

ISSUE 105

# UNDER CONSTRUCTION

GET YOUR AUGUST/SEPTEMBER 2024 SKILLS MAINTENANCE POINT!



## FROM CONCEPT TO COMPLETION

Kitchens just got easier! We'll take care of everything, while you get on with the rest of the job. Check out page 4 for more.

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Together we're building  
New Zealand

## KITCHEN AND BATHROOMS EXPLORED



**// PlaceMakers consultants are on hand to remove the time and stress you might be spending on design and fittings for kitchens**

**Welcome to another issue of *Under Construction*. Our focus in this edition is on kitchens and bathrooms – from our own showrooms and product experts, designed to support you and your customers, to regulatory and insurance advice**

PlaceMakers consultants are on hand to remove the time and stress you might be spending on design and fittings for kitchens, and our latest 'Plan your space' section should help guide your client's decision making when it comes to building their dream bathroom – leaving you to focus on other jobs. Read more on pages 4 and 8!

We have also asked builders how comfortable they are working in the kitchen and bathroom space, and how PlaceMakers might support those jobs. Read their responses on page 3.

Continuing our theme, on page 26 we have an article from Auckland Council about the consents required for various kitchen and bathroom building projects. We also explore the case of a two-storey sleepout with sanitary fixtures constructed almost entirely without a consent. What did the authorities do? Find out on page 34.

Waterproofing wet areas is a vital part of the job, but what happens if it goes wrong? Insurance experts Builtin take us through the consequences and the steps builders can take to protect themselves. Turn to page 28 to get the details!

On a different note, business coach Graeme Owen talks us through how to charge for the time spent preparing a quote – something I'm sure many builders would love to do, but currently don't! Read how to make it happen on page 40.

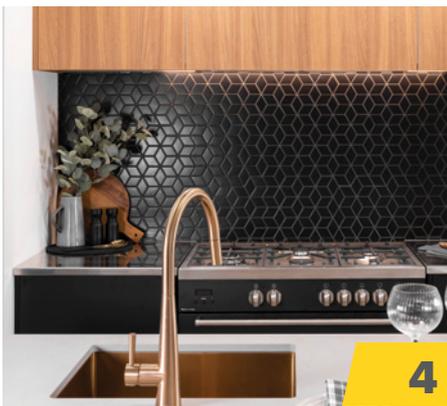
And, last but not least, we are thrilled to be getting behind the NZ Team with a series of events in the lead up to Paris! Turn to page 11 to read more.

By the time this is in your hands, the Olympic Games will be over, but we wish all our athletes the best of luck. Go NZ Team!

**Shane Cornelius**

General Manager Operations

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## MANAGING KITCHEN AND BATHROOM BUILDS

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

**Q:** *How comfortable are you managing work on kitchens and bathrooms?*

Firm: **Stonewood Homes Nelson & Blenheim**

Interviewee: **Brent Stewart**

Role: **Director**

Location: **Nelson**

Staff: **12**

**We do the bathroom and kitchen for every home we build**, so we're very comfortable with them. We're helped by our great industry relationships, as we've partnered with award-winning joiners Bays Joinery to really help those areas pop and come to life.

On the supply side, we use PlaceMakers for our bathrooms and our local rep, Colleen, is very valuable to us. We'll often take our clients around the PlaceMakers showroom to help them choose the front of wall fixtures and fittings, and Colleen is great at helping clients make the right choices.

We also have our own show home, which we can use to give clients a feel for what they might want their kitchen and bathroom to look like.

**// We'll often take our clients around the PlaceMakers showroom to help them choose fixtures and fittings**

On the design side, we've seen a few trends emerge over the past 18 months, particularly the mix and match approach to styling. I find PlaceMakers offers products that keep up with popular trends pretty well. For a bulk supply company, PlaceMakers is top of its game in that regard.

Firm: **Shore Build**

Interviewee: **Ash Hare**

Role: **Director**

Location: **Auckland**

Staff: **20**

**We're always doing bathrooms and kitchens**, whether it's in new build homes, which is about 75% of the work we do, or renovations, which make up the rest. Most of our work is referred to us via architects and because of that, the projects we work on already have the products specified, so we just get told what to do!

**// There are some pretty cool new products that we get to work with. I really like the new profiled MDF panels**

Saying that, there are some pretty cool new products that we get to work with. I really like the new profiled MDF panels, and I think the new melamine wood grain products have come a long way from what they used to be. In my opinion, it's difficult to tell what is oak veneer or melamine because the new products are so good.

The beauty of it is that they look smart and the price point is affordable. In my experience, designers are coming around to melamine as well. For example, we're working on a high-end house and the architect, who is a purist and would never have specified melamine back in the day, specified it for the bathroom.

Firm: **Fixation Builders**

Interviewee: **Darren Robinson**

Role: **Director**

Location: **Queenstown**

Staff: **19**

**We do full management builds, so we're very comfortable managing bathrooms and kitchens.** We're able to call on some excellent, preferred subcontractors and suppliers and that makes things easier for us, because we know exactly what we're going to get from the people we work with.

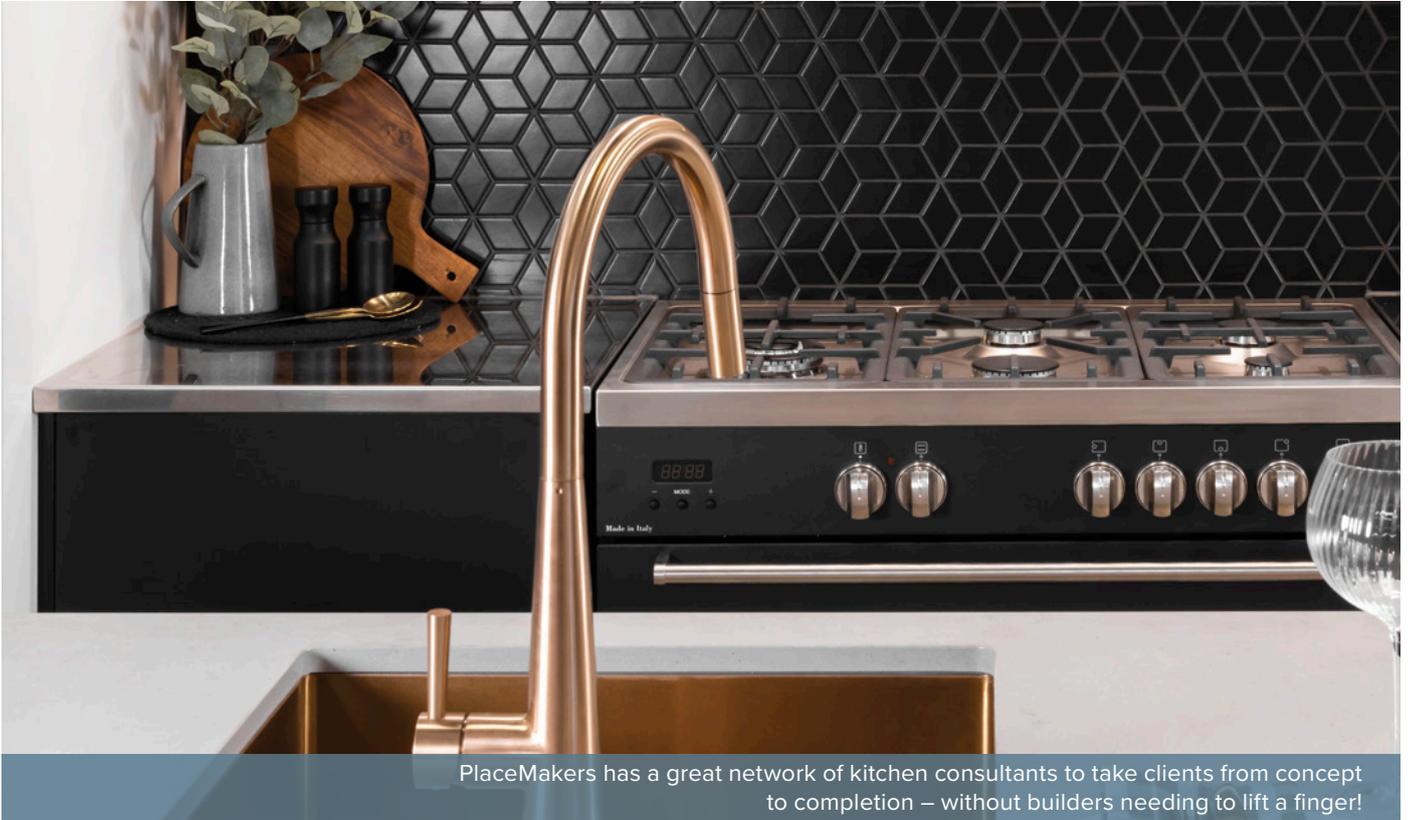
We're also comfortable taking on kitchen and bathroom renovation jobs, which probably make up 50% of the work we do in that space.

**// We work closely suppliers like Mico and we've sent lots of clients into PlaceMakers showrooms**

We don't have our own design team, and we prefer to work with architects, draughtspeople or interior designers – depending on the needs of the client. For interiors, we recommend that clients engage the services of an interior designer for fittings, tiles, cabinetry design, as the end result is really worth it.

