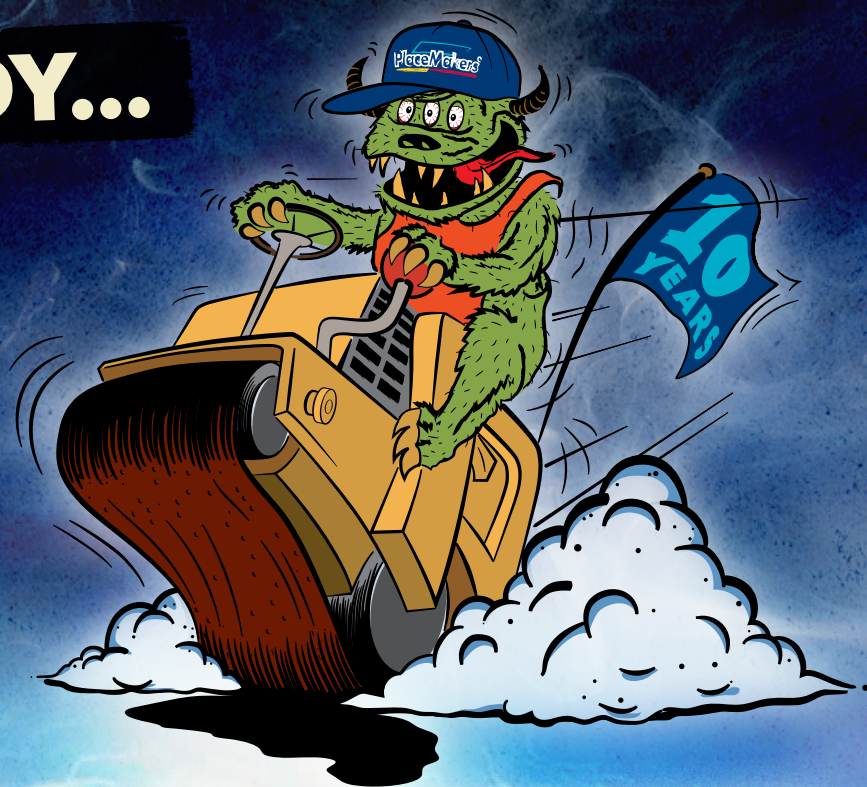


UNDER CONSTRUCTION

GET YOUR FEBRUARY/MARCH 2024 SKILLS MAINTENANCE POINT!



GET READY...



MONSTER TOOL SALE

Our Monster Tool Sale will be back again in 2024, but with some new additions. Bigger, better, more monster-ish!

FRI 23RD FEB TO SUN 31ST MARCH

**10
YEARS**

PlaceMakers®

Together we're building
New Zealand

TRADE DEAL

MONSTER
TOOL SALE DEAL
VALID UNTIL 31ST MARCH 2024



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- New 2.0AH Lithium-Ion battery drives 9000 shots per 1 hour charge time
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PROMO PRICE
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*Offers not available to nominated national key account customers. Bonus offers available exclusively to trade account holders only. All prices exclude GST. Products featured may not be stocked in all stores but can be ordered in at the advertised price. Offers valid from Thursday 1st February — Sunday 31st March 2024.

PlaceMakers[®]

Together we're building
New Zealand

TOOLING UP FOR 2024!



Here we are in 2024! I hope you all enjoyed a hard-earned Christmas break and are in good shape for whatever lies ahead

To make life easier for you – which is what we’re here for! – PlaceMakers is on a mission to help builders tool up more efficiently than ever before. So, if your local branch is in Kaiwharawhara, Mt Wellington, New Lynn, Dunedin or Riccarton, don’t forget to check out our new Hilti for Hire tool lease service. It’s a brand new partnership that we hope will make a big difference to how our builders plan their days, saving unnecessary time and effort when you need to organise extra gear for unusual jobs or to provide cover for tools in for a service. Head to page 6 to learn more!

Talking about exciting new things around the PlaceMakers network brings us nicely to the launch of our upgraded New Lynn store, which celebrated with a bumper customer event involving free pies and prizes – as well as a chance to check out new safety and tool hire departments. Read how it all went on page 7.

With our annual Monster Tool Sale just a month away, we’ve focused on the tools needed for the trade – be they physical or mental. On page 3, builders share how often they’ll hire tools versus purchasing them outright – and why – and on page 38 we share Site Safe advice on using them correctly onsite.

Unfortunately, tool theft was a big issue for tradies in 2023. To better protect your business assets this year, insurance expert Ben Rickard provides expert advice on planning ahead. See more on page 16.

Having a good plan in place is also the advice of The Successful Builder on page 36 – with the aim of emerging from tough times in a strong position.

We hope these insights, and more from across the industry, will help you approach 2024 with added confidence.

That just leaves me to wish you all a busy and successful year.

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

Shane Cornelius

General Manager Operations

Don’t forget to check out our new Hilti for Hire tool lease service. It’s a brand new partnership that we hope will make a big difference to how our builders plan their days

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TOOLS OF THE TRADE

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: *When and why do you hire tools rather than buying them?*

Firm: **Planit Construction**
Interviewee: **Rowan Hannah**
Role: **Director**
Location: **Wellington**
Staff: **45**

We own a wide range of tools, so we don't need to hire anything very often. When we do, it will be specialist tools that we don't own. It's not usually worth it for us to invest in bigger, more expensive pieces of kit, because we don't use them very often, so it's uneconomic for us to buy them.



As a PlaceMakers customer, having access to Hilti Hire in Wellington would make the hiring process more convenient

We probably hire tools out once every two months. We'll generally hire heavy-duty tools such as concrete cutters, floor saws, or 16mm steel benders that we use on our residential projects.

If we do need to hire tools out, we'll charge that back to the job. As a PlaceMakers customer, having access to Hilti Hire in Wellington would make the hiring process more convenient if the right tools are available.

We don't really have a brand we always stick by – I'll usually just look at what's available on the day.

Firm: **W Hamilton Building**
Interviewee: **Bill Hamilton**
Role: **Director**
Location: **Dunedin**
Staff: **24**

We hire tools pretty regularly across our residential and commercial work. We tend to hire compactors, concrete gear, vibrators, concrete breakers – anything along those lines. When we need to work from heights, we'll bring in elevated platforms as well.

We'll have them onsite anywhere from two or three days to three weeks. The tools we hire tend to be on the more expensive side of things, which would take a larger capital outlay from us to purchase. They also tend to be tools that are used robustly, so hiring them saves us on repairs and maintenance as the wear and tear on those tools can be high.



The tools we hire tend to be on the more expensive side of things, which would take a larger capital outlay from us to purchase

Sometimes you need bigger gear and hiring equipment gives you the chance to get the right gear for the right job, instead of trying to work with something that's not right for what you're trying to do.

Firm: **SLC Builders**
Interviewee: **Cory Carroll**
Role: **Director**
Location: **Wellington**
Staff: **2**

We don't hire tools very often, as we're pretty well covered by the equipment we already own, such as concrete cutters and big pieces like that. We purchased most of those around 10 years ago now and we made that decision because I figured I'd use them once or twice a job for our residential work.

Having them available rather than spending money and time hiring them out each time has definitely resulted in them paying themselves off in that time. It helps that we haven't needed to do much repair or maintenance on them either.

If we do hire equipment, it'll be heaters, dehumidifiers or specialised mobile scaffolding systems. We'll generally hire dehumidifiers if we've had some moisture around and the framing we're working on hasn't dried enough for us to install linings. While we use heaters for that occasionally, the bulk of our hire allowance is spent on dehumidifiers because they're more effective at drying framing.



If we do hire equipment, it'll be heaters, dehumidifiers or specialised mobile scaffolding systems

NEXT LEVEL TRADE SUPPORT

Your relationship with PlaceMakers just got bigger – thanks to a massive shift in how the trade support team can meet your business needs

PlaceMakers staff are proud of their ability to retain hundreds of customer details at the drop of a hat – and now they can now retain thousands, thanks to a new system that backs up their bulging brains!

Trade Support 2.0 – which you may have already encountered – is the outcome of a commitment to increasing the capability of the trade support team (and, for some, restoring their work-life balance).

“Almost every request that comes through PlaceMakers is actioned by a member of the trade support team,” explains CRM Product Owner Blake Johnson.

“While many team members exceeded builders’ expectations, relying solely on their own system, we needed to support their hard work with a PlaceMakers-wide approach that allowed for consistency and crossover.”

ON THE SAME PAGE – LITERALLY

What Trade Support 2.0 means in practice is that everything that happens with a customer is captured in one place. Orders, emails and auto-transcribed phone calls are all documented in the new customer engagement centre online. This means there’s not only a record of it, but it can also be accessed by any member of the trade support team – ensuring everyone who views it is on the same page.

“This new approach has numerous benefits for customers and staff,” explains Blake. “It avoids customers having to be team-member dependent, which means less wait time and no need to factor in their contact’s work and holiday



Thanks to Trade Support 2.0, everything that happens with a customer – orders, emails and phone – is captured in one place. This means tradies can now update an order via the Trade App and any member of the Trade Support team can action it

schedule. For team members, it reduces the pressure on specific individuals (that go-to person that everyone uses) and enables everyone to have a better work-life balance.

“We know many of you value your trade support team member relationships, and there’s no reason for that to change, but it does mean that if your go-to person is unavailable, someone else can serve you with all the information they need in front of them.

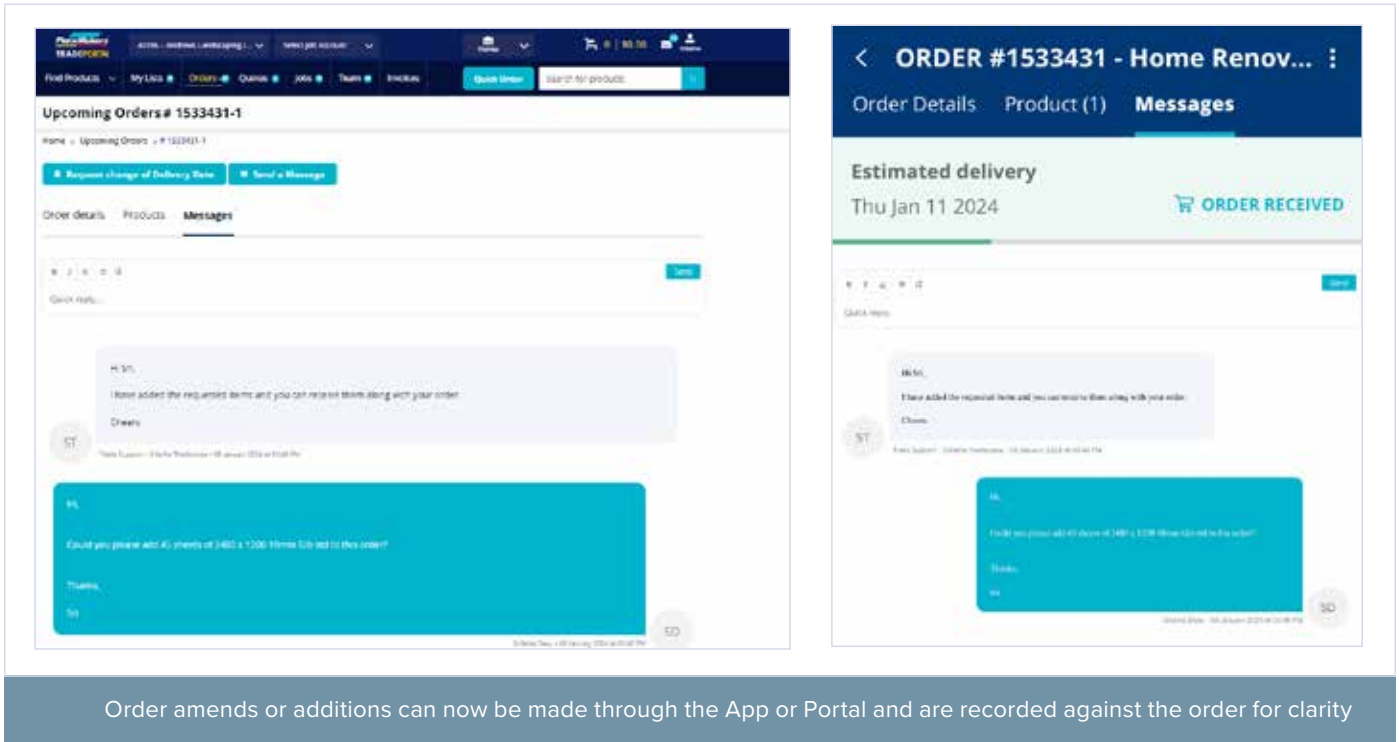
“Basically, your relationship with PlaceMakers just got bigger!”

ORDER MESSAGING ADDED

The launch of Trade Support 2.0 coincides with a similar communication-capture feature on the Trade App and E-Portal – Order Management.

