Act are required to implement these changes.

PROVE YOUR KNOWLEDGE

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



CODEWORDS  
ISSUE 115

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②		⑤	
③		⑥	

UNDER  
CONSTRUCTION

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DEC 2023 / JAN 2024

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
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THE DISTANCE™

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[dimondstructural.co.nz](http://dimondstructural.co.nz)





# FENCING? THINK OUTSIDE THE SQUARE

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