On the supply side, we work closely suppliers like Mico and we've sent lots of clients into PlaceMakers showrooms to choose their preferred fixtures and fittings. I find they have a good range of designs and products, so the relationship works well.

## FROM CONCEPT TO COMPLETION



PlaceMakers has a great network of kitchen consultants to take clients from concept to completion – without builders needing to lift a finger!

### Kitchens just got easier thanks to PlaceMakers

**B**uilders can now save time and stress thanks to PlaceMakers by utilising their network of kitchen consultants to take clients from concept to completion – without builders needing to lift a finger if they don't want to!

“We have a great network of kitchen consultants, who work closely with our Account Managers to arrange designs, orders and deliveries of kitchens – all with the aim of removing the hard work from our builders,” explains PlaceMakers Category Manager – Kitchen, Laundry, Wardrobe & Storage, Flooring Rebecca Collier-York.

“The builder can choose to manage the install themselves or speak to us around the options available,” she says. “The same goes with anything in the process. Our job

is to make life easier for our trade customers, so we're happy to play whatever role we need to.”

#### WIN BACK YOUR TIME

To save time, builders can send their clients to a PlaceMakers branch and the store's kitchen and bathroom consultants will walk them through the latest appliances and designs.

“Our showrooms can be used as our builders' showroom, which gives their clients the opportunity to view samples and displays, while browsing the wide range of options we have in store. Builders don't need to accompany them to the store, which can free up time for them to crack on with other jobs!”

PlaceMakers biggest showrooms are located in Dunedin and Auckland's

Mt Wellington and Wairau Park, and Rebecca says local builders have made use of the facilities on offer.

“They've been excellent for showcasing what we can do and displaying the variety in our range. For example, we have a concept centre with a huge range of benchtop and cabinetry samples, so customers can get a great feel for what the products would look like in their homes.

“We can also offer all the usual products, such as sinks, taps, kitchen and laundry appliances and the like.”

#### WE DO THE HARD WORK FOR YOU

Builders can take advantage of the concept to completion service by getting in touch with their existing Account Manager, who will be able to walk them through the

whole process – which is exactly what Stonewood Homes Nelson & Blenheim Director Brent Stewart does.

“We use PlaceMakers for our bathrooms and our local rep, Colleen, is very valuable to us. We’ll often take our clients around the PlaceMakers showroom to help them choose the front of wall fixtures and fittings, and Colleen is great at helping clients make the choices that are right for them.”

Fixation Builders Director Darren Robinson has a similar experience with PlaceMakers and enjoys taking advantage of the wide range of fixtures and fittings in the Queenstown branch.

“We work closely suppliers and we’ve sent lots of clients into PlaceMakers showrooms to choose their preferred fixtures and fittings. I find they have a good range of designs and products, so the relationship works well.”

### UP-TO-DATE SHOWROOMS

Rebecca adds that PlaceMakers is continuously working hard to make sure it has the latest trends available to builders.

Builder Brent says PlaceMakers is “on top of its game” in that respect.

“On the design side, we’ve seen a few trends emerge over the past 18 months, particularly the mix-and-match approach to styling. I find PlaceMakers offers products that keep up with popular trends.”

### FULL SERVICE

Rebecca says that the first step for any builder, who wishes to take advantage of the service, is to talk to their PlaceMakers Account Manager.

The aim of the game is to help builders meet the needs of their clients and win back some valuable time in the process!

“We want to streamline the experience, so builders can sort

out everything under one roof. My biggest message to them would be that they can send their customers to meet us instore and we’ll take care of everything. We want to look after their clients on their behalf, so they can get on with the job.” ■



**My biggest message to builders would be that they can send their customers to meet us instore and we’ll take care of everything, while they get on with the job**

– Rebecca Collier-York  
PlaceMakers Category Manager



PlaceMakers new kitchen design software provides clients a realistic visual of their dream kitchen

## SAME PAGE TRADE SUPPORT



The buck no longer stops with your account manager, as they can input any requests directly into the trade support system for the whole support team to see and action as required

### Six months in, PlaceMakers continues to bring together all the pieces of our builder support network – providing the supply partner you need to make life easier and help grow your business

**W**hile PlaceMakers builders have long had support from a dedicated account manager and the national trade support team, communication between the two remained ‘traditional’ for far longer than one might think.

“Until three months ago, account managers would take notes on site when visiting their customers, then hop in their car and either phone or email it all to the trade support team to action and enter it into the system,” explains CRM Product Manager Blake Johnson.

“Now that the trade support team and account managers are both in the system, account managers

input all that information while on site, making it immediately visible to both.

“This means they can see all interactions and, as a result, know the wider context of everything that’s happening. This is the final piece of the puzzle – all our service teams are in one place talking to each other – making sure quality is high, and turnaround time is low.”



**Having all staff having access to what I need, as opposed to one person, is great**

– PlaceMakers builder

#### ALL PART OF THE PLAN

This development is part of PlaceMakers journey to empower the entire team to deliver the best service possible to builders, by ensuring all customer information is captured and collected in one place, and visible to anyone providing support at any time.

“This reduces the need to interpret emails or phone calls, and also means the buck doesn’t stop with the account manager. No matter what happens following that site visit, it flows into the supporting team seamlessly,” says Blake.

“This helps teams work better together, so the customer gets better outcomes. It’s all part of our

commitment to doing everything we can to support and grow our builders' businesses, by ensuring all of their requests are taken care of quickly and smoothly."

### CALLING ON OUR SUPPORT

"We now have more customers calling than ever before, and the team is responding to more of those calls," says Blake.

"If we don't manage to answer a call, we know that it has come in and we can make sure those customers are called back."

Blake says that feedback has been overwhelmingly positive, with builders calling it "the best support out there" and passing on comments such as "the trade support team I deal with multiple times every day is amazing" and "having all staff being able to access my account, as opposed to just one person, is great".

### NEXT-LEVEL SERVICE

These changes are all part of a greater shift to ensure that

PlaceMakers is providing the best service possible to its customers. In the coming months, the estimations department will also be integrated into CRM, ensuring the delivery of high-quality estimates you can rely on in short turnaround times. ■



**This development is part of PlaceMakers journey to empower the entire team to deliver the best service possible to builders, by ensuring all customer information is captured and collected in one place, and visible to anyone providing support at any time**

– Blake Johnson  
CRM Product Manager

## FEATURE REMINDER

**Here's a reminder of the latest features!**

### Order messaging

Builders can use this to start a chat with their rep within live orders, to make any special 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!

Available on Trade App and E-Portal – Order Management services.

### Live Account Balance

You can now see your live account balance on the Invoices feature on the Live Account Dashboard, along with statements and invoices.

This can also be seen by the trade support team, who will let you know if your account is overdrawn.



## NEW ONLINE BATHROOM INSPO



PlaceMakers latest website addition for bathrooms features a wide range of options to suit most spaces, trends and budgets

### Put your clients on the right path with PlaceMakers new 'Plan your space' project – the ideal way to keep them involved on their bathroom journey

**A**s part of PlaceMakers' commitment to partnering with you – our builders – we are investing in systems, processes and platforms that support you beyond the actual build. To this end, we've been focusing on rebuilding the 'Plan your space' section of our website to make it easier for you, and your clients, to select the right products for their project.

Over the past year, PlaceMakers has been revising the structure of information, and adding more where required, to categories such as landscaping, cladding, insulation and others. There is significant focus on the individual product options and how they compare to each other, as well as 'inspiration projects' to see the products in situ.

"By equipping our builders with the information and knowledge they need to make an informed

decision, we hope to assist them in making a selection based on the client's budget, preference and space," says PlaceMakers Content Marketing Specialist Claire Warin.

"On the other hand, if their clients want to be more involved, or need inspiration, they can visit the Plan Your Space section themselves and share their preferences with the builder."

While the resources sit on PlaceMakers customer-facing site, builders can also take advantage by using the 'Check your trade price' button to redirect to the trade portal and see their own pricing for that product.

#### BOOST TO BATHROOMS

PlaceMakers' latest addition to these resources is for bathrooms and features a wide range of options to suit most spaces, trends and budgets.

"The initial structure highlights the different products available, such as vanities, showers, basins, toilets and baths. When you drill into each item, the options become more specific to provide for space limitations and style preferences, while offering a wide range of brands," says Claire.

"Alongside our exclusive brands – Raymor, Adesso, JohnsonSuisse and Oliveri – we also stock a number of long-established Kiwi favourites, including Englefield, Methven and Caroma."

All appliances and products are housed in the same area, making it easy for builders and clients to continue their bathroom journey. With so many options, PlaceMakers new resources should inspire your clients, support your project and make the bathroom build or renovation process smoother as a whole! ■



Window Reveal



Interior Finishing



Skirting Boards



Paneling



Weatherboard Cladding



Cladding



Door Jams

# GET THAT HOUSE OF THE YEAR FINISH

The new Paslode Straight TrimMaster, the most versatile bradder on the market.