“For a while now, builders have been able to use the App or Portal to view any orders they have on the go, but, if they wanted to make changes, they needed to email their request,” says Blake.

“With the new feature, builders can start a chat with their rep within the order about any requests, additions or changes they might have. Not only will



these be actioned as normal, but the message history will be recorded against the order!"

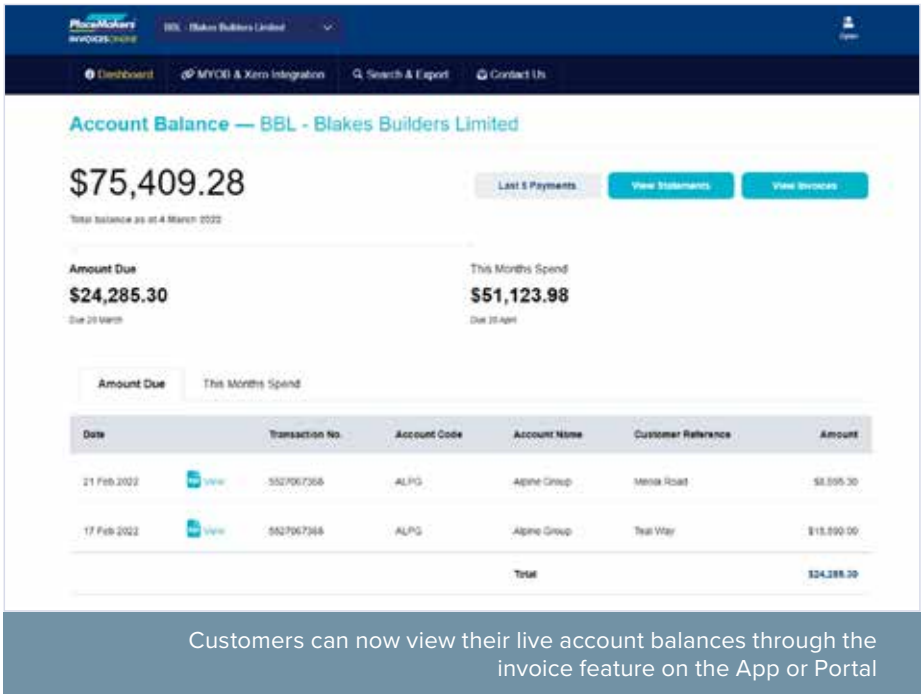
LIVE ACCOUNT DASHBOARD

In line with the move towards having more information at people's fingertips, the Invoices feature on the Live Account Dashboard has also been updated.

"There's always been a feature, where customers can see statements and invoices, but this now also has their live account balance," says E-Commerce Lead Bridget Harding.

"This can be seen by the customer and the trade support team, so they can let someone know if their account is in overdraft."

So, in summary, that's more features, which are easier to access, with improved support across the board – which means less time and less stress for all involved. We hope it changes our relationship with you – for the better!



MORE TO COME

These changes in how the Trade Support team can serve your business needs are all part of a greater shift to ensure that PlaceMakers is providing the best service possible to customers. Keep

your eyes peeled and ears open as PlaceMakers Account Managers are enabled with further technology in the coming months. ■

PLACEMAKERS TRIALS HILTI FOR HIRE TOOL LEASE

PlaceMakers has partnered with stores across the country: Kaiwharawhara, Mt

Builders making an early morning supply run to PlaceMakers can now satisfy their tool hire requirements on the same trip, thanks to a new partnership between Hilti and PlaceMakers – Hilti for Hire.

PlaceMakers Category Manager (Tools), Tracie Rundle, says the initiative aligns with PlaceMakers aim to provide a streamlined, 'one-stop shop' service to make life easier for its builders and reduce downtime onsite.

"Our in-store Hilti for Hire service means builders can now get their supplies and hire tools all in one place. And, to make life even easier, the tool hire cost can just be added to their PlaceMakers trade account."

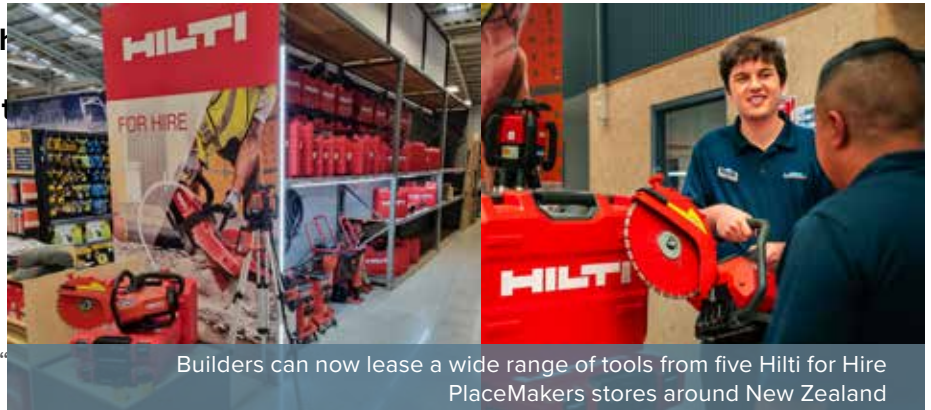
HIRE POWER

"Contractors hire tools every day," says Chris Barlow, Business Development Manager for Hilti. "Tool hire is built into the budget for most projects, and it plays a crucial role in completing them. It's exciting to see Placemakers enter this market, and further strengthen their offering to their customers."

Chris says the service will be particularly attractive to builders, who use big-ticket items frequently but don't always want to make the financial commitment of owning more expensive pieces of equipment.

"These are tools that get used a lot but the high purchase cost doesn't make sense for a lot of builders to own them outright."

While PlaceMakers stocks an extensive range of tools available to purchase, the partnership with Hilti will expand



Builders can now lease a wide range of tools from five Hilti for Hire PlaceMakers stores around New Zealand

available such as heavy concrete breakers, M-Class Dust Extractors, 40L wet and dry vacuum cleaners, core drills, battery powered concrete demolition saws, wall breakers, large angle grinders and more."

Tracie says the service will also be useful for when builders drop their own tools off for servicing.

"We have rental options to cover their needs while their tools are away. Customers will be able to rent for a length of one day upwards, with no limits on how many days or months. If a store doesn't stock a tool that a customer needs, it can be requested – subject to a minimum order of three months."

Tools can also be pre-booked by talking to the tools team in-store.

The arrangement brings clear benefits to builders in terms of the breadth of stock PlaceMakers can now offer and Chris notes that Hilti is a brand few third-party retailers can provide access to.

"We don't retail through third parties anywhere in the world, we only sell direct. The closest a retailer can get is to offer them for hire in-store."

PERFECT PARTNER

The partnership has been in the works for nearly 12 months, and Chris says PlaceMakers hit all Hilti's criteria.

to private residential builds and extensions.

"We see this as a great opportunity to open up to customers, who might not have previously been exposed to Hilti."

For PlaceMakers, Hilti's trusted and reputable reputation made the brand an ideal partner.

"Hilti has a proven international record with rental tools and aligns with PlaceMakers trade offering, which is great news for our valued customers," says Tracie. ■

NEW LYNN, NEW LOOK!



PlaceMakers New Lynn celebrated its new store format by putting on a special customer event in November, featuring a BBQ, free pies and plenty of prizes!

PlaceMakers New Lynn undertook a store transformation in 2023 to provide customers with a fresh look and fresh approach, with particular focus on its safety and power tool departments.

“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 supplies market,” says PlaceMakers Head of Format Derek Cotton.

To herald the changes, builders and suppliers were welcomed to an opening event extravaganza.

PIES AND PRIZES

Highlights included competitions such as Sledgehammer Mini Golf, run by The Rock Roadies, for the chance to win a \$500 Prezzy Card; and a racing simulator put on by Landmark Homes, with the prize of a race car hot lap motivating those who gave it a go.

“There was also the chance to win a trip to the 2024 Melbourne Cup for two, and other prizes such as an inflatable paddleboard,” says

PlaceMakers West Auckland Hub Operations Manager Morgan Caine.

Aside from the prizes on offer, Morgan says several key suppliers organised special deals for the day. To ensure guests were well fed, Jesters provided 500 free pies, while the New Lynn team ran a “good old-fashioned Kiwi BBQ” for the duration of the event.

“There were heaps of good vibes; a lot of people came down and it was a great day overall,” Morgan adds.

THE MAIN EVENT

One of the main reasons for the event was to get builders and suppliers inside the revamped store to see the new format for themselves – and Morgan says the feedback was overwhelmingly positive.

“A lot of our builders are often too busy to spend time in the store, so this was a great way to get them in and have some face-to-face time with them,” says Morgan. “It was also an excellent way to find out how we can serve them better.

“Overall, it’s an easier space to navigate. There are heaps of product

choices and we now have a café, where builders can hold meetings and catch up with each other. They were pretty impressed with what we’ve done to the place.”

Morgan says the staff are also invigorated and excited by the investment in the store. He adds they are particularly proud of the increased range of women’s workwear and apparel and the partnership PlaceMakers has struck with Hilti to offer tools for hire.

“We want to offer our builders the best trade solutions possible. Hilti for Hire helps us do that by increasing the range of tools we can offer – and it turns New Lynn into a ‘one-stop shop’ for our customers.”

Now that the word is out, the New Lynn team is looking forward to welcoming more customers through its doors.

“I was proud to see how the event was set up and run. It really did justice to the new offering. It’s an exciting time for the New Lynn store and I can’t wait to see what the future holds.” ■

NZCB LAUNCHES APPRENTICE NETWORK

The New Zealand Certified Builders Association (NZCB) has launched its new Apprentice Network, designed to provide support to employers and apprentices

The new scheme provides NZCB builders and their apprentices with wraparound support to ensure both parties have a positive experience during the course of learning.

The Apprentice Network aims to reinforce learning on the job for apprentices, while providing access to services and resources such as industry and network events, deals and wider professional development opportunities.

“The Apprentice Network is designed to complement the learning that apprentices receive through Te Pūkenga pathways,” said Nick Matthews, Industry Pathways and Apprenticeship Manager at NZCB.

“Often, apprenticeships are seen as a way to learn technical skills, but through NZCB’s new network, we’ll be equipping apprentices with many other capabilities to help them in the industry, which is the extra support that, until now, has been missing in the building sector.”

PRACTICAL AND MENTAL SUPPORT

The Apprentice Network won’t just provide practical, technical help. It will also provide apprentices with mental health services, as well as general health and wellbeing support to try and stem the tide of learners leaving the industry before they qualify, added Matthews.

“In our industry, we see lots of apprentices leaving before they get their qualifications. We hope



NZCB’s Apprentice Network will guide apprentices and help employers create a more supportive workplace

that the Apprentice Network is a step towards addressing that, by providing apprentices with the additional support they need to finish their apprenticeships and go on to work in the industry.”

Apprentices aren’t the only ones who will be offered assistance through the programme. The service will also help employers to create a more supportive workplace via resources such as apprentice employment contract templates and insurance packages to more easily navigate the legal requirements of hiring an apprentice.

NZCB said the network also offers educational modules designed to help employers foster an effective learning environment. Known as ‘Train the Trainer’, the modules will support employers looking to hire an increasingly diverse range of apprentices, including more women.

OPEN TO ALL NZCB APPRENTICES

Any apprentice employed by a NZCB Business Member builder can join the Apprentice Network. Matthews added that he hopes the scheme will help to futureproof the

flow of talent joining the construction industry.

“We hope that our members see this as an investment in their staff, and also the future of the wider building industry,” said Matthews.

“The Apprentice Network, and other exciting changes that we’re working on, are great opportunities for us all to contribute to the next generation of Kiwi builders.” ■



The Apprentice Network is designed to complement the learning that apprentices receive through Te Pūkenga pathways

Nick Matthews, Industry Pathways and Apprenticeship Manager at NZCB

BCITO EXPANDS LEARNER SUPPORT

BCITO is collaborating with local community initiatives to provide pathways into meaningful employment in the construction sector for second-chance learners

Community organisations have been given access to learning resources, materials and assessment opportunities to support learners via the Building, Construction and Allied Trade Skills (BCATS) programme, which is run by BCITO Te Pūkenga.

The programmes blend theoretical learning with on-the-job practical training and can be accessed from BCITO via the Ministry of Social Development (MSD).

“BCITO then equips these initiatives with the resources that best recognise the available learning opportunities to support the learners to be able to move forward with employment,” states guidance provided by the organisation.

SECOND-CHANCE SALOON

An example of a community project that made the most of BCATS support is Building Futures to Aid Second Chance Learners in Napier. The programme was set up with support from MSD to support people looking for work, who have limited experience on their CVs.

BCITO tailored NZQA-accredited unit standards for the programme. Learners were evaluated, so that unit standards would meet their needs, and the most appropriate learning approaches were considered. Six standards were developed, which included workshop-based projects that would be recognised under a formal qualification.