The best builders in the world use Paslode's new Straight TrimMaster to achieve a world-class finish on a range of applications. No other bradder is as versatile, handling 14 and 16-gauge fasteners thanks to its versatile swap'n'lock nose plate allowing builders to switch between two nose plates with ease. We've improved the firing mechanism, line of sight, and made it even easier to handle. We've perfected the straight bradder so you can achieve that perfect finish, every time.



New quick release swap'n'lock nose plate to make switching between gauge sizes with ease

Firing Pin optimized for fibre cement

Improved engine for better reliability

New body and rubber grip



## TUMU TRANSITION WILL BENEFIT BUILDERS

**With Tumu switching its team colours to PlaceMakers blue, trade customers along New Zealand's east coast can look forward to a range of benefits that come from being part of a strong and established national network – and one that doesn't lose sight of local needs**

In August 2022, Fletcher Distribution Ltd (FDL), which operates PlaceMakers across New Zealand, announced its purchase of six Tumu stores in Gisborne, Napier, Hastings, Havelock North, Dannevirke and Masterton, as well as the Tumu Frame and Truss plant in Hastings.

While those stores have continued operating under the Tumu banner, they will now officially join the PlaceMakers network. The move will bring with it a host of positive changes for customers and staff alike, including greater support and new online services such as Skip the Counter and app-based trade support, while still enjoying the same service from the people they know and love!

Napier-based Trade & DIY Sales Customer Service Specialist Emma Chambers says she's keen to start offering her clients this added value.

"It's definitely a step in the right direction. Being part of PlaceMakers will give us access to new technology, which is encouraging for our team and will help us support our builders more efficiently.

**Jumping to PlaceMakers will increase our stock range and availability, so we can better service our local customers**

– *Jamie Stockan, Account Manager*

"We've built excellent relationships with our trade customers over the years and I believe this change will only strengthen them – and likely create some new ones."

### INTEGRATED TECHNOLOGY

Hawke's Bay Account Manager Jamie Stockan agrees, saying the move will provide increased buying power and an improved IT offering.

"Jumping to PlaceMakers will increase our stock range and availability, so we can better service our local customers. It will also provide us with some amazing admin and back office tools, which will connect our builders' invoicing to our account systems to save them time and unnecessary hassle."

PlaceMakers equips its entire network with access to advanced tools such as Trade Support 2.0, which centralises builder information on one central database that is accessible by multiple support staff (read more on pages 7-8).

"It will make supporting our builders a lot easier and ensure that any member of our team can pick up a call and access an account, which will allow us to answer any queries much quicker. It's a win-win," says Emma.

### BUILDING BETTER

Jamie is confident that being able to access tools such as Skip The Counter will improve the customer experience for former Tumu builders.

"It will save them time as well as holding us more accountable, because builders will expect to have

their orders ready and waiting by the time they arrive.

"On the flip side, it will help us become more efficient in our roles – and that will have a knock-on benefit for customers."



**We've built excellent relationships with our trade customers over the years and I believe this change will only strengthen them – and likely create some new ones**

– *Emma Chambers, Trade & DIY Sales Customer Service Specialist*

There's also an opportunity to improve communication, says Emma.

"PlaceMakers has an internal newsletter, which will allow us to communicate better as a network and take any learnings into the service we provide for our builders. The knowledge shared through the network will be invaluable for both sides of the relationship."

"Some of PlaceMakers sponsorship deals are pretty exciting too, such as the one with NZ Team for the 2024 Paris Olympics. Being able to tap into that will be cool for us all!" adds Jamie. "I'm sure our builders will enjoy the benefits that come as being part of a bigger, well-equipped team." ■

## IN THE SADDLE FOR THE NEW ZEALAND TEAM



Builders and supporters get stuck into the Tour de Fern at the Mt Wellington event

### Builders in Christchurch can claim bragging rights after one of their own set the fastest time of three exclusive Tour de Fern events held at PlaceMakers stores

The special PlaceMakers events were part of its sponsorship of the New Zealand Team and ran in addition to public events across the country – all designed to build excitement in the lead up to the Olympic Games in Paris.

Public events were held in Auckland, Tauranga, Wellington, Hamilton, Christchurch and Invercargill, while PlaceMakers hosted exclusive, behind-closed-doors sessions for its builders and suppliers in Auckland (7 June), Wellington (16 June) and Christchurch (26 June).

Among those who attended the PlaceMakers events, a builder in Christchurch completed the lung-busting sprint in just 25 seconds, pipping builders in Auckland (26 seconds) and Wellington (27 seconds) to first place and national bragging rights!

With a live scoreboard showing the results of each rider, there was certainly a competitive element at play! PlaceMakers builders can be proud of their times, which stacked up well against the public competitors. The quickest time

recorded in the 18-35 male category was 24 seconds (at Fieldays) and 26 seconds for the 36-55 male category (in Lower Hutt, Wellington).



**We had a good mix of builders and suppliers turn up, who were keen to take advantage of a good feed and experience something a little different with the cycling challenge**

– Gordon Whitworth,  
Mt Wellington Branch Manager

#### LOVING IT!

Mt Wellington Branch Manager Gordon Whitworth hosted the Auckland event and said the atmosphere was excellent, with plenty of comments and lots of interest in the New Zealand Team from those who attended.

“We had a good mix of builders and suppliers turn up – probably around 80/20 – who were keen

to take advantage of a good feed and experience something a little different with the cycling challenge.

“Some builders didn’t know PlaceMakers were sponsors of the New Zealand Team, so were stoked to find that out and keen to test themselves on the bike!”

#### BUILDING EXCITEMENT

Present at the Tour de Fern were four members of the New Zealand Team backroom staff, who have been responsible for supporting athletes and generating a buzz up and down the country.

Events such as those held at PlaceMakers help do just that, says Gordon.

“We were super excited when it was first announced and the team has got around each event we’ve held. As we get closer to the actual Olympics, the level of excitement will continue to build!

“We’re also getting lots of requests for the New Zealand Team-branded merchandise, which customers love receiving!” ■

## FRAMOLGY AND COMFORTECH® TEAM UP



**COMFORTECH®**  
BUILDING PERFORMANCE SOLUTIONS

**PlaceMakers®**  
FRAMOLGY  
NOG'LESS, BATTENED FRAMING

NOG'LESS,  
BATTENED  
FRAMING

Comfortech® has developed a Secondary Layer Wall solution for a 90mm timber frame wall, with a secondary insulation layer between 45mm internal battens

**With schedule method being the most commonly used compliance method, and wall framing needing to achieve a construction R-value of 2.0, PlaceMakers Frame and Truss is committed to helping builders achieve – and exceed – the new requirement in the best way possible. In this article, we highlight a new solution from Comfortech®, developed in collaboration with PlaceMakers Framology team**

**T**imber is an excellent and easy-to-use sustainable building material that PlaceMakers Frame and Truss plants around New Zealand have been supplying to builders for decades. Due to thermal bridging, there is a direct correlation between the actual construction R-value and amount of timber within the wall framing. Thermal bridges have higher thermal conductivity than surrounding materials, creating a path of least resistance for heat transfer.

In the previous issue of *Under Construction*, we featured an innovative two-step solution from PlaceMakers Framology for reporting and reducing the amount of timber required – nog'less sheathed framing. But framing is only part of the solution. The insulation used between the frames also plays a significant role in reducing heat loss, which is why the PlaceMakers Framology team is partnering with insulation providers – such as Comfortech® – to deliver comprehensive solutions.

Over the past few months, the Framology team has worked closely with Comfortech® on nog'less batted framing, which combines a new 'Secondary Insulation Layer Wall Solution' from Comfortech® with Framology's nog'less framing to deliver better outcomes.

#### COMFORTECH® COMMITTED TO KEEPING WALLS COVERED

In May 2023, MBIE introduced the fifth edition of H1/AS1 and H1/VM1 for housing and H1/AS2 or H1/VM2 for buildings greater than 300m<sup>2</sup>. These changes focus on significant increases to insulation requirements and the introduction of six new climate zones to reflect the specific weather experienced in different parts of the country, helping to keep New Zealand homes and buildings warmer, drier, and healthier.

This includes significant changes to insulation requirements in ceilings; however, there have been minimal changes to wall requirements.

“Professionals within the building

industry have expressed concerns around the risk of over insulating our ceilings, the source of around 40% of heat loss, while not properly addressing the 20% of heat loss in walls,” says Comfortech® Building Performance and Technical Manager Todd Lindsay.

“To address this imbalance, solutions are needed to provide substantive increases in wall R-values. In turn, this would allow us, under the Calculation or Modelling method, to reduce the R-value of our ceilings – particularly in the milder climate zones – and deliver balanced, energy-efficient, more comfortable homes, year-round.

“At Comfortech®, we are dedicated to delivering better performing buildings to meet our climate goal commitments and to deliver on our purpose of creating New Zealand's most comfortable living and working spaces,” says Lindsay.

“The industry cannot just pivot to 140mm framing, due to

capacity constraints and practical considerations – therefore innovation is required.”

## SECONDARY INSULATION SOLUTION BY COMFORTECH®

To support the industry, Comfortech® has developed a Secondary Layer Wall solution, which utilises the delivery of a 90mm timber frame wall, with a secondary insulation between 45mm thickness internal battens – as illustrated in Figure 1. This solution delivers a thermal performance that exceeds the thermal performance of a 140mm R4.0 Pink® Batts® by around 21%, while avoiding supply constraints and additional costs, and also maintaining the bracing performance of the internal lining.

A 90mm frame wall with 30% framing and R2.8 Pink® Batts®, with a secondary insulation layer of R1.3 between 45mm battens, will achieve a construction R value of R3.2, versus a 140mm wall frame with R4.0 Pink® Batts®, which only achieves a construction value of R2.65 with the same 30% framing. The bracing value of the plasterboard can still be utilised.

“As the business that brought edge compression to avoid raised heels, and which is continuing to drive consideration around perimeter ventilation of roof spaces, we are committed to delivering market-leading performance in residential walls,” says Lindsay.

More information on the Comfortech® Secondary Insulation Layer Wall Solution can be found under ‘wall insulation solutions’ on its ‘H1 Done’ hub at [H1done.co.nz](http://H1done.co.nz).

## BEST OF BOTH WORLDS – NOG’LESS BATTENED FRAMING

Knowing its commitment to providing solutions that meet increased

thermal performance requirements, Comfortech® approached PlaceMakers Framology team about collaborating on a solution that combines Framology’s nog’less framing with a Comfortech® secondary insulation layer. They were welcomed with open arms and minds by the team and its solution-driven manager, PlaceMakers Frame and Truss National Technical Resource Manager Pete Hammond.

“This is an ideal option for homeowners, who aren’t looking to use a rigid air barrier,” explains Pete. “While the battens required could be fitted on site, doing it in the factory and delivering a combined solution direct to site actually saves the builder and homeowner time and money.”

Pete, whose team doesn’t believe the industry hype that suggests using 140mm framing, which is deeper and

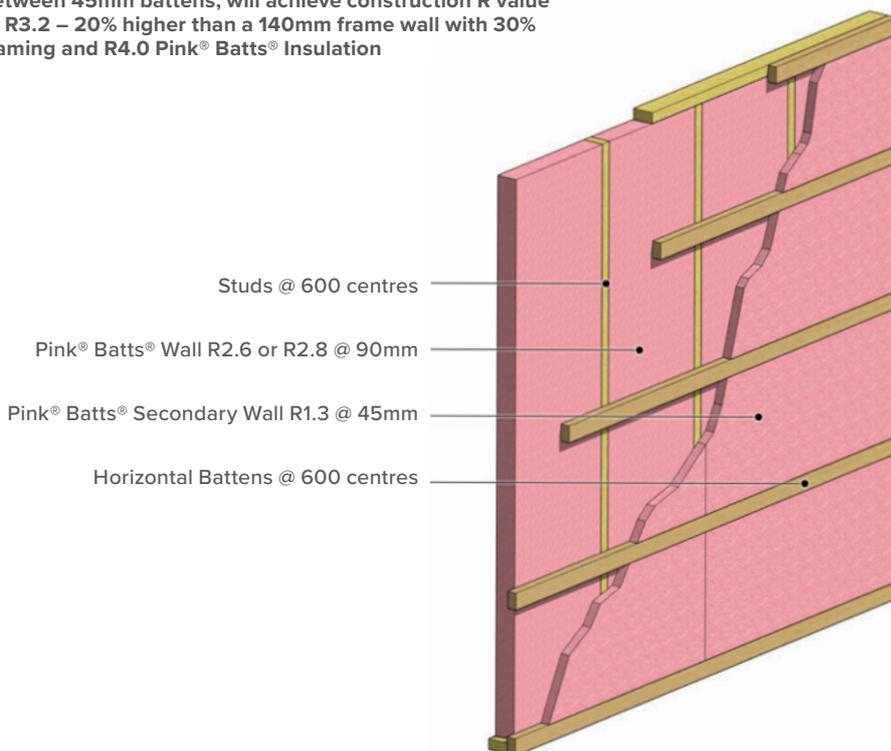
can therefore accommodate thicker insulation with a higher product R-value, is necessary, is thrilled to have yet another solution for builders and their clients.

“While using 140mm framing in external walls allows space for a higher-performing insulation, it increases the cost and complexity. We continue our commitment to finding a solution for those who would still prefer to use 90mm framing, but also want to work toward achieving higher R values.

“We are pleased to collaborate with Comfortech® on this and, in the process, add another string to our timber framing bow.”

**Nog’less battened framing will be available shortly from PlaceMakers Frame and Truss round the country. Speak to your Account Manager for more information. ■**

**Figure 1. A 90mm frame wall with 30% framing and R2.8 Pink® Batts®, with a secondary insulation layer of R1.3 between 45mm battens, will achieve construction R value of R3.2 – 20% higher than a 140mm frame wall with 30% framing and R4.0 Pink® Batts® Insulation**



## SKIP BINS – WHAT'S IN THERE?



An Auckland City Council study found that more than half of building waste is comprised of timber and plasterboard, says Mark Roberts (pictured)

### To better understand the composition of construction waste from home builds, Auckland Council conducted some research. Senior Waste Planning Specialist, Mark Roberts, reveals its findings

**C**onstruction site waste is one of the most hidden sources of waste. It is typically generated behind a site fence and goes into a high-sided skip bin. Unlike household refuse, which is placed on the kerbside each week, the skip is typically taken from inside the site to a gated transfer station. To try and understand this a little better, Auckland Council partnered with two developer/builders to do a deep dive into site waste.

A waste audit was carried out on two residential building sites in Auckland during 2022 and 2023. The houses being constructed were typical three-bedroom standalone dwellings with a single internal garage. The purpose of the audit was to understand – in more detail – the overall weight and composition of the waste created in residential construction.

#### DUMPSTER DIVING.. FOR SCIENCE!

Skips and other waste was taken from site and emptied in a yard at a local transfer station. Waste auditors then measured, weighed, categorised, and photographed every item. The overall weight of

the waste for two builds was around 3.5 tonnes, which was lower than expected. By weight, this consisted mostly of the usual suspects of timber (around 20%), plasterboard (around 30%) and fibre-cement board (as much as 27%).

There were also a few surprises. There is a common assumption that pre-nail framing does not produce any site waste. This audit has highlighted that this is not always the case. This can be due to the amount of timber that is also used for temporary bracing, which is subsequently discarded.

Waste tiles also made up a considerable proportion of the builds' overall waste (9%). The internal dimensions of the home design and the choice of tiles can be factors that contribute to this.

#### AVOIDABLE WASTE

A surprising component of the skip waste was the amount of brand new and unused building products. Some examples included full rolls of building paper, unopened tubes of silicone and boxes of unused nail plates. This is possibly due to

material that is simply cleared into the skips as part of a site clean-up, potentially because it was easier than finding or moving it somewhere for the materials to be reused.



**The simplest and most effective way for building sites to maximise their diversion from landfill is to ensure they have a recovery pathway for timber and plasterboard waste**

Based on the audit, it seems that the simplest and most effective way for building sites to maximise their diversion from landfill is to ensure they have a recovery pathway for timber and plasterboard waste. Those components alone can account for more than half of the building waste stream and simple diversion solutions are often available. ■

# NEW CATALOGUE LAUNCHING SOON

FINE DECKING

2024

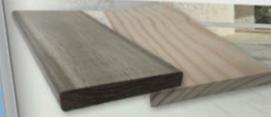
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### MODIFIED PINE DECKING

PlaceMakers only supply 100% FSC certified Kwila decking. Kwila is a very popular hardwood for decking with a reddish-brown colour. The timber can bleed when wet producing a dark red-brown stain. The grain is slightly interlocked and the texture is moderately coarse. It is nonsiliceous, sometimes lustrous but always gorgeous.



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Thermally treated timber (TMT) is made from NZ grown Radiata pine which has been thermally modified and treated with an organic preservative that is non-toxic and non-flammable. The thermal treatment process ensures that the decking is more durable and comes in a variety of finishes. Available in a grooved profile. Available in 140x27mm finished sizing.

Radiata pine, which is a softwood, is a stable and less prone to warping than the premium look of Accoya®. Deck it is pre-stained and finished with a durable finish. Durability with MCA (Methyl Cellulose Adhesive) H3.2 treatment environment than other decking.

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# WHAT'S ON

## PLACEMAKERS PRODUCT PICKS

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Firth EcoPave permeable paving systems manage stormwater runoff through underlying detention/retention drainage systems that also filter harmful pollutants, helping to keep local waterways clean and healthy.

Firth's Holland FlowPave® and Holland FlowPave® Set have market-leading permeability rates of 18,000ml/hr and are designed for use in both commercial and residential spaces.

The range also includes the Patio Paver (ideal for residential use) and Pixel® Paver, Grass Paver and Gobi® Block, best suited for commercial applications. Permeable paving systems require specialised installation that should only be carried out by a trained professional to ensure they meet stated permeability rates and council requirements.

RK TIMBERS



Rosenfeld Kidson has become RK Timbers. Our new identity reflects how our industry and business has changed over nearly 100 years.

Perspectives continuously evolve – on everything from design and technology to resources, sustainability, and compliance. We welcome these ever-changing demands because they constantly push us to innovate with new systems that make life easier, deliver better outcomes, and achieve beautiful aesthetics. Some of the incredible builds our timber systems have helped create are showcased on our redesigned website. Have a browse now to get inspired at [rktimbers.co.nz](http://rktimbers.co.nz).