Paul McDowall, Māori learning advisor at BCITO, said that short-duration programmes can help people transition into a career in the construction industry.

“The collaboration between BCITO and Building Futures has been really beneficial for learners in the community, as it has provided opportunities for people who perhaps weren’t suited to the traditional school system. We are able to give them the confidence to apply themselves and learn valuable skills that lead to employment.”

BCITO’s Implementation and Transition Manager, Mark Chalmers, is enthusiastic about the initiatives and similar programmes being run around the country.

“These initiatives combine industry related learning with community programmes, to provide excellent pastoral and educational support. These opportunities improve learning outcomes; learners are equipped with skills and a pathway to gaining meaningful employment.”

VARIETY OF SUPPORT ON OFFER

The Critical Skills Apprenticeship Programme and Building Belonging initiative are two ways apprentices and employers can access help from BCITO over the course of their training.

The Critical Skills Apprenticeship Programme helps support 15 apprentices from the Te Tai Tokerau region north and south of Whāngarei and the Bay of Islands including Kerikeri, Opua and Russell.

Building Belonging is a series of resources for trade employers that aims to create inclusive worksites and a sector that works better for everyone.

“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.”

To learn more about how BCITO can help people learn new skills, head to: bcito.org.nz . ■



BCITO is working to provide second-chance learners with opportunities in the construction sector

WHAT'S ON

PLACEMAKERS PRODUCT PICKS

SELLWOOD CEILING HATCH



Create 'space for life' with the Sellwood CH1300600 Ceiling Hatch, designed to provide safe, easy access to storage space in every roof.

The Sellwood CH1300600 Ceiling Hatch is an excellent way to future-proof your home for future fitment of a Sellwood attic ladder. The huge 1300mm x 600mm opening makes access easier and allows a Sellwood P30 Attic Ladder to be swapped in later without having to reframe the ceiling for installation – a smart solution for today and tomorrow!

DYNEX OPTIVENT CAVITY CLOSER



DYNEX
OPTIVENT

From the popular 20mm soft tip cavity closer to a range of discreet architectural solutions, Dynex has become the go-to cavity closer to be found on NZ building sites. The desire to innovate further has resulted in the new Dynex Optivent®.

The unique design of Dynex Optivent® has resulted in a cavity closer that delivers a discreet vermin-proofing solution, while delivering twice the ventilation compared to other cavity closers.

Available in black and white and designed to suit most cladding options, Optivent® delivers innovation at a more competitive price point than before, making it an all-round winner!

STROL SMART PAVE



Without reinforcement, gravel or decorative stones tend to be quite loose, making simple things like riding a bike almost impossible. SmartPave locks stones in place, giving you the ability to ride bikes, push wheelchairs and walk on your surface without the fear of slipping or falling over.

The advanced honeycomb cell design with geotextile base ensures the panels stay buried, preventing stones moving, while creating a flat, firm pavement ideal for pedestrians, cyclists and lighter vehicles.

SmartPave is a cost-effective solution for any permeable paving project.

MILWAUKEE BOLT SYSTEM



The Milwaukee® BOLT System is the newest addition to our growing personal protective equipment (PPE) line-up. BOLT is a versatile, multi-accessory safety solution that offers compatibility between your head protection and a range of safety attachments. The heart of the system is the BOLT 100 Hard Hat and BOLT 200 Helmet (available with vented and unvented options and in a range of colours) for the right level of impact protection. You can then choose from a range of accessories – including face, eye, hearing and sun protection – to easily clip onto your head protection and adapt to the task at hand.



EliteFence's new modular aluminium screening kit with a patented no-weld system is now available exclusively from PlaceMakers. The simple push-together system provides a flawless look and makes it quick to install with no welding or screwing required. Slats can be easily adjusted with 9mm or 20mm spacer blocks.

Desired widths and heights can also be easily cut to size on-site. Looking for louvres? Simply convert the slat into a louvre by installing the louvre brackets. Available in a range of contemporary powder-coated colours – grey, charcoal and white – there is one that will be ideal for your next outdoor and landscaping project.



DRYDEN OIL STAIN

Dryden Oil Stain is the superior exterior wood oil for decking, hardwood and outdoor furniture.

It's a deeply penetrating oil that nourishes most exterior timber species and protects from within to help timber last longer. It is water resistant to help minimise warping, cupping and splitting, which occurs when water gets into timber.

Add Dryden Colourtone+ to the OilStain to get your desired colour and give a longer-lasting finish with UV protection. If you want to keep your natural timber colour, Dryden OilStain has a clear finish that will allow the timber to gradually fade over time to a natural grey or, with simple maintenance, maintain your timber's natural colour.



SUNTUF COOLTECH ROOFING

Enjoy sun without the heat! Suntuf CoolTech is a polycarbonate sheeting combining the reputation of Suntuf Polycarbonate roofing with the ability to reduce heat.

The Suntuf CoolTech range dramatically reduces heat generated by the sun under your outdoor covered areas, giving you and your family hours of comfort under your Suntuf roof. Even on the hottest of days, Suntuf CoolTech can reduce heat transmission by about 55%.

Suntuf CoolTech is available in two modern colours, ice and grey, to complement almost any outdoor living space. What's more, it is easy to install and blocks 99.9% of harmful UV rays (available in greca and corrugated profiles). Approximately 250 times stronger than glass, it can be curved along the corrugations and is available in sheet lengths up to 7.23m.

MBIE

WHAT THE BUILDING CODE UPDATE MEANS



New regulations require at least one smoke alarm on each level in multi-level dwellings

On 2 November 2023, the Ministry of Business, Innovation and Employment (MBIE) published updates to a series of acceptable solutions and verification methods

This article details what has changed as a result of the latest updates and highlights important information that all Licensed Building Practitioners (LBPs) need to know. The changes included:

- Plumbing and drainage.
- Protection from fire.
- Structural stability of hollow-core floors.

WHAT HAS CHANGED AND HOW IS IT IMPORTANT TO YOU?

The most important changes affecting LBPs are the updates to protection from fire for low-rise residential buildings in *Acceptable Solution C/AS1*. This acceptable solution now requires interconnected smoke alarms throughout new residential buildings.

This change will significantly improve life safety without a big increase

in construction costs. This update provides clarity on requirements for door lock devices, external safe paths and measuring travel distances to a final exit.

INTERCONNECTED SMOKE ALARMS

Following the feedback MBIE received during consultation, we have introduced interconnected smoke alarms as the minimum fire safety system in household units.

Interconnected smoke alarms work by sending a signal between the smoke detectors. If one smoke alarm detects a fire, all the smoke alarms in the home will sound an alarm. This update aims to bring New Zealand in line with the latest industry standards. We have cited *NZS 4514:2021*, which sets out the requirements for the installation, maintenance and commissioning of interconnected smoke alarms. Smoke detectors will need to be installed in all bedrooms, living spaces, hallways

and landings and, in multi-level dwellings, there must be at least one smoke alarm on each level. The standard provides recommendations on different types of detectors that can be used in different areas of a house to avoid nuisance alarms (such as in a kitchen).

The standard also provides options for different power supplies and includes wired smoke alarms or wireless smoke alarms with long-life batteries. A hard-wired interconnected smoke alarm system can be installed during construction while the house is being wired.

The new Acceptable Solution can be used today and has a one-year transition period ending in November 2024. Until then, the previous Acceptable Solution can be used for new building work. Homes or buildings which are renovated or have a change in use will also have to consider compliance with new requirements. For existing buildings,

battery-operated interconnected smoke alarms can be installed without the need to rewire the home. This is a cost-effective solution that saves lives.

MEANS OF ESCAPE

We have updated Part 3 of *C/AS1* relating to means of escape and escape routes.

In *C/AS1* escape routes include open paths, safe paths and final exits. There are limits on the height, width and length of escape routes in Sections 3.2 and 3.3. Open paths are generally the portion of the escape route inside the house or unit where occupants may be exposed to fire or smoke while making their escape.

There is a simplified method for measuring the length of open paths in paragraph 3.3.2.1. This generally occurs with multi-unit dwellings or sites with multiple buildings on them where occupants may have to travel past other units or buildings while making their escape. There are different ways an external safe path can be protected as these are given

in subsection 3.3.5 and figure 3.3.5.3. Final exits are located at the end of open paths or at the end of the external safe path when people can safely disperse, such as onto a public street.

It is important to identify where the final exit is to ensure that open path lengths are not exceeded and that external safe paths are adequately protected along their entire length.

DOOR LOCK DEVICES

As part of the update for *C/AS1* we have issued clarification regarding door locks on escape routes. This means the door must be able to be opened from the inside without a key. This is something to consider when carrying out a renovation as there are a lot of modern locking devices on the market.

PLUMBING AND DRAINAGE

We have made changes to *E1 Surface Water*, *G12 Water Supplies* and *G13 Foul Water*. All plumbing work should be carried out by a qualified plumber, however it is important to be aware of these changes if you are managing a project.

Changes to *Acceptable Solution G12/AS1* include measures to lower the maximum hot water temperature delivered at the tap for most buildings from 55°C to 50°C, and the introduction of additional temperature control devices to give plumbers more ways to limit hot water temperatures.

These changes do not apply to the hot water used for kitchen or laundries, nor do they apply to the temperature of hot water in the storage tank. The changes apply only to personal hygiene taps and baths in new buildings and new plumbing work.

The *G12/AS1* update also includes reducing the lead content in plumbing products.

NEW DOCUMENTS

The update acceptable solutions and verification methods can be found on Building Performance website, along with further information on the 2022 Building Code update: building.govt.nz/building-code-compliance/annual-building-code-updates/2022-building-code-update ■

This article is an excerpt from Codewords Issue 116. Reading Codewords articles that are relevant to your licence class is a mandatory requirement for Licensed Building Practitioners. These questions can be answered through the LBP portal, online on the Under Construction website or recorded on the magazine, then provided at the time of renewal.

CODEWORDS QUIZ ISSUE 116



- | | | |
|--|---|---|
| <p>① What standard sets out the requirements for the installation, maintenance, and commissioning of interconnected smoke alarms?</p> <p>a) NZS 4514:2021.
b) NZS 4512:2021.
c) NZS 4541:2020.</p> | <p>② Where are interconnected smoke alarms required to be installed in a new home?</p> <p>a) Within 3m of each bedroom.
b) Only in bedrooms on the ground floor.
c) In each bedroom, living room, and on each level of a house.</p> | <p>③ When can the new Acceptable Solutions start being used to comply with the Building Code?</p> <p>a) November 2024.
b) They can be used today.
c) Depends on whether it is new building work or alterations to existing buildings.</p> |
|--|---|---|

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MBIE

LESSONS FROM LATEST BOARD DECISION



Because a bathroom had been installed in this case, a building consent was necessary

The Building Practitioners Board recently concluded an investigation, which demonstrated the limitations of clause 3A of Schedule 1 of the Building Act

The Board's investigation looked at whether a building consent should have been obtained for a salon to be constructed at the complainant's address before building work was carried out. This required the Board to determine whether an exemption under clause 3A of Schedule 1 applied, specifically an exemption for certain standalone buildings up to 30sqm.

The respondent knew that a business was to be conducted from the salon but believed that a building consent was not required because it was an outbuilding between 10 and 30sqm being constructed by a Licensed Building Practitioner (LBP) and came within the provisions of clause 3A of Schedule 1.

SECTION 40 BUILDING ACT 2004

Section 40 requires that all building work must be carried

out in accordance with a building consent. The process of issuing a building consent and the subsequent inspections under it ensure independent verification that the works meet the performance requirements of the Building Code. In doing so, the building consent process provides protection for owners of works, and the public.

There are limited exceptions to this requirement, one of which is building work described in Schedule 1 of the Building Act.

SCHEDULE 1, BUILDING ACT

Schedule 1 of the Building Act includes a list of building work which is exempted from requiring a building consent. The exception being relied on in this instance was clause 3A.

This clause allows for a detached building exceeding 10sqm but not exceeding 30sqm in floor area and

constructed of lightweight building products to be built without a building consent, with some limitations. These limitations include certain requirements in relation to building height and height in relation to a boundary or to another residential building. It is also not allowed to contain sanitary or cooking facilities or facilities for the storage of potable water and cannot include sleeping accommodation unless the building is used in connection with a dwelling. If it is used for sleeping, it must have smoke alarms installed.

THE BOARD INVESTIGATION

Each element of an exemption must be satisfied for it to apply to the building work. In this case the height, area, and products used were satisfied, and the sleeping accommodation and smoke alarm issues were not relevant as the intended use was a salon.



The Board does not accept that an LBP can segment the whole of an intended build and form the view that, if they do some, but not all the work, they need not ensure a building consent is in place

That left clause 3A (1)(d) – does not contain sanitary facilities or facilities for the storage of potable water. The salon included sanitary facilities, and the respondent was aware of this – his quote included the supply of a shower base, a vanity and a kitchenette unit.