SIKA WONDER WIPES



Tradie life can be messy. Sealants, epoxies, bitumen and expanding foam can all be a pain to clean up. And what if there's no water on site?! Sika® Wonder Wipes are your new best friend on site or, in fact, anywhere!

They're formulated to clean hands, tools and surfaces from wet and semi-cured paint, sealant, adhesive, bitumen, expanding foam, oil, grease and even silicone.

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The Adesso Sol range is a compact and versatile collection, marrying contemporary aesthetics with smart functionality and sleek design. The Sol shower mixer range stands out with its advanced Fusion Plus technology, ensuring impressive performance. Engineered with Venturi jets, the all-pressure range optimises performance across all pressures.

Patented technology enables full front-of-wall access for easy maintenance and upgrades, maintaining the sleek faceplate. The newly added third jet extends the hot water pressure range. The Sol range encompasses basin and sink mixers with a timeless swivel feature, as well as slide showers and rain column showers, making this offer a comprehensive solution for modern spaces.



**JohnsonSuisse**  
Bathroom Solutions

JOHNSONSUISSE BATHROOM SOLUTIONS

An exclusive partner to PlaceMakers, JohnsonSuisse takes pride in its human-centred approach to bathroom design. The company's mission is to design and manufacture an extensive range of products, from timeless traditional designs appealing to those favouring a classic aesthetic to modern and subtle designs catering to adventurous tastes.

Inclusion is at the heart of JohnsonSuisse. As commercial experts, with a range of adaptable products, the needs of all individuals are prioritised – particularly those with mobility challenges. Each design is meticulously crafted to blend universal functionality with style and innovation, ensuring every bathroom space is both accessible and aesthetically pleasing.



**essentials**  
by raymor

RAYMOR ESSENTIALS TRADE RANGE

Introducing the new Raymor Essentials trade range, featuring two vanities sized at 750mm or 900mm, alongside the Essentials basin and sink mixer, Essentials toilet and a range of accessories to complete the offer. Raymor Essentials is ideal for home renovations and rental property upgrades, as it ensures practicality and durability.

Each product is renowned for reliability and is complemented by Raymor's robust warranties, providing peace of mind to homeowners and landlords alike. Whether upgrading a bathroom or renovating a rental, the Raymor Essentials trade range combines functionality with quality assurance, making it a trusted choice for modernising spaces.



**endeavour sheds**  
Innovative design solutions

ENDEAVOUR SHEDS

Endeavour Sheds offer design solutions for farm sheds and light industrial builds, emphasising flexibility and competitive pricing. Endeavour Sheds provide a huge range of design possibilities for a variety of sheds, enabling quick, efficient service without compromising quality.

With a dedicated New Zealand-based design support team, it ensures custom changes are easily accommodated. Its methodologies provide for small pole sheds as well as larger clear-spans, utilising either LVL or steel rafters at affordable prices. In a nutshell, the Endeavour Sheds solution provides fast, superior building solutions. Enquire at your local PlaceMakers branch today!



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Your Garage Door Specialists

GARADOR GARAGE DOORS

With over 50 years' experience, Garador manufactures and supplies the latest, new generation, reliable and secure NZ garage doors.

Whether you're building a new home or replacing an old door, you cannot underestimate the effect a garage door has on the visual appeal of a home. Garador proudly offers a range of door colours, styles, and finishes to choose from. Strong, durable, and built to last.

For more information visit [garador.co.nz](http://garador.co.nz) .



## RECORDS OF WORK



On completion of RBW, an LBP must provide an RoW to the homeowner and territorial authority

### When completing and issuing Records of Work (RoWs), Licensed Building Practitioners (LBPs) have certain obligations

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

You can read more information on how RoWs should be used in 'Know your stuff: For the record' which was in Codewords 71 from March 2016:



SCAN TO READ 'KNOW YOUR STUFF: FOR THE RECORD'

#### WHAT ARE THE RULES?

Each LBP, who carries out or supervises restricted building work (RBW), must, on completion of the RBW, provide an RoW to the homeowner and territorial authority (the local council).

This requirement is set out in section 88 of the Building Act. It is also a disciplinary matter for LBPs if an RoW is not provided when one is required – meaning that you could be disciplined by the Board.

#### WHAT IS A RoW FOR?

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

It protects you by listing only what you did, removing future uncertainty in situations where multiple contractors have performed or supervised RBW on one site. For this reason, the accuracy of the record is important, as it will remain with the building records for the life of the building. It serves as an enduring and accurate record of RBW undertaken onsite.

If you were asked today what work you carried out on a project 12 years

ago, would you be able to accurately describe that work?

#### HOW DOES THIS PLAY OUT IN PRACTICE?

When you have completed your portion of RBW onsite, you should:

- Complete an RoW. If you do not have the RoW template, you may download it from our website.
- Ensure the record is sufficiently detailed, so it describes each aspect of the RBW you either carried out or supervised (your role could include a combination of supervision and doing work).
- Provide a copy of the RoW to both the homeowner and to the local council.



SCAN TO DOWNLOAD ROW TEMPLATE



in dispute with the client. Failure to provide an RoW is a disciplinary matter for which the Board has zero tolerance.

For a more detailed overview of these requirements, refer to the Board's decision on the LBP website:



SCAN AND  
LEARN MORE

### SUBCONTRACTORS AND EMPLOYED LBPS

Whether an LBP is a subcontractor or is employed, they are still accountable to the Board. The Board does not deal with payment or contractual disputes but determines whether the LBP has met their obligations under the Building Act.

Not knowing the owner's name is not a defence for failing to provide an RoW, as there are ways of finding out such details. It is also important to remember who the RoW is for. While it might be a common practice to give it to the main contractor, it is a practice that carries the risk that it

may not be passed onto those that require it — the owner and the local council.



**Each LBP who carries out or supervises restricted building work (RBW) must, on completion of the RBW, provide an RoW to the homeowner and territorial authority (the local council). This requirement is set out in section 88 of the Building Act**

### WHAT IF I DON'T PROVIDE A RoW?

You could face disciplinary action by the Board if you do not provide an RoW when one is required. You must not withhold an RoW for non-payment of work under a building contract or simply because you are

A recent Board disciplinary decision found that the above are not good reasons for failure to provide an RoW. The respondent was fined \$1,000 and ordered to pay costs of \$500, even though he had given the RoW to the main contractor, who then failed to pass it on. ■

*This article is an excerpt from Codewords Issue 119. 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 119



- ① What is the reason for a Record of Work?
  - a) To make sure the homeowner doesn't do anything they're not supposed to.
  - b) To record who carried out the restricted landscaping and electrical work on a particular job.
  - c) To record who carried out or supervised Restricted Building Work on a job.
- ② Why should you add full details to a record of work?
  - a) The law requires you write at least 150 words to complete it.
  - b) MBIE says you must.
  - c) It can protect you by listing only what you did, excluding other people's work.
- ③ How long after you finish your work should you provide a copy to the homeowner and the local council?
  - a) On completion of the RBW.
  - b) By the time the code compliance certificate is applied for.
  - c) Less than one year.

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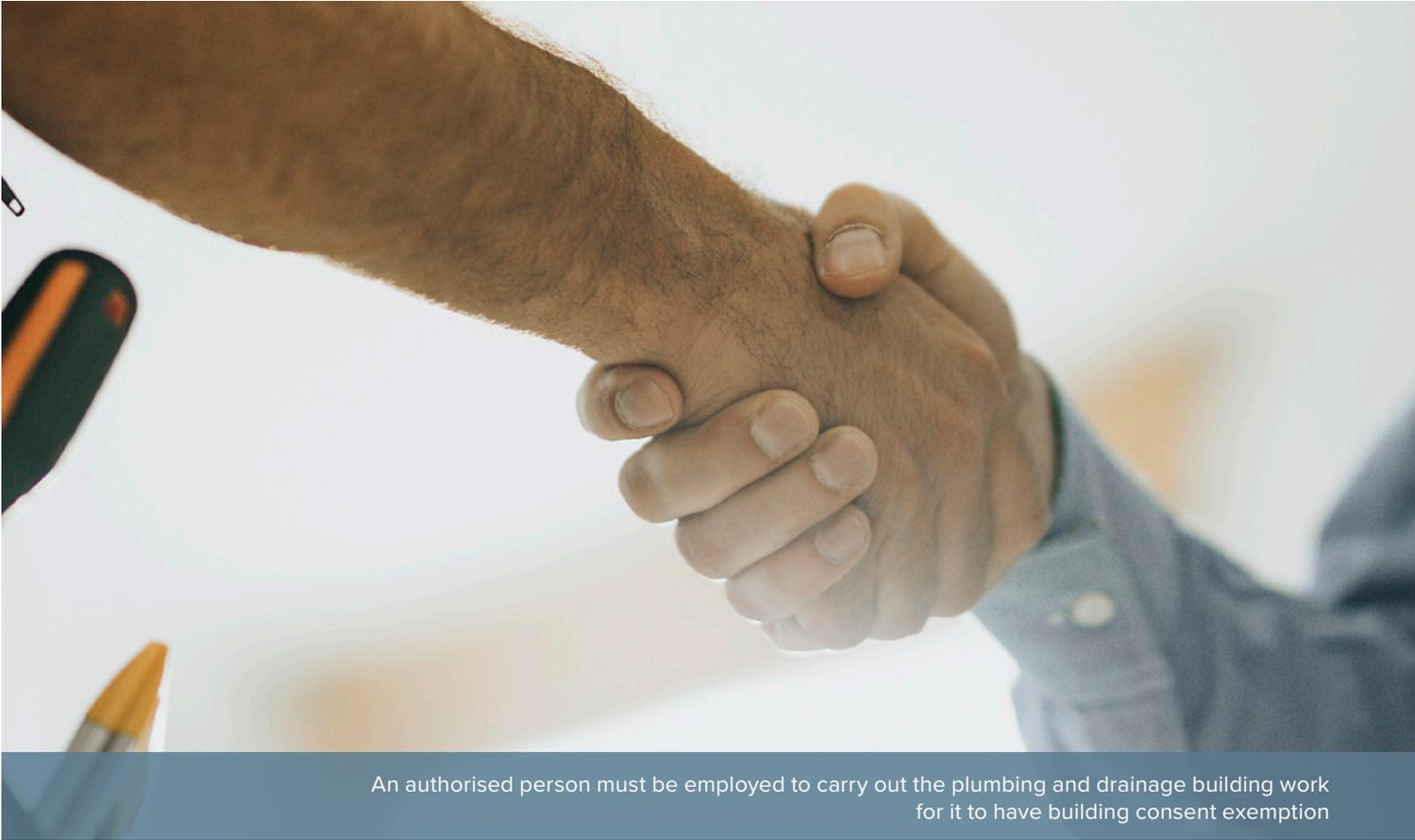
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NZ designed & made

# MBIE

## WHEN IS A DETERMINATION APPROPRIATE?



An authorised person must be employed to carry out the plumbing and drainage building work for it to have building consent exemption

**When conflicts arise between parties involved in a building project, finding the right resolution is crucial. As Licensed Building Practitioners (LBPs), you may encounter disputes that require careful handling. This article covers some methods for resolving these issues**

**B**elow are some methods LBPs can use when conflicts arise between parties involved in a building project.

### **Mediation and self-resolution:**

Mediation is a common approach in Aotearoa New Zealand. It involves bringing disputing parties together to discuss their concerns and find mutually acceptable solutions. As an LBP, consider suggesting mediation when faced with disagreements related to building work.

### **Consumer rights:**

If you're dealing with consumer-related disputes, understanding consumer rights is essential. Encourage clients to understand and assert their rights and seek

fair outcomes.

### **Formal complaints, arbitration, and adjudication:**

In more complex cases, formal complaints, arbitration, or adjudication may be necessary. These processes provide structured ways to address disagreements and reach decisions.

### **Disputes tribunal and courts:**

When other methods fail, the Disputes Tribunal or courts become relevant. These legal avenues allow parties to present evidence and seek binding resolutions.

### **Determinations:**

A determination allows the Ministry of Business, Innovation and

Employment (MBIE) to thoroughly review and consider the facts and make a legally binding decision. As an LBP, you can apply for a determination, and you can participate in someone else's determination if you were involved in the disputed project.

Remember, choosing the right approach depends on the specific circumstances. Prioritise effective communication and collaboration to achieve satisfactory outcomes in building-related disputes.

### **USING DETERMINATIONS WISELY: WHEN TO APPLY AND WHEN NOT TO**

Understanding when to use a determination is essential.



Here are some key points to consider:

**Disagreements with authorities:**

You can apply for a determination if you disagree with a decision made by a building consent authority or territorial authority under the Building Act or Building Code.

For instance, if you receive a notice to fix or if the authority refuses to issue a building consent, code compliance certificate, or certificate of acceptance, a determination may be appropriate.

**Not a mediation service:**

While determinations are increasingly sought after due to communication breakdowns, they are not a mediation service. Parties unable to communicate professionally should seek other avenues for resolution.

**LIMITATIONS OF DETERMINATIONS**

**Resource Management Act**

Determinations cannot address matters related to the Resource Management Act (except under Section 224(f), which pertains to specific subdivisions).

**Contractual disputes, damages, and liability:**

Determinations do not cover contractual disputes, nor do they attribute liability nor award damages.

**Council decisions:**

Determinations are not intended as an alternative pathway for decisions made by councils. However, a determination can confirm, reverse, or modify decisions made by council.

**WORKMANSHIP DISPUTES**

Determinations are not suitable for disputes related to workmanship. Workmanship disputes may be resolvable under the Construction Contracts Act 2002.



**While determinations are increasingly sought after due to communication breakdowns, they are not a mediation service**

**Complex or technical matters:**

Determinations commonly deal with complex or technical issues. The information given by parties to the dispute is assessed and the relevant regulations applied to the facts. The outcome is a legally binding decision. For example, a determination might uphold, reverse, or modify a council's decision, such as refusing to issue a building consent, or determine whether building work is compliant.

Remember, choosing the right approach depends on the specifics of each situation. As professionals, you play a crucial role in ensuring fair and effective dispute resolution in the construction industry.

**NAVIGATING DISPUTES DETERMINATIONS AND EFFECTIVE RESOLUTION**

Understanding the right steps in dispute resolution is crucial. Here's what you need to know:

**Prioritise practical solutions:**

Before seeking a formal determination, consider practical approaches to address routine complications and standard issues. Initiate with direct problem-solving methods and consult authoritative resources and precedents that offer guidance on comparable matters.

**Check the facts:**

Gather accurate information.

**Effective communication:**

Engage in clear, respectful communication with everyone involved.

**Written agreements:**

Document any agreements in writing.

**Mediation:**

When communication breaks down, consider mediation. An independent third party will assess the situation and helps people come to an agreement. It's a constructive way to find common ground.

**Code of ethics:**

As an LBP, adhere to your professional code of ethics. Act in good faith during dispute resolution, maintaining professionalism throughout the process.

Remember, choosing the right path depends on the specifics of each situation. Prioritise effective communication and ethical behaviour

# MBIE

## WHEN IS A DETERMINATION APPROPRIATE? CONT.

to achieve fair outcomes in building-related disputes.

### A DETERMINATION EXAMPLE

A previous determination addressed an authority's decision to grant a minor variation for the substitution of external wall cladding. The matter to be determined was whether the change in cladding required a formal amendment to the building consent and a new or amended certificate of design work.

The LBP who designed the plans argued for the necessity of accurate building consent documentation to reflect the actual construction, including any changes to the cladding system. They believed the authority significantly deviated from the approved consent, requiring revised plans and an amended certificate of design work.

The authority processed the cladding change as a minor variation without a formal amendment application, asserting that the designer's certificate of design work remained applicable for the original consent.

The authority maintained that minor variations could be documented and added to the building file, transferring responsibility for compliance of Restricted Building Work to the authority post-consent.

**// Determinations commonly deal with complex or technical issues. The information given by parties to the dispute is assessed and the relevant regulations applied to the facts**

The determination concluded that the application for a minor variation did not meet the requirements of sections 45 and 45A of the Building Act 2004, as it lacked a new or amended certificate of design work from an LBP with the appropriate design licence. Consequently, the authority's decision to grant the minor variation was reversed.

### USING PREVIOUS DETERMINATIONS AS A RESOURCE

If you are considering a determination, it is worth looking through previous determinations about similar disputes. Finding a previous determination that has considered a similar issue may help you resolve your differences without having to go through the whole process.

However, it is important to note that determinations aren't bound by decisions made in previous determinations, and two similar cases can have different outcomes as MBIE considers the unique circumstances of each case.

Previous determinations can also be a helpful resource when LBPs are unsure about a specific area of the Building Code or Building Act. ■

*This article is an excerpt from Codewords Issue 119. 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 119



- |   |  |   |
|---|--|---|
| <p>4 What is a determination?</p> <p>a) A decision in respect of consumer-related disputes.</p> <p>b) It allows MBIE to thoroughly review and consider the facts and make a legally binding decision.</p> <p>c) Something carried out by a Disputes Tribunal.</p> <p>d) It brings the disputing parties together to discuss their concerns and finds mutually acceptable solutions.</p> | <p>5 When can determinations be used?</p> <p>a) For Resource Management Act matters.</p> <p>b) To decide on contractual disputes, damages, and liability claims.</p> <p>c) For disagreements with building consent authorities or territorial authorities.</p> <p>d) For workmanship disputes.</p> | <p>6 Can a determination reverse a council's decision?</p> <p>a) No.</p> <p>b) Yes.</p> |
|---|--|---|

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# AUCKLAND COUNCIL

## KITCHEN AND BATHROOM HOME RENOVATIONS



An authorised person must be employed to carry out the plumbing and drainage building work for it to have building consent exemption

**If you are doing plumbing and drainage work as part of a kitchen or bathroom home renovation, you may not need a building consent for certain projects if an authorised person completes the work. This article by Auckland Council covers when you may or may not require a consent**

**A**n authorised person must be employed to carry out the plumbing and drainage building work for it to have building consent exemption. If an authorised person does not complete the work, then it is not exempt.