The Council issued a Notice to Fix recording that as a bathroom, along with the associated plumbing and drainage works had been installed, a building consent was necessary. On this basis, the exemption was not available.

The Council also noted in the Notice to Fix that the building was closer than the measure of its own height to the existing residential building (clause 3A (2)). Again, this means that the exemption was not available.

Finally, correspondence from the Council noted that because members of the public would be using the building if it was a salon, under s363 of the Building Act, a building consent was necessary

THE RESPONDENT'S RESPONSE

The respondent stated that because he was not going to carry out the plumbing work, he did not have to make sure a building consent was in place before the building work was carried out. In essence, his defence was that a building consent would have to be obtained when plumbing work was carried out.

THE FINDING OF THE BOARD

If the respondent's view was correct, then some form of retrospective building consent would have to be granted for the work that had already been completed. The Building Act does not provide for

retrospective building consents. Rather, it provisions for Certificates of Acceptance, which are an alternative to a Code Compliance Certificate, and which note unconsented work without providing an assurance that the building work meets Building Code requirements.

The Board does not accept that an LBP can segment the whole of an intended build and form the view that, if they do some, but not all the work, they need not ensure a building consent is in place.

Further, the Board considers that an LBP should know of and correctly apply the exemptions in Schedule 1, or if there is any doubt, at least seek further professional advice or a written acknowledgment from a Building Consent Authority that an exemption does apply. ■

This article is an excerpt from Codewords Issue 116. Reading Codewords articles that are relevant to your licence class is a mandatory requirement for Licensed Building Practitioners. These questions can be answered through the LBP portal, online on the Under Construction website or recorded on the magazine, then provided at the time of renewal.

CODEWORDS QUIZ ISSUE 116



- | | | |
|---|---|--|
| <p>④ Where can the exemptions from requiring a building consent be found?</p> <ul style="list-style-type: none">a) In the Building Code.b) In Schedule 1 of the Building Act 2004.c) In the council long-term plan.d) In the LBP Handbook. | <p>⑤ If a 25m² sleepout that is 2.7m high is built 2.4m away from the boundary, does it require a building consent?</p> <ul style="list-style-type: none">a) Yes, it is closer than its own height to the boundary.b) No, it's less than 30m².c) Only if it has smoke alarms installed. | <p>⑥ If an LBP is unsure if Schedule 1 applies to a project, what could they do?</p> <ul style="list-style-type: none">a) Seek further professional advice.b) Ask the Building Consent Authority for written acknowledgement that an exemption does apply.c) Both answers. |
|---|---|--|

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REDUCE YOUR RISK OF TOOL THEFT

BUILTIN INSURANCE BROKERS



Tools are an increasingly common target for thieves – make sure you secure yours and get the right insurance in place!

Tools are expensive – and that makes them an attractive target for thieves. Insurance expert Ben Rickard is here to discuss how you can reduce the risk of theft

Tool theft is increasingly common and, if it hasn't happened to you yet, you've probably heard of it happening to someone you know. We're urging all builders to take extra measures to secure their tools.

WHAT CAN YOU DO?

Follow/choose from these simple tips and options:

1A. PREVENTION OF THEFT FROM SITE

- Keep items on site only when absolutely needed.
- Keep tools and equipment secured in heavy-duty lockable containers when stored onsite. Check out armorgard.co.nz for some good options.
- Don't leave tools in the open, where they have a higher chance of tempting opportunist thieves.

- Mark your tools in a highly visible way as a deterrent to theft.
- Install motion-sensing cameras, alarms and/or lights that will notify you or a monitoring service of any activity.
- Place stickers on your vehicles, warning that power tools stored inside are marked and GPS tagged. Contact ben@builtin.co.nz for free stickers.

1B. PREVENTION OF THEFT FROM VEHICLES

- Secure trailers with a towball lock and/or wheel clamp, so they can't be stolen (with all your tools on board).
- Don't park your vehicle on the street unattended and loaded with tools (and always lock it)!
- Install Armorgard-style secure drawers or boxes in your vehicle. These are a great deterrent to opportunist thieves.
- Fit your vehicle with an anti-tampering alarm.



2. TRACKING

- Install GPS tracking chips.

3. REPLACEMENT/RECOVERY

- Keep a register of your tools. This will help the Police if they are recovered, as well as making an insurance claim much quicker. There are useful apps to help you do this, such as **hoist.world** or **toolprotect.com.au**, although a simple Google Sheet can do the job just as well. The information that should be recorded includes:
 - Tool description.
 - Serial number.
 - Date of purchase.
 - Cost.
 - Where purchased.
 - Record copy of receipt/invoice.
 - Photo of item.
- Engrave your tools with your mobile, driver's licence or LBP number as an identifier. This is how the Police are able to connect recovered tools with their rightful owners, it can also act as a deterrent for opportunist theft in some cases.
- Use tracking technology, such as SelectaDNA **selectadna.co.nz**.
- Make sure you have good tools insurance. The key considerations are:
 - Replacement value cover (new for old regardless of age).
 - What the burglary and theft excesses are.
 - Is theft from vehicles covered?

- Is the claim process going to be quick and easy?

TOOLS INSURANCE

Premiums are not as expensive as you may think, although the current high volume of claims is putting pressure on rates. Here are our top tips to make sure you're getting the cover you need:

If your tools are stolen, for a claim to go smoothly, you will need to provide:

- A completed claim form (easy).
- Police acknowledgement (easy).
- Proof of ownership of the stolen items (easy, if you have done the work up front to record all this).
- Quote to replace them (easy).

The biggest reason for a delayed payment for a tools claim is the time it takes for the policyholder to try and dig up proof of ownership, so if this is taken care of in advance, the process is very quick and easy.

REPLACEMENT VALUE vs INDEMNITY VALUE

Replacement value cover will replace stolen items with brand new ones, regardless of their age or condition when pinched. Beware, some policies that claim to be for replacement value will revert to market value on items more than a few years old, so check the fine print. With indemnity value policies, you'll only get what the item was worth when it was stolen (eg, its depreciated value) and you have to make up the difference.

TRAILERS

These should be insured as commercial vehicles; they can't be insured under a tools policy.



Having your tools stolen can be a massive inconvenience, cause delays and cost money. Taking preventative measures, keeping good records and having the right insurance cover will ensure that if something does happen, you can be back to work quickly and not be out of pocket

THEFT VS BURGLARY

Tools policies make a distinction between theft and burglary. Theft is generally considered to be when an item is stolen "in the open air" – that is, without any sign of forced entry. So, it would be considered theft if tools were stolen from an unlocked van or site but burglary if locked doors were forced or a window smashed to gain entry. Some policies include burglary but not theft in the open air and you need to understand what you're getting.

COVER FOR TOOLS IN VEHICLES

Some policies increasingly exclude cover for theft from a vehicle. This can be an issue, because often vehicles have to be accessed by multiple workers throughout the day, so they tend to stay open or unlocked while onsite. Built-in's tools cover allows for this.

BULTIN

REDUCE YOUR RISK CONTINUED.

BULTIN INSURANCE BROKERS

KNOW YOUR EXCESS

Even if your policy does include theft in the open air, theft excesses can differ. The policy might advertise a \$500 excess, but it's common to see a \$1,000 excess for burglary and \$2,500 for theft. You can find policies with options for lower excesses. Bultin has a \$1,500 excess for theft. Bultin's burglary and theft excess drops to \$500 if an Armorgard secure storage box is installed.

IN A NUTSHELL

Having your tools stolen can be a massive inconvenience, cause delays and cost money. Taking preventative measures, keeping good records and having the right insurance cover will ensure that if something does happen, you can get back to work quickly and not be out of pocket. You can get an instant quote for tools cover at: bultininsurance.co.nz/tools. ■



Don't leave your vehicle unattended or unlocked if loaded with tools!



The biggest reason for a delayed payment for a tools claim is the time it takes for the policyholder to try and dig up proof of ownership; so, if this is taken care of in advance, the process is very quick and easy

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

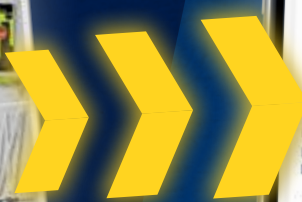
PROVE YOUR KNOWLEDGE

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

- | | | |
|--|--|---|
| <p>1) What is the difference between theft and burglary?</p> <p>a) Theft is when an item is stolen without any sign of forced entry. Burglary is when items were stolen with signs of forced entry.</p> <p>b) Theft occurs from a commercial setting (eg, work). Burglary occurs in a residential setting (eg, home).</p> <p>c) They are interchangeable terms used to describe the same thing.</p> | <p>2) If your tools are stolen, what will you need to provide upon making a claim?</p> <p>a) A completed claim form.</p> <p>b) Proof of ownership.</p> <p>c) A quote to replace them.</p> <p>d) All of the above.</p> | <p>3) What do indemnity value policies cover?</p> <p>a) The value of an item when it was stolen.</p> <p>b) The value of an item when it was first purchased.</p> <p>c) The value of a replacement item equivalent to the one stolen.</p> |
|--|--|---|

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HAVE YOU TAKEN A SIP?



Structural insulated panels are becoming more popular for home building

Structural insulated panels are relatively new to Aotearoa New Zealand residential buildings, but they have benefits in thermal performance and construction speed that are making them increasingly popular

Structural insulated panels (SIPs) themselves are not a new arrival. Think of a commercial cold store and steel-skinned panels with an insulating core probably come to mind. Those are SIPs, and that type has been around for decades. What is new is the expanding variety of skins and cores now available and the growing use of SIPs in home building.

WHAT SIPs COMPRISE

The SIPs used in homes are lightweight sandwich panels, typically made up of two high-density face layers bonded to a low-density cellular core. The face layers are usually:

- **Engineered wood panels** – oriented strand board is common.
- **Cement board** – including magnesium oxide (MgO) board made with an MgO cement,

lightweight filler materials and glass fibre mesh reinforcing.

- **Metal** – lightweight steel or aluminium, which may be corrugated for strength and stiffness.

The core provides insulation and structural support by distributing load between the face layers. Common core materials include:

- Expanded polystyrene (EPS).
- Extruded polystyrene (XPS).
- Polyurethane (PUR).
- Polyisocyanurate (PIR).

The core may be bonded with adhesive to face layers – the usual process for polystyrene – or may self-adhere if it is injected between face panels as a liquid, which is most common with PUR or PIR.

SIPs are manufactured here, imported from overseas or assembled here using overseas and/or local components. They are often proprietary products with their own design guides, engineering calculations and recommended construction methods.

ADVANTAGES AND DISADVANTAGES

Construction with SIPs produces a high level of airtightness and higher thermal performance than can be achieved with 90mm timber-framed exterior walls (see the section on H1 below). Where SIPs are made into wall, floor, ceiling or roof sections off site and craned into place on site, construction can be faster than conventional materials and methods.

The main disadvantage is that SIPs often cost more than conventional building materials. This may be offset by lower labour costs if sitework

takes less time and lower operating costs where the SIPs have high thermal performance.

BUILDING WITH SIPs

SIPs are available as panels 1.2m wide and 2.4m, 2.7m, 3m or 3.3m long (longer by special order). Panel thickness varies depending on the face layers and core, but panels around 100–120mm thick are common and up to 300mm or more is possible. Weight varies between products. One manufacturer indicates 20 kg/m². Another indicates 75kg for a 2.4 x 1.2m panel with engineered timber face layers.

SIPs can be used for structural and non-structural components. They can be supplied on pallets and installed one panel at a time on site or be prefabricated off site into wall, roof and floor sections with window and door openings cut out.

Panels with timber-based faces can be connected with timber or LVL splines (rectangular elements that fit into a groove), a foam block or mini-SIP splines and OSB splines (see Figure 1).

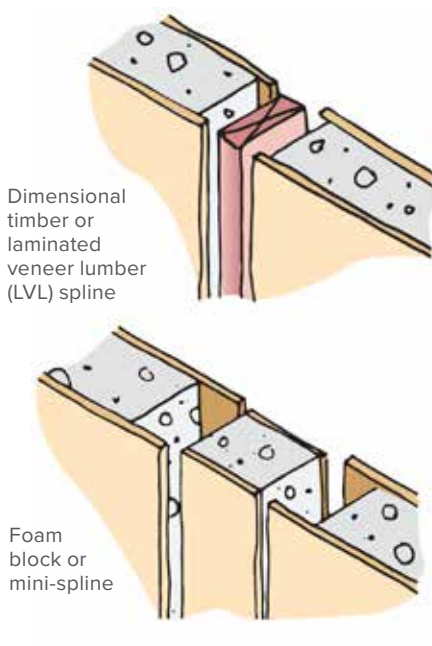


Figure 1. Examples of connections between SIPs

There are often solid timber or LVL members running along the top and bottom – the top and bottom plates (Figure 2 overleaf). These plates allow SIP walls to be connected to the roof, ceiling or floor systems, which may or may not be a SIP themselves. The bottom plate can be used as the connection between wall panels and the foundation.