The term 'authorised person' covers:

- Registered certified plumbers and drainlayers.
- Plumbers and drainlayers with a provisional licence working under supervision.
- Trainee plumbers and drainlayers working under supervision.

You must make sure the plumber

or drainlayer you are using for your building work has current authorisation from the Plumbers, Gasfitters, and Drainlayers Board.

### WORK BY AN OWNER-BUILDER

If you are an owner-builder, you can carry out the low-risk work on a kitchen or bathroom renovation if you:

- Meet the requirements of the Building Code.
- Obtain any necessary building consent or permits before starting work.

Owner-builder exemptions do not cover electrical, gas, plumbing or drainage work unless the owner-builder holds the appropriate licence.

### PLUMBING AND DRAINAGE WORK EXEMPTIONS

You are unlikely to need a building consent for plumbing and drainage work involving the repair or replacement of an existing sanitary fixture such as a sink or toilet pan. You are required to obtain a building consent if the work involves adding an additional sanitary fixture to your house – eg, a new bath – where there was not one previously.

A building consent is not required to repair or maintain an existing water heater, if it is carried out by an authorised person. More information on work that is exempted under the Schedule 1 of the Building Act 2004 is available on the MBIE Building Performance website.

## CHECK IF YOU NEED A CONSENT

You don't need a building consent for work listed as exempted under Schedule 1 of the Building Act 2004.

### You are unlikely to require a building consent to:

- Re-position or replace sanitary fixtures (eg, a bath, bidet, wash hand basin, shower or toilet pan) within an existing home bathroom.
- Move a toilet pan from a toilet compartment into an adjacent existing bathroom.
- Remodel an existing kitchen within the same space, leaving the kitchen sink in the same position.
- Move an existing home laundry tub to a new location to an adjacent room.
- Relocate or remove an existing hose tap.
- Remove a bath with a shower over it and replace it with a new

proprietary shower enclosure and a new bath within the existing bathroom space.

### You will need a building consent to:

- Install a tiled wet area shower – as it involves critical building work that is not sanitary plumbing, such as carpentry and installing waterproof membranes.
- Move a vanity, bath, and shower within an apartment of a multi-level building, as it may involve new penetrations through a fire separation.
- Add a shower, hand basin, and toilet to an ensuite, as these sanitary fixtures are additional to those already existing in the building.

Where sanitary plumbing work could adversely affect the performance of structural elements, such as floor joists or wall framing, this work may require a building consent.



**Where sanitary plumbing work could adversely affect the performance of structural elements, such as floor joists or wall framing, this work may require a building consent**

All work must comply with the Building Code.

If you are not sure, get professional advice. ■



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## PROVE YOUR KNOWLEDGE

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



- 1) True or false – you are unlikely to need a building consent to reposition or replace sanitary fixtures?
  - a) True.
  - b) False.
- 2) What does the term 'authorised person' cover?
  - a) Registered certified plumbers and drainlayers.
  - b) Plumbers and drainlayers with a provisional licence working under supervision.
  - c) Trainee plumbers and drainlayers working under supervision.
  - d) All of the above.
- 3) Which one of the following requires a consent?
  - a) Installing a tiled wet area shower.
  - b) The repair of a sink.
  - c) Remodelling an existing kitchen within the same space, leaving the kitchen sink in the same position.

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.

## WHEN TILING AND WATERPROOFING FAILS



Tile installers are responsible for 90% of all membranes applied within a bathroom, so ensure your tiler is correctly trained

**Tiling can add value and appeal to any kitchen or bathroom – when it’s correctly installed. Insurance expert Ben Rickard explains what builders can do to help mitigate the risk of tiling failure, with help from Tile Association of New Zealand founder Brendon Manson**

**T**he two areas in any home that are often the talking point are the kitchen and the bathrooms. This is where the most money per square metre is invested and there is no doubt that a tiled bathroom presents the wow factor. However, if poorly done, it can be a nightmare from hell.

In February 2023, a Ministry of Building, Innovation and Employment (MBIE) regulatory reform consultation document noted:

“Poor waterproofing often results in failures, leaks and costly repairs, which would be lessened greatly by better regulation in the area... waterproofing is a minor part of overall construction costs, but accounts for the vast majority of building defect complaints and huge costs in remedial works.

“Many building leaks stem from

bathrooms and wet areas that are not properly waterproofed, which can affect the flooring and wall linings leading to mould, mildew, and rot.

“The build-up of moisture and mould can cause health hazards such as fungal infections, allergies, and respiratory illness, including asthma.”

#### **HIGH FAILURE RATE**

Research from Tile Association of New Zealand (TANZ), which represents approximately 270 members in the New Zealand tile industry that have a desire to promote best practice, has noted the failure rate is approximately 11%, with estimates as high as 13%. Since its founding in 2017, TANZ has counted over \$300m in failures, with 89% of these being attributed to the installer.

Unfortunately, these issues may not manifest themselves for months or even years – and often the builder

is left carrying the can when they do. This is because, legally and contractually, you are responsible for the services supplied to your customer, who justifiably will expect you to make it right.

However, because tiling is a highly fragmented industry, it can be difficult to pin down the responsible contractor when the problem arises. This could be because they have shut up shop, simply disappeared or weren’t properly insured in the first place (and insurance is becoming harder to obtain for these issues).

#### **POOR SECTOR TRAINING**

Despite tile installers being responsible for 90% of all membranes applied within a bathroom, the tile industry’s focus has not always been about education and training for installers. If the tiler is not correctly trained, or the installer does not fully comprehend

the importance of all aspects of the application of the membrane and the associated details, then the result can be failure.



**Since its founding in 2017, TANZ has counted over \$300,000,000 in failures, with 89% of these being attributed to the installer**

In the past, training has been basic and has often been provided by product manufacturers, who have focused on product sales, rather than best practice requirements, with some manufacturers providing as little as 30-minute product demonstrations before issuing an 'approved applicator/licence card'. While others have provided more extensive training programs, the result of poorly trained tilers is failed, leaky showers – even when installed by approved applicators of membranes.

Although water-stops have been a requirement of AS3740 (*Waterproofing of Domestic Wet Areas*) since 1989, which is noted in all BRANZ appraisals, BRANZ Good Practice Guide Tiling, and most product technical data sheets, TANZ identified the lack of water-stops as a contributing factor in almost all the failed tiled showers it has assessed.

AS3740 describes a water-stop as a vertical extension of the membrane that is designed to prevent water migrating under the tiles and to contain moisture within the shower area/wet area. It also described as an integral part of the membrane application.

TANZ is working to address the issues outlined above and provide the solutions, so that the sector can be part of the Licenced Building Practitioners regime and installers of membranes and tiles can be properly trained and licenced.

### BE ON THE SAFE SIDE

How can builders safeguard their projects and clients from risk?

**1. Ensure the substrate is ready and accessible to the tiler.**

Time pressure and an inadequately prepared surface often contribute to membrane failure.

### 2. Engage properly trained installers.

Training doesn't come from years accrued in the industry. Just because someone has done a job for 20 years, doesn't mean they've been doing it correctly. You should require that your tilers have undertaken TANZ's T.E.A.M training programme. Visit [www.tanz.net.nz](http://www.tanz.net.nz) for a list of upcoming courses in your area.

**3. Build to code.** Ensure all wet areas are built to meet E3/AS2 requirements as per the Internal Wet Area Membranes (IWAM) Code of Practice, with the use of water-stops and wall cavity protectors to contain moisture within the shower area.

These simple steps will greatly reduce the risk of possible waterproofing failures and the associated stress, conflict and cost. The 'wow factor' of a beautiful, tiled bathroom is trouble-free and only adds value to the home when it is done correctly the first time. ■

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

## PROVE YOUR KNOWLEDGE

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

- |   |   |  |
|---|---|--|
| <b>4)</b> Its important to ensure all wet areas are built to meet which requirements? | <b>5)</b> Are water-stops a requirement of AS3740 ( <i>Waterproofing of Domestic Wet Areas</i> )? | <b>6)</b> Installer error is responsible for which percentage of failures? |
| a) E3/AS2.  | a) Yes.   | a) 30%   |
| b) E2/AS3.  | b) No.  | b) 89%   |
| c) E1/AS2.  |   | c) 73%.  |



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.

## CUTTING CONCRETE TO INSTALL A DRAIN



When a concrete slab on ground for a new house is designed and poured, it should already include all the necessary provisions for drainage and other services

Following these 14 steps will ensure a new drain is successfully installed into an existing concrete slab, says BRANZ technical writer David Hindley

**W**hen a concrete slab on ground for a new house is designed and poured, it should already include all the necessary provisions for drainage and other services.

Where an existing slab needs to be cut for a new waste pipe or drain to be installed, repairing the cut in the right way is crucial for the slab's strength and resilience.