Embedded framing that includes lintels is used as supports for loadbearing elements, including at window and door openings.

CLADDING AND LINING

Some manufacturers recommend a cavity batten system for claddings. Some also recommend battens on the internal walls, providing a cavity for electrical wiring behind the plasterboard lining. With others, the face layer can be used as the interior wall surface, either left exposed, painted or plaster skimmed and painted.

WIRING AND PLUMBING

While some SIP systems run cables (or conduits) through a cavity between the SIP and the interior lining, others have chases precut in the core. With EPS cores, conduit or sheathing is required to prevent contact between cables and polystyrene.

Some manufacturers cut plumbing chases through the core, but many recommend that plumbing pipes are not run through the core.



SIPs are not currently included in Acceptable Solutions or Verification Methods, so Building Code compliance must use an Alternative Solution

BUILDING CODE COMPLIANCE

SIPs are not currently included in Acceptable Solutions or Verification Methods, so Building Code compliance must use an Alternative Solution. For clauses such as B1, this requires an engineering assessment. Many SIP suppliers provide engineering calculations – project-specific engineering assessment is not required where products are used within scope.

Some SIP products have CodeMark or BRANZ Appraisal certificates.

B1 STRUCTURE AND B2 DURABILITY

The structural performance of SIP systems – the interaction between the outer skins and perimeter timber framing members – is similar to a timber-framed wall with plywood cladding. Local designers of SIP houses sometimes use *NZS 3604:2011 Timber-framed buildings*. Bracing ratings for wall systems used with *NZS 3604:2011* can only be determined following the P21 test method.

BRANZ has tested the seismic performance of SIPs, funded by EQC and the Building Research Levy. Tested systems showed suitable energy dissipation, ductility, strength and stiffness for prescriptive and specific engineered wall bracing designs. Damage during cyclic

HAVE YOU TAKEN A SIP? CONTINUED.



loading was less for the SIPs than most of the more commonly used bracing systems.

Under clause B2, SIP wall, roof or floor sections must have a minimum durability of 50 years.

C PROTECTION FROM FIRE

In all current fire compliance documents, there are specific reaction-to-fire requirements for building systems that include foamed plastic or combustible insulation. All SIPs that include these products are subject to these requirements.

Acceptable Solution C/AS1 can be applied to low-rise stand-alone or multi-unit dwellings, where each unit is independent of all other units (classified as risk group SH). C/AS1 requires that wall systems that include foamed plastics or combustible insulation (which would apply to SIPs with a foamed plastic core) must achieve a Group Number of not more than 3. There are no other surface lining requirements in C/AS1 for the SH risk group. SIPs used in locations requiring a fire separation

(such as inter-tenancy walls) or for external walls close to a boundary may also require a 30-minute fire resistance rating in SH buildings.

In dwellings in New Zealand, plasterboard encapsulation is often used as a means of achieving adequate fire resistance.

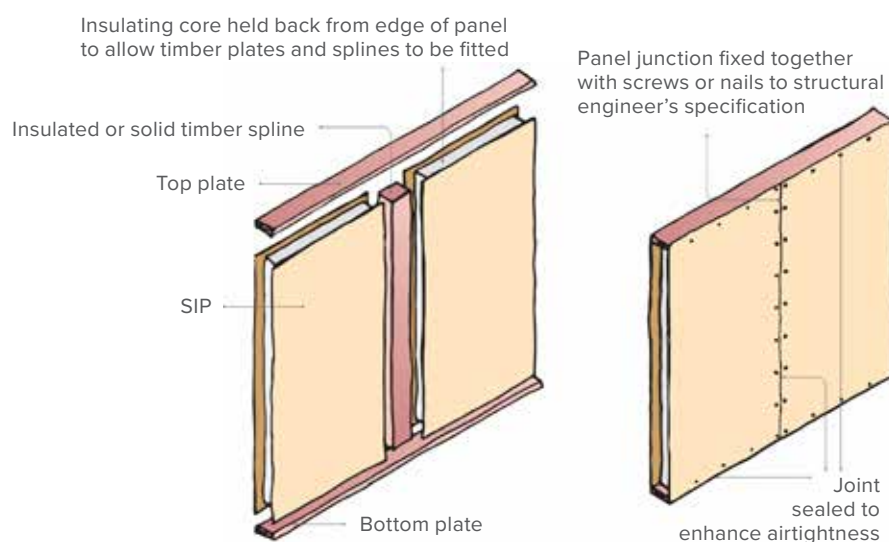
H1 ENERGY EFFICIENCY

The thermal performance of SIPs

depends on component material and thickness. Manufacturers claim R-values of around R2.3 – R2.8 for 100–115mm thick panels with a standard EPS core to as much as R9.0 for panels over 300mm wide with EPS that includes graphite.

The airtightness of 888 SIP buildings means that SIP manufacturers often recommend mechanical ventilation such as heat recovery ventilation. ■

Figure 2. Typical timber-based face layer SIP wall assembly



Article by David Hindley, Freelance Technical Writer.

This article was first published in issue 198 of BRANZ Build Magazine. 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!



- | | | |
|---|--|--|
| <p>4) What is the thermal performance of SIP?</p> <p>a) Around R2.3 – R2.8 for 100-115mm thick panels.</p> <p>b) Around R9.0 for panels over 300mm wide with EPS that includes graphite.</p> <p>c) Around R2.0 for 100-115mm thick panels.</p> <p>d) A + B.</p> | <p>5) What size are SIP panels commonly available in?</p> <p>a) 1.2m wide, 2.4m, 2.7m, 3m or 3.3m.</p> <p>b) 2.1m wide, 3.4m, 3.7m or 4.3m.</p> <p>c) They can be made at any size to order.</p> | <p>6) How is Building Code compliance achieved for SIPs?</p> <p>a) Via Acceptable Solutions.</p> <p>b) Via Verification Methods.</p> <p>c) As an Alternative Solution.</p> |
|---|--|--|

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BUILTREADY CONSULTATION CLOSED

A consultation on the proposed changes to the BuiltReady programme has closed. It sought feedback on incorporating use of the BuiltReady brand for scheme participants and mandating use of the Ministry of Building, Innovation and Employment's (MBIE) manufacturer's certificate template for registered manufacturers

Offsite construction, also known as prefabricated or modular construction, is on the rise in New Zealand due to its potential for improved sustainability, efficiency and productivity. BuiltReady is a voluntary certification scheme for modular component manufacturers (MCM), which enables them to be certified and registered to produce modular building components in order to establish compliance with the Building Code.

"Building consent authorities must accept a current manufacturer's certificate as establishing compliance with the Building Code, so long as it is issued by a manufacturer certified and registered to design and manufacture," states MBIE.

Under the scheme, the prefabricated construction process from design, manufacture, assembly, transportation and onsite installation of modular components will be assessed and certified.

According to MBIE, BuiltReady manufacturers "will benefit in most cases from reduced inspections and faster, more consistent building consent applications. This will aid in reducing costs, barriers and on-site building time".

IMPORTANT ACCREDITATION

Scheme certification bodies will be responsible for certifying manufacturers but, to make sure they are competent to perform this function, certification bodies must be accredited by the accreditation body and registered with MBIE before they can perform functions under the scheme.

Depending on how manufacturers meet specified certification requirements, they may be certified for:

- Manufacture only – manufacture modular building components to a Building Code-compliant design.
- Design and manufacture – manufacture modular building components to a Building Code-compliant design that the manufacturer has developed or adapted themselves.

Manufacturers must also be certified by Joint Accreditation Systems – Australia and New Zealand (JASANZ) and registered with MBIE before they can use the scheme's compliance pathway.

A certification body will evaluate a manufacturer's policies, procedures and systems to ensure the design and/or manufacture of modular components complies with the Building Code. Requirements include:

- An appropriate quality plan and quality management system.
- Documented design and/or manufacturing processes.
- Employee and contractor systems, including competency and training requirements.
- Complaints and disputes processes.

CONSULTATION TOPICS

MBIE's proposed amendments are designed to provide greater

clarity and consistency for scheme participants around the use of the BuiltReady brand and the manufacturer's certificate template.

The now-closed consultation asked for builders to submit their feedback on two issues. As BuiltReady is a brand developed by MBIE and designed to provide a visual identify for the scheme, one of the consultation proposals was that *Schedule 1: Use of the BuiltReady brand* is added to the scheme rules to clarify how the BuiltReady brand is used for marketing and advertising purposes.

MBIE has proposed that: "Scheme participants are not required to use the BuiltReady brand – however, if one of the scheme participants chooses to use the BuiltReady brand, they must follow the relevant scheme rules contained in Schedule 1."

The BuiltReady scheme allows registered manufacturers to issue certificates to support building consent applications.

"So long as the certificate issued is for a component that is covered by the manufacturer's scope of certification, this certificate establishes compliance with the Building Code," states MBIE.

As part of the manufacturer's certificates process, MBIE proposed that registered manufacturers use provided templates. ■

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DISPUTES DECISIONS SET A PRECEDENT



A range of Disputes Tribunal decisions were reached at the end of last year that may have consequences for situations builders are likely to encounter in the future

Spanning from the end of August to November, the cases relate to renovation work, retaining walls, demolition, building work and the purchase of second-hand equipment.

In October 2022, 'Client A' engaged 'Builder A' to assist with demolition and building work at a rental property. The initial contract was an oral agreement for Builder A to demolish the lining on the bathroom/kitchen wall, replace the bottomplate to the wall, reline the wall to the point where it was able to be gib-stopped, prepare the kitchen floor for vinyl, carry out framing work in the bathroom to allow for the installation of a shower rather than the existing bath.

Upon commencement of work, it was also agreed that Builder A would create an opening from the kitchen to the dining room by demolishing and reframing a section of wall and completing it to the point where gib-stopping was possible and remove the laundry area to install a bigger window.

The verbal agreement stated that Builder A would carry out the labour and Client A would pay for and provide all materials. Additionally, it was agreed that Builder A would only work after-hours and at weekends.

However, problems arose when Builder A stopped working after the demolition work, bottomplate replacement and framing was done on the bathroom and living rooms walls. To complete the work, another contractor was brought in.

Further complicating things was the fact that there was no written agreement on an hourly rate (although at one meeting the two parties verbally agreed a rate of \$30 per hour after the job started), nor was there an agreement on how long the job would take. In total, Client A paid Builder A \$5,807 for a job that wasn't finished.

While considering the evidence, the Disputes Tribunal found the hourly rate should be charged at \$30 per hour, and the amount of time

spent on the job was 84 hours. As a result, the Disputes Tribunal found that Client A paid Builder A \$2,287 more than the fair price of the work done (84 hours x \$30 per hour) and ordered Builder A to repay \$2,287.

MORE RENOVATION WOES

In early 2021, 'Client A Ltd' contracted 'Builder A Ltd' to carry out extensive renovation work on its commercial property, part of which included replacing three upper-level aluminum windows but not exterior weatherproofing.

Since the work was carried out, Client A Ltd claimed the windows leaked and hired another company, 'Builder B Ltd', to complete weatherproofing, remediation work (including additional flashing and sealing around the windows) as well as internal work caused by internal water damage. As a result, Client A Ltd claimed \$14,950 to cover remedial work as "the applicant concluded... [the] work was only required because the respondent failed to adequately weatherproof

the installed windows,” said the Tribunal.

Builder A Ltd denied liability because it advised Client A Ltd that further weatherproofing would be required and quoted \$55,000 to make the building weathertight.

While the Tribunal rejected Client A Ltd's claim for \$14,950, it accepted the argument that Builder A Ltd's flashing installation allowed some leak and ordered Builder A Ltd to pay Client A Ltd the amount to remove and reinstall flashing (\$1,180 + GST). Builder A Ltd was also ordered to pay Client A Ltd the amount to remove existing sealant (\$880 + GST) and an extra \$860 + GST for resealing around the windows – a total amount of \$3,358.

SECOND-HAND HEADACHE

Another case brought in front of the Disputes Tribunal relates to the purchase of a small second-hand digger by Buyer A from Seller A. Buyer A argues that the purchase price of \$6,500 was reached due to Seller A's promise that the digger had been serviced regularly.

After an inspection carried out by a company ('B Ltd') that sells and services heavy machinery found that repair work totaling \$6,354.30 was required on the digger, Buyer A contacted Seller A to request a contribution towards the repair costs.

Buyer A claimed that Seller A had misrepresented the condition of the digger, which was backed up by the opinion of B Ltd after having carried out the digger inspection.

Buyer A claimed \$5,000 in reparations as the purchase price of the digger was \$6,500 but it was his opinion, and the opinion of the company that carried out the repairs, it was only worth \$1,500.

“Seller A said that he had bought the digger from a hire company that had had its own service department,”

reported the Tribunal. “Seller A said that he had assumed, because the hire company had told him so, that the digger had been regularly serviced before he had bought it. He was of the impression, because he had been told so, that such a company would have maintained its hire equipment in good order.”

Even though the sale took place 12 months before the Tribunal claim, it was found that Seller A should pay \$1,500 back to Buyer A.

Tribunal Referee C Hawes explained his decision: “I have examined the details of the work done by B Ltd, and I consider that some of the defects, such as leaks and worn parts, would have been identified during a service and, it would be reasonable to assume, have been fixed if the cost of doing so had been justified. Having regard to this, and the factors I have mentioned above, I consider that a reasonable sum for Seller A to pay should not exceed \$1,500.00.”

HUGE RETAINING WALL FINE

The final case in the round-up is that of 'Builder C Ltd', which was ordered to pay \$19,600 to 'Customer A' for the cost of remedial work on a retaining wall.

Builder C Ltd was contracted by Customer A and B to build a two-tiered retaining wall on the boundary of their house. Just a few months after completion, it started to show signs of failure. To correct the failure, Customer A and B hired another builder to fix the wall, after first giving Builder C Ltd the opportunity to remediate the work, and then sought compensation from Builder C Ltd to cover the cost.

In response, Builder C Ltd filed a counterclaim for breaching their initial agreement and loss of income totaling \$154,929.93 – which it reduced to \$30,000 to stay within the jurisdiction of the Dispute Tribunal.

After consultation with the builders

who carried out the remedial work, the Dispute Tribunal found that the retaining wall built by Builder C Ltd was not built with reasonable care and skill “because the posts were not deep enough and the boards were not staggered”.

In response, Builder C Ltd says it verbally informed Customer A and B that a specialised, larger company should be used to build the retaining wall and that an engineer or architect should be involved. Builder C Ltd also said it verbally limited the scope of its services in this case – which was disputed by Customer A and B.

“The only evidence on this issue is of a he said/she said nature and so there is not enough evidence to support a finding that that Builder C Ltd limited the scope of its services to Customer A and B,” wrote the Tribunal.

The Tribunal found that Customer A and B were entitled to rely on C Ltd's expertise, and added that if Builder C Ltd had concerns, it could have refused to do the work. Under the Consumer Guarantees Act, a supplier is required to be given an opportunity to remedy any problem – which Customer A and B provided.

In judgement, the Tribunal found that Builder C Ltd failed to provide building services with reasonable care and skill and must pay \$19,600, which was the cost to remedy the defects with the retaining wall.

In relation to the counterclaim totaling \$154,929.23, which related to a verbal agreement to commit to two-years of renovation work with Builder C Ltd at Customer A and B's house, the Tribunal found that the lack of a written contract meant there was not enough evidence to support a finding that there was such a contract and the claim was dismissed. ■

INDUSTRY FEATURE

CONSENTS CONTINUE DOWNWARD TREND

The year ended November 2023 saw consents drop by nearly a quarter year-on-year – well below a peak of 51,015 consents recorded in the year ended May 2022

In the year ended November 2023, 38,209 new homes were consented – 24% less than in the same period the previous year. Of the new homes consented, there were 22,251 multi-unit homes (-22% year-on-year) and 15,958 stand-alone houses (-27%). Of the multi-unit homes, 17,033 were townhouses, flats and units (-19%), 2,817 apartments (-35%) and 2,401 retirement village units (-19%).

Construction & Property Statistics Manager Michael Heslop said that national trends mirror those already experienced in Auckland.

“In the year ended November 2023, the number of townhouses, flats, and units consented was higher than the number of stand-alone houses,” Heslop said.

“At the national level, the year ended March 2023 was the first time the annual number of townhouses, flats, and units consented surpassed the number of stand-alone houses.

“In Auckland, this has been the case since the year ended November 2020.”

In seasonally adjusted terms, the number of new homes consented in November 2023 fell 11%, following an 8.5% seasonally adjusted fall in October 2023.

REGIONAL OUTLIERS

Only two regions consented more dwellings in the year ended November 2023 compared to the previous year, as Marlborough (281 vs 258) and Gisborne (185 vs 168) bucked nationwide trends.

The four regions with the most consents issued were Auckland (15,872; -27%), Canterbury (7,158; -19%) Waikato (3,589; -26%) and Wellington (2,743; -28%), though all experienced declines compared with the year ended November 2022.

There were 2,958 new homes consented in the month of November 2023 – a drop of 36% compared to the month of November 2022, which consented 4,649 new dwellings.

In November 2023, there were 1,462 stand-alone homes consented; a 20% reduction compared to November 2022, which consented 1,837 stand-alone homes. There was also a 47% reduction in the amount of multi-unit homes consented from 2,812 to 1,496.

CONSENTS DOWN PER 1,000 RESIDENTS

In terms of dwellings consented per 1,000 residents, the figures for the year ended November 2023 declined compared with the year ended November 2022 (7.3 vs 9.8).

Three regions consented above

national levels: Auckland (9.1 vs 12.8), Otago (7.8 vs 9.9) and Canterbury (10.7 vs 13.6).

NON-RESIDENTIAL BUILDING CONSENTS UP

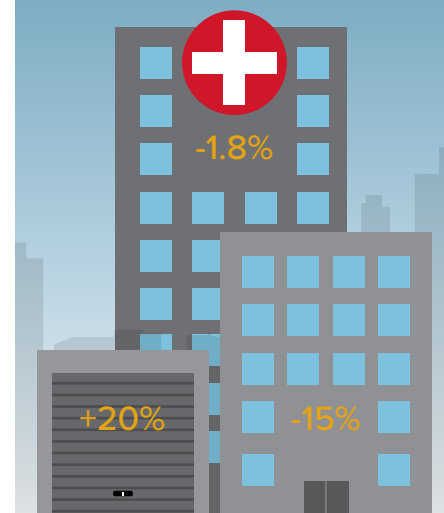
In the year ended November 2023, non-residential building consents totalled \$9.6bn, up 2% from the year ended November 2022. The building types with the highest value were:

- Hospitals, nursing homes, and health buildings – \$1.5bn (-1.8%).
- Offices, administration and public transport buildings – \$1.5bn (-15%).
- Storage buildings – \$1.5bn (+20%). ■

NON-RESIDENTIAL CONSENTS

Year ended November 2023 vs year ended November 2022

- Hospitals, nursing homes, and health buildings – \$1.5bn (-1.8%).
- Storage buildings – \$1.5bn (+20%).
- Offices, administration and public transport buildings – \$1.5bn (-15%).



STAND-ALONE vs MULTI-UNIT HOMES CONSENTED



NOV 2023 15,958

-26.9%



NOV 2022 21,845



NOV 2023 22,251

-21.6%



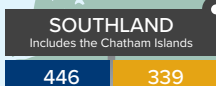
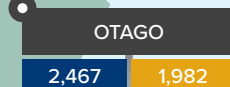
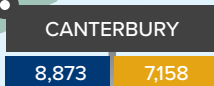
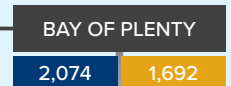
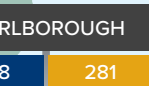
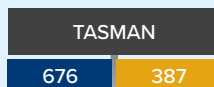
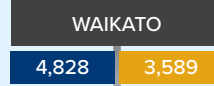
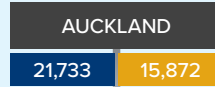
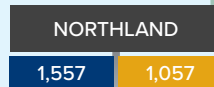
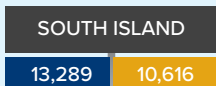
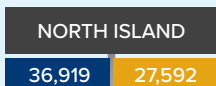
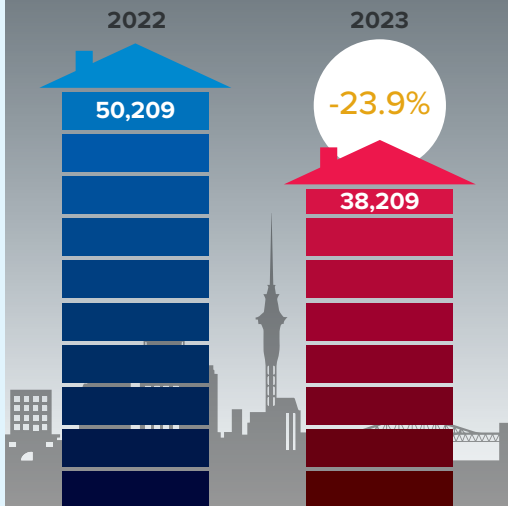
NOV 2022 28,364

HOMES CONSENTED PER REGION

- New dwellings consented year ended Nov 2022
- New dwellings consented year ended Nov 2023
- Percentage change from November 2022 to November 2023

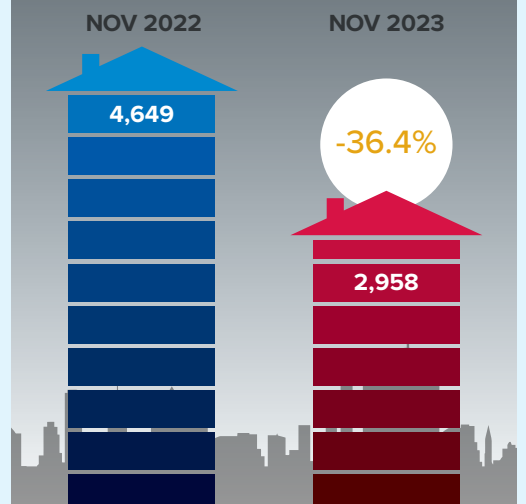
YEAR-ON-YEAR TREND

In the year ended November 2023, 38,209 new homes were consented – 24% less than in the same period the previous year.



MONTH-ON-MONTH TREND

In the month of November 2023, 2,958 new homes were consented across New Zealand compared to 4,649 new homes in the month of November 2022 – a 36.4% decrease.



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OUTDOOR ROOM**

**GET* A HIKOKI
18V GASLESS
90MM FRAMING
NAILER MULTI
VOLT KIT!!**

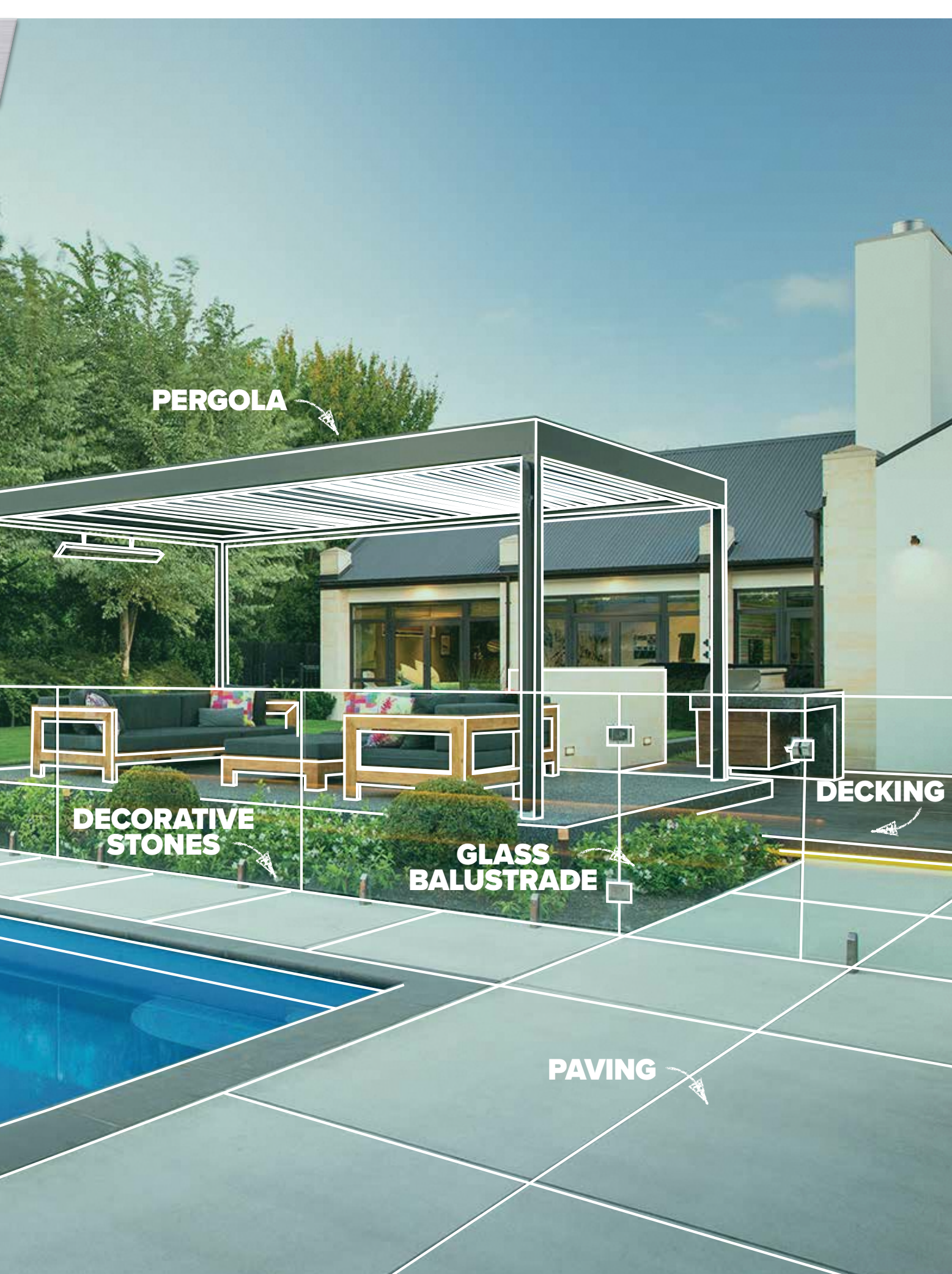
**WHEN YOU SPEND OVER
\$30,000^{+GST} ON ANY
FEATURED LANDSCAPING
PRODUCTS**

FENCING

**VALUED AT
\$1,139
INCL GST**



*Offer exclusive to PlaceMakers trade account holders. Purchases must be invoiced on a current trade account between 1st November 2023 and 31st March 2024 to qualify and can be over multiple transactions. Qualifying spend of 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



PERGOLA

**DECORATIVE
STONES**

**GLASS
BALUSTRADE**

DECKING

PAVING

£30,000+GST 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 available to PlaceMakers branch no later than 26th April 2024. Prizes are not redeemable for cash or any other product or service. Further terms and conditions apply, see <http://www.placemakers.co.nz/online/landscapingtmd24> or in-store for details.

PlaceMakers[®]

Together we're building
New Zealand

PRODUCT NEWS

TIMBER – BUT NOT AS YOU KNOW IT!

There are a number of innovative decking products available on the market. In general, they are stable, durable, low maintenance and aesthetically pleasing

Here are three excellent options from the PlaceMakers range for when clients want something out of the ordinary.

COMPOSITE DECKING

PlaceMakers composite decking products are a sustainable alternative to traditional timber decks. The technology behind composite decking has improved considerably over the past few years and, with correct installation, performs very well. Composite decking is made from a combination of recycled wood fibre and UV-stable recycled plastic. As it is impervious to moisture, has UV protection and is mould-resistant, it is durable, stable and easy to maintain. The beauty of composite is that it is relatively maintenance-free, retains its colour and doesn't require recoating for protection.

THERMALLY MODIFIED

Manufactured from NZ Radiata pine, this is a great choice for eco-friendly consumers, as no chemicals are used

in the treatment process. Thermally modified timber is kiln dried at a very high temperature with an organic preservative and treated with a water-repellant for superior durability. Thermally modified timber is stable, durable, low maintenance and has thermal insulation properties.

It also comes in a rich chocolate brown colour that doesn't require ongoing re-staining or oiling, but can be stained or oiled to meet your client's desired aesthetic. Thermally modified decking has a 15-year built-to-last warranty.

For more on thermally modified timber check out abodo.co.nz.

CHEMICALLY MODIFIED

Chemically modified timber is a superior choice for locations where high moisture and UV levels are a concern. The chemically modified timber available at PlaceMakers goes through a non-toxic acetylation process, which permanently

modifies the timber to the core. The acetylation process greatly reduces the ability of the boards to absorb water, resulting in a more stable and durable product.

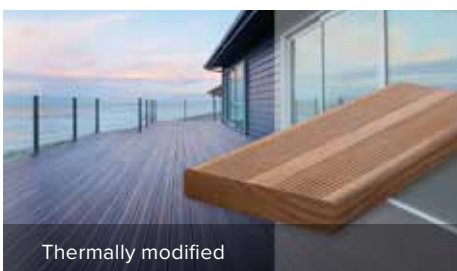
This world-leading technology results in a product with exceptional performance with a 50-year warranty above ground and a 25-year warranty in-ground. Accoya is initially a blonde timber that will silver off over time.

For more on chemically modified timber check out accoya-timspec.co.nz

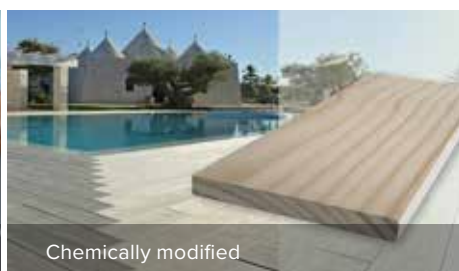
For more information on decking check out the PlaceMakers Landscaping Catalogue placemakers.co.nz/online/landscaping-catalogue and decking comparison guide placemakers.co.nz/online/projects/landscaping/decking#comparison or contact your local PlaceMakers Account Manager. ■



Composite



Thermally modified



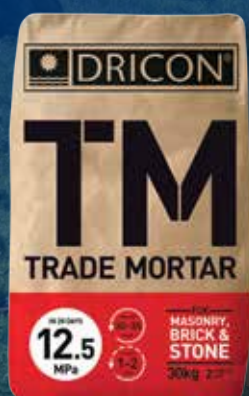
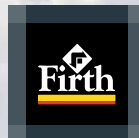
Chemically modified



Pictured: Outdure

Spend over \$1000^{+GST} at
PlaceMakers during **February
and March 2024** on Firth Grey
Masonry blocks and Dricon
Trade Mortar in one purchase
and go in the draw to

**WIN A HARLEY-
DAVIDSON
MOTORBIKE**



VALUED AT
\$40,750
RRP



Promotion open to Place Makers Trade Account customers only. To enter the draw, buy \$1,000^{+GST} of Firth grey masonry blocks and Dricon trade mortar, in one transaction, between 1st February 2024 and 31st March 2024 (Qualifying Purchase). Each Qualifying Purchase automatically goes into the draw. The prize is a Harley Davidson FLFBF Fat Boy 114 Vivid Black (RRP \$40,750). The prize will only be awarded if the winner is within trading terms with trade account balances paid up to date. The prize will be drawn on 10th April 2024. Terms and conditions apply, see <https://www.placemakers.co.nz/online/firth-dricon-promo> or in-store for more details.

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New Zealand

WORKPLACE BULLYING – PART 2



WorkSafe data shows that approximately 15% of workers report an experience of bullying in any 12-month period

Part 1 of this series of articles looked at when WorkSafe New Zealand should intervene when an allegation of workplace bullying is raised. In this article, we explore in more detail the widespread effects of bullying and the challenges of regulation and intervention

The WorkSafe ‘New Zealand National Psychosocial Survey 2021: Overview’¹ explored worker exposure to offensive behaviours, specifically:

- Bullying.
- Cyberbullying.
- Sexual harassment.
- Threats of violence.
- Physical violence.

The results show that over one-third of workers report being exposed to at least one of the five offensive behaviours in the previous 12 months. This is consistent with statistics reported over recent years by the Massey University Workplace Barometer study², the Human Rights Commission³, Diversity Works⁴ and others.

‘Exposure’ in this case refers to either direct experience or witnessing it occurring to others. While some offensive behaviours are more common in certain industries, it does appear that each of the offensive behaviours is experienced

across all sectors. All behaviours, except for bullying, were more commonly experienced by younger workers and all behaviours were experienced more by Māori workers.

During the period between 1 July 2021 and 30 June 2022, the Kaimahi Hauora team received 153 mentally healthy work notifications. A majority of these related to bullying (118 notifications — 77%) and the remainder related to other concerns — eg, work stress and fatigue (35 notifications — 23%).

Data from WorkSafe’s 2020 Segmentation and insights program: Employers and workers⁵ is consistent with other extant data that shows approximately 15% of workers⁵ (about 430,000 individuals) report an experience of bullying in any 12-month period. These are estimates based on self-reported data, which can often yield an overestimate. However, if even a small portion of these meet WorkSafe’s widely accepted definition of (experiencing) bullying, this would equate to many thousands of workers each year.

CHALLENGES OF REGULATION AND INTERVENTION

An issue of this magnitude cannot easily be resolved one case at a time. High-level prevention programmes addressing the reasons why some people bully are needed, as well as the implementation of systems for early/transparent reporting and resolution.

As in all areas of health and safety, instead of waiting for the harm to happen before we act, we must design and put into effect work systems which address the contextual factors which can lead to bullying.



All behaviours, except for bullying, were more commonly experienced by younger workers and all behaviours were experienced more by Māori workers

In most cases, WorkSafe will expect that, prior to any notification, the worker has attempted to resolve their difficulties within the workplace by talking with a senior colleague, manager, Health and Safety Representative (HSR), or by using existing resolution channels.

Where issues arise from employment or contractual matters — eg, disagreements primarily based around working hours, fulfilment of work contract commitments, etc — or where the solution to a problem may rest within the employment contract domain, WorkSafe will usually advise the parties to seek support from the appropriate agency — usually the Ministry of Business, Innovation and Employment (MBIE) — or another source of mediation support.

Sometimes it can be unclear whether the origins and resolution of an issue rest within the realm of People and Culture (Human Resources) or Health and Safety because there are elements of both, and successful assessment and resolution can involve an ability to bridge both domains.

Of course, it is also acknowledged that it is not always possible, or even advisable, for a worker to make attempts to resolve difficulties using established workplace processes, especially if they are poorly designed or implemented.

SUMMARY

The mental health of workers is not a new consideration within our work health and safety framework; notwithstanding this fact, it has not previously been afforded the attention it is receiving at the present time.

It is possible that the Covid-19 pandemic and exhortations to be kind and “look after each other” may have focused our attention on the occasions when we are not kind to our fellow workers. High (media) profile cases of unacceptable behaviour in some workplaces may also have led to recognition that psychosocial hazards are present in all workplaces, and harm is present in most.

Now we have the data and insights about when and where the risks exist, we need to focus on building interventions that both support

businesses to operate and be productive, while also prioritising the safety and health, including mental health, of all workers.

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

2. “New Zealand Psychosocial Survey 2021: Overview” (Research, WorkSafe, June 2022) [worksafe.govt.nz/dmsdocument/51481-new-zealand-psychosocial-survey-2021/latest](https://www.worksafe.govt.nz/dmsdocument/51481-new-zealand-psychosocial-survey-2021/latest).

3. Darryl Forsyth and others *The New Zealand Workplace Barometer: Psychosocial safety climate and worker health — findings from the 2020 NZ Workplace Barometer* (Healthy Work Group and Massey University, Report, June 2021).

4. “Experiences of Workplace Bullying and Harassment in Aotearoa New Zealand” (Research, New Zealand Human Rights Commission, 2022) [tikatangata.org.nz/cms/assets/Documents/Experiences-of-Workplace-Bullying-and-Harassment-in-Aotearoa-New-Zealand.pdf](https://www.tikatangata.org.nz/cms/assets/Documents/Experiences-of-Workplace-Bullying-and-Harassment-in-Aotearoa-New-Zealand.pdf).

5. *New Zealand Workplace Diversity Survey 2021* (Diversity Works, 2021) diversityworks.nz.org.nz/media/4750/0521-diversitysurvey-report-final.pdf. ■

This article, written by Duncan Cotterill and Worksafe New Zealand, 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

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!



7) How many workers report an experience of bullying in any 12-month period

- a) 15%.
- b) 20%.
- c) 25%.

8) What percentage of mentally healthy work notifications received by Kaimahi Hauora related to bullying?

- a) 40%.
- b) 23%.
- c) 77%.

9) How many workers report being exposed to one of five offensive behaviours (bullying, cyberbullying, sexual harassment, threats of violence and physical violence) in the previous 12 months?

- a) 50%.
- b) 33%.
- c) 5%.

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.

THE SUCCESSFUL BUILDER

THE UPSIDE OF A DOWNTURN



Keep a positive mindset and find ways to grow your business during a market downturn

In the world of small building businesses, market retractions can be daunting. However, they actually present an opportunity for growth, resilience, and long-term success, says business coach Graeme Owen

While the path out of a downturn may seem uncertain, here are some strategies to not just weather the storm but to emerge stronger.

1. LOOK TO DIVERSIFY

While defining your target market carefully and focusing on it exclusively is a proven path to long-term success, it does not guarantee success in changing times, nor when there is uncertainty in the marketplace.

So, look around and explore new avenues within your area of skills and within your locality. It may be that you will want to diversify into some different areas. Maybe there were job offerings that you focused on in the past that you could resurrect to get you through slower times.

For example, if you have been focused on new builds, you might explore moving into renovations – provided you have the necessary skills. Or maybe there is a growing demand in your area for eco-friendly buildings. Would it take much to

add this to your offering? Perhaps you could look to offer maintenance and repairs. It has been hard for homeowners to get hold of a builder in recent years. Now might be a good time to capitalise on their desire to get long-awaited maintenance done.

By diversifying, you expand your client base and revenue streams. Remember, every client, however small, is an opportunity to get a referral.

2. FOCUS ON YOUR VALUE PROPOSITION

In a retracting market, clients are still looking for the best value. This translates into the most they can receive for the best price. Remember, it's always about price, so make sure that yours includes valuable extras. Don't just say that you deliver quality. Rather, detail what you give and how it adds value for your potential client.

Set aside a little time and list the unique aspects of your service. These may include quality craftsmanship (because of your

quality control process), attention to detail (because of your highly skilled team), your innovative solutions (from your close connections to designers) or your additional guarantees (above and beyond industry standard warranties).

Then build into your sales process ways to showcase how these add tangible value to your clients' projects. Doing this will set you apart from competitors.



Challenges are part of the journey of business ownership. Every setback can be an opportunity to learn and grow. So, stay resilient, adaptable, and open to innovation

3. CULTIVATE CUSTOMER RELATIONSHIPS

Building trust and developing strong client relationships is a game-changer when your potential client has a choice of builders. People will not purchase from someone they do not trust. You can build trust by giving exceptional customer service from the very first contact.

Keep your word about any promises you might make about getting back to them. Ensure your communications are clear and don't be afraid of being transparent throughout the whole pre-build and build process. Becoming a trusted building professional ensures your clients will want to purchase from you – and that they will refer you to friends.

4. EMBRACE TECHNOLOGY AND EFFICIENCY

Look for technological advancements to improve your productivity and efficiency. Investigate tools like project management software, Building Information Modeling

(BIM), and energy-efficient building solutions to streamline your processes and add value to your service. It may mean that you have to engage in a learning process!

5. FINANCIAL PLANNING AND COST MANAGEMENT

During market retractions, careful financial management is crucial. So, keep a close eye on your costs, negotiate with suppliers where possible, and utilise every tool you have to maximise the productivity of your team, while ensuring that your projected budgets do not compromise on quality.

7. LEVERAGE NETWORKS

Get in front of other businesses in related industries such as architects, suppliers and interior designers. Go and meet them and ask about their business and how you can help. Don't simply go cap in hand asking if they have any work for you, as they are likely facing the same issues as you. Use these meetings as an opportunity to expand your reach, generate friendships and lead to mutual referrals.

8. MARKETING

Enhance your online presence and your marketing efforts. Look for the cheapest methods first and test them before increasing your spend. Review your website and share success stories to showcase your expertise. A strong brand and consistent marketing efforts will keep you in front of potential clients even in a retracting market.

9. MAINTAIN A POSITIVE MINDSET!

Challenges are part of the journey of business ownership. Every setback can be an opportunity to learn and grow. So, stay resilient, adaptable, and open to innovation. Remember that with determination and good planning, your business can continue to flourish – even in challenging times! ■

Graeme Owen is a builders' business coach at 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 or join Trademates and connect with builders who are scaling too: 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!

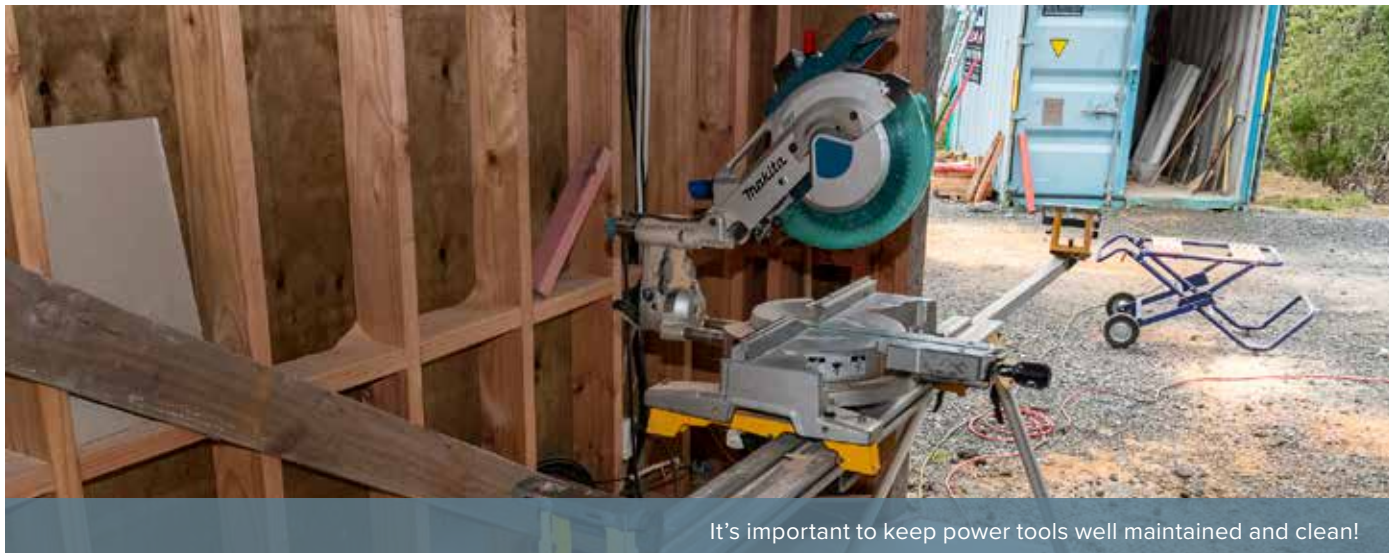


- | | | |
|---|--|---|
| 10) What marketing approach is advised in the article? | 11) How can you offer clients best value while protecting your bottom line? | 12) How can you cultivate positive customer relationships? |
| a) Test the cheapest methods before increasing spend. | a) Increase your rates and work harder. | a) Give exceptional customer service from the first contact. |
| b) Invest in a marketing campaign with maximum reach. | b) Prove how your unique skills add tangible value to projects. | b) Keep your word about any promises you make. |
| c) Stop advertising and invest in new systems. | c) Persuade them to agree to extra work to improve their homes. | c) Ensure clear communications throughout the whole process. |
| | | d) All of these. |

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

SITE SAFE

STAY SAFE AROUND POWER TOOLS



It's important to keep power tools well maintained and clean!

Power tools are essential items on construction sites. They offer enhanced speed, strength, and efficiency compared to hand tools but, when not used properly, they can cause more harm than good

Accidents with power tools can be caused by people not reading or following manufacturers' instructions, not putting their training into practice, using faulty equipment, or using tools and accessories incorrectly.

It's too late to plan for safety after an accident has happened, so understanding risks and how to minimise them is crucial to keep everyone safe onsite.

Common power tools include saws, grinders, sanders, drills, drivers, nail guns, planers, fastening tools, and breakers. They can be electric-powered (mains or battery), pneumatic-powered (gas or air) or powder-actuated.

Here are some tips to ensure everyone's safety onsite when power tools are involved.

USE THE RIGHT TOOL FOR THE JOB!

It's important to always use the correct tool and accessories for the job you're doing.

- Using the wrong tool or accessory (bit, disk, blade, etc) can lead to the operator taking unnecessary risks that compromise their safety, the safety of others, the quality of the work being done, and the tool itself.

For example, you should always use the appropriate type of saw for the material being cut and the type of cut required, and the right grinding disk for the material being ground.

- Power tools should be heavy duty and designated for commercial/professional use. Home handyman versions are not appropriate for daily use on construction sites.

MAINTAINING AND SERVICING YOUR TOOLS

Any tools you use need to be in good, serviceable condition.

- Serviceable condition means getting tools serviced regularly to make sure they are working as

they should be. If they're not, stop using them until they've been properly repaired or replaced with a new tool. Persisting in using tools that are not working properly can lead to accidents.

- Keeping your power tools well maintained and clean is a great way to prolong their life.
- Resist the urge to make 'homemade' repairs, which may compromise the condition and reliability of your tools.

SUITABLE TRAINING

People need to be trained in the correct use and operation of specific power tools.

- It's an employer's responsibility to ensure workers are properly trained for the tools they're using and the job they're doing. Don't assume that if someone works in the construction industry, they know how to use power tools.
- Some tools require more training than others. It's always a good

idea to regularly refresh your knowledge, check competence in use, and record formal training in the training and qualification register.

- Powder-actuated tools (PATs) require operators to hold a Certificate of Competency for the type and model of tool being used. They should only ever be operated by properly trained and certified persons.

KEEP THE SITE SAFE AND TIDY

A tidy site is a safe site.

- Always ensure power tools are appropriately stored when not in use. Never leave them unattended or unsecured.
- PATs and charges must be stored in a lockable, rigid container, which is generally approved and supplied by the manufacturer. Ensure the tool is cleaned and not loaded when it is put away.
- Dispose of used accessories in an appropriate manner to avoid others inadvertently getting cuts/punctures.
- Always check for hidden services,

such as power, water, gas, and telecommunication cabling, before undertaking power tool operations.

- Consider using barriers or exclusion zones to protect others from the risks associated with power tool use.
- When powder-actuated tools are being used, warning signs and verbal warnings for shots being fired are required.
- When using power tools relying on electric cables, always check for visual damage to cables, keep leads off the floor wherever possible, and make sure both the tool and any extension leads are tested and tagged every three months. Cables should be plugged into an appropriate residual current device (RCD) suitable for commercial operation. Never 'piggyback' plugs or use double adaptors.
- If any electrical equipment is found to be faulty, it must be immediately placed out of action until it can be either repaired by a registered electrical worker or replaced.

PROTECT YOURSELF

Stay on top of your game while at work to protect yourself and the people around you from harm.

- Keep well hydrated and make sure you are taking regular rest and meal breaks.
- Power tools should not be operated under the influence of alcohol or drugs, including prescription drugs that cause drowsiness.
- Ensure you're wearing the appropriate personal protective equipment (PPE) for the job you're doing. Common forms of PPE include hi-vis clothing, hard hats, eye protection, gloves, hearing protection, masks, respirators, and appropriate footwear.
- Keep body parts, loose hair, and clothing away from the moving parts of power tools.
- Don't muck around onsite – practical jokes can backfire badly and cause serious injury. ■

Site Safe is a not-for-profit, membership organisation, focused on improving health and safety in New Zealand's construction and high-risk industries. Learn more: 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!



13) How can you keep your tools in serviceable condition?

- a) Service your tools regularly.
- b) Keep your tools well-maintained and clean.
- c) Repair your tools at reputable repair shops.
- d) All of these.

14) Why is it important to use the appropriate type of saw for the material being cut?

- a) Incorrect use can compromise the operators' safety and the safety of others.
- b) Because you might make the wrong cut in the material.
- c) It might take longer to make the cut.

15) What power tools should NOT be used on site?

- a) Any tool, including handyman/home version of tools.
- b) Tools designed for commercial/professional use.
- c) Heavy-duty power tools.

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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.

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.

CLOSED 12 DECEMBER 2023

BUILTREADY

The Ministry of Business, Innovation and Employment (MBIE) has concluded a consultation on its proposed amendments to the BuiltReady scheme.

The consultation focused on uses of the BuiltReady brand and MBIE's manufacturer's certificate template and closed on 12 December at 5pm.

See story on page 24.

COMING SOON

There is currently no new regulation to look forward to, check back in the April/ May issue!

FUTURE CHANGE

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.

NOW LAW

2022 BUILDING CODE UPDATE

In 2 November 2023, key changes from the 2022 Building Code update covering changes to plumbing and drainage (G12, G13 and E1) and to protection from fire (Acceptable Solutions C/AS1, C/AS2, F7/AS1, and Verification Method C/VM2) will begin their 12-month transition period.

H1 RESIDENTIAL CHANGES

The final transition date (3 November 2022) for the updates to Clause H1 of the Building Code has passed and, as a result, windows and doors in climate zones one and two now require an R-value of R0.46.

CONSTRUCTION CONTRACTS AMENDMENT ACT

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

The Act strengthens the CCA's retentions regime and is designed to give confidence to sub-contractors that they will be paid what they're owed if the head contractor goes out of business.

PROVE YOUR KNOWLEDGE

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



Codewords ISSUE 116

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Under Construction

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FEBRUARY / MARCH 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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Promotion open to PlaceMakers Trade Account customers only. To enter the draw, buy \$3,000^{GST} of qualifying James Hardie cladding & cladding accessory products between 1st February 2024 and 31st March 2024 (Qualifying Purchase). Each Qualifying Purchase automatically goes into the draw. The prizes are: 20 x pairs of Makita Sniper Sheers (Value \$785), 10 x Makita M Class Vacuums (Value \$1,389) and a Ford Ranger Raptor 3.0L V6 in Conquer Grey (RRP \$95,990). Total prize pool value of \$125,580. Prizes will only be awarded to trade customers who are within trading terms with balances paid up to date. Prizes will be drawn on 23rd April 2024. Terms and conditions apply, see www.placemakers.co.nz/jameshardieroadtrip or in-store for more details.