#### RELEVANT BUILDING CODE CLAUSES AND STANDARDS

The work must comply with Building Code clauses and standards, including:

- B1 *Structure*.
- B2 *Durability* (a minimum of 50 years).
- G13 *Foul water* (for wastewater pipes) – compliance can be demonstrated several ways, including through the use of G13/AS2 or G13/AS3, which reference AS/NZS 3500.2:2021 *Plumbing and drainage – Part 2: Sanitary*

*plumbing and drainage.*

- NZS 3604:2011 *Timber-framed buildings* section 3 *Site requirements* and section 7.5 *Concrete slab-on-ground floors for timber buildings* as modified by B1/AS1.

#### INVOLVE AN ARCHITECT OR ENGINEER

An architect, LBP designer or chartered professional engineer will typically be involved in making the decisions over what is required and how compliance with the Building Code and standards will be demonstrated. They will need to confirm which Acceptable Solution or standard they intend to comply with prior to lodging a Building Consent. For example, they will need to choose G13/AS1 and G13/AS2 or G13/AS3 (AS/NZS3500.2) as the pathway, as you cannot mix the two solutions.

The engineer may be able to advise on the stability of the slab and the design of the new slab and reinforcing prior to consent. However, this may be best done on

a site inspection after the slab has been cut.

Consider whether the physical work of repairing the slab can be carried out by the existing building contractor or whether a specialist should be brought in – the drain laying itself will need to be carried out by a registered drainlayer.

In some cases, proposed drainage plans may show a different option to run drainage without having to cut the slab. However, where this is an option the architect or designer will usually be involved in the decision. The property owner should always be informed of proposed work.

#### THE PROCESS

In practical terms, the work is a 14-step process (see Figures 1, 2 and 3):

##### 1. Saw cut the slab and remove the concrete, reinforcing, DPM, insulation and so on.

Take care not to cut or remove the slab perimeter reinforcing bars. If this is not possible, engage an engineer

to oversee and instruct the work.

## 2. Dig out the ground under the slab to the required depth.

Ensure that at least the minimum required falls in the drainage pipe will be achieved. Pipes under a concrete slab complying with G13/AS2 must be laid straight with an even and maximum practicable fall.

## 3. Prepare bedding for the pipe.

The pipe must be on a minimum 150mm compacted base bedding of sand or other granular material.

## 4. Lay the drainage pipe to the required falls and backfill over the pipes.

The clearance between the top of the pipe and the underside of the slab

must be no less than 25mm under AS/NZS 3500.2:2021 or 50mm under G13/AS2. Where a drain enters or exits from under a building, G13/AS2 says there must be an access point within 2.0m outside the building.

## 5. Lay sand blinding over the backfilled drains and level it out.

## 6. Lay DPM such as polythene and tape all the edges.

Forming a waterproof junction between new and existing DPM can be difficult but is crucial for a number of reasons, including avoiding the risk of groundwater entering and corroding the reinforcing steel.

## 7. Lay insulation over the sand blinding if required.



**Where an existing slab needs to be cut for a new waste pipe or drain to be installed, repairing the cut in the right way is crucial for the slab's strength and resilience**

## 8. It can be useful to scabble out a further 250mm around the existing mesh to support good reinforcing connections.

This is more typically done on commercial projects where engineers may require it. It is often not carried out on smaller residential projects.

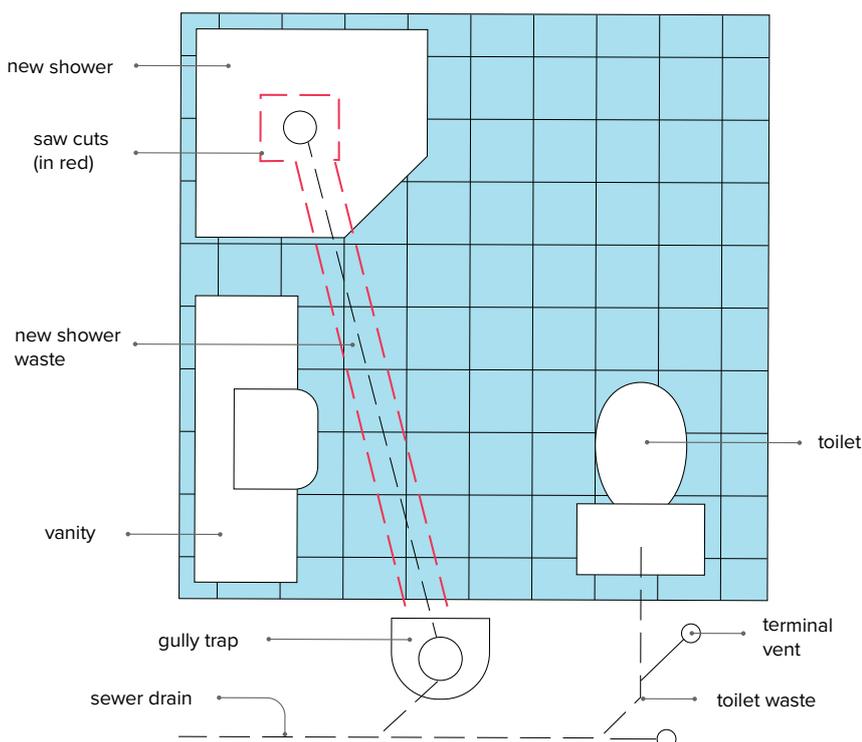
## 9. Drill into the slab edges around the opening to allow placement of new reinforcing bars.

Approximately 50mm (confirm all measurements with the engineer) below the slab surface (NZS 3604:2011 requires a minimum 30mm cover). Cut starter bars of approximately 400mm long from D12 dowels (or to match existing reinforcing or as an engineer specifies). Place the starters at approximately 150-300mm centres in accordance with the engineer's instructions.

## 10. Use epoxy resin (as specified by the engineer) to fix the starters in place usually by injecting it into the holes.

Clean the concrete first by water blasting and using compressed air. Ensure the concrete is dry before installing the epoxy resin, usually a two-part formula, and accurate

Figure 1: Plan for a new shower waste



**CUTTING CONCRETE TO INSTALL A DRAIN CONT.**



proportioning and mixing of the constituents is important. Both pot life and curing times are sensitive to temperature. This work should not be carried out below 5°C or above 30°C. Consult the manufacturer for use outside this temperature range.

Once the starters are in place, insert plastic safety end caps on the exposed cut ends to protect from injury while the epoxy resin sets.

**11. When the epoxy resin has set, tie the reinforcing bars to the starter bars.**

**12. Lay new mesh within the opening and tie it to the existing mesh.**

**13. Prepare to pour the slab to the correct specification.**

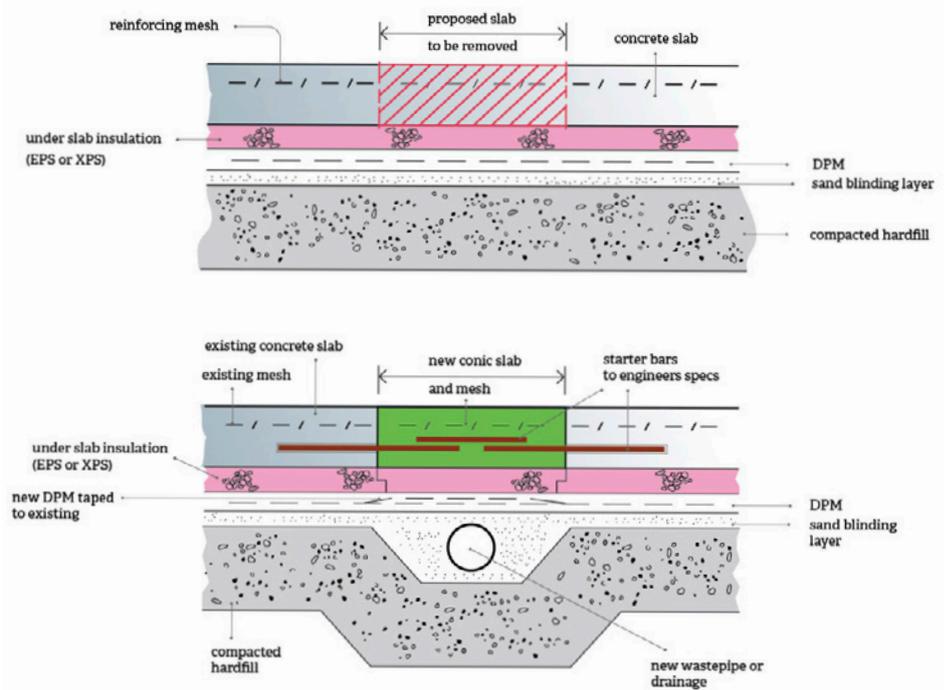
For example, 20MPa. Concrete strength must meet the requirements of NZS 3604:2011 sections 2.6 and 4.5.

**14. After pouring, ensure the slab is cured to reduce the risk of cracking.**

Note that prior to covering the draining and again prior to pouring the concrete, the BCA may need to carry out inspections before being able to issue a Code Compliance

Certificate. It is a good idea to photograph each stage of the works, so you have evidence of exactly what was done, the process and the materials used. ■

Figure 2: Proposed drainage under slab detail



Article by David Hindley, Freelance Technical Writer. This article was first published in issue 202 of BRANZ Build Magazine. Images and figures supplied by BRANZ. [www.buildmagazine.org.nz](http://www.buildmagazine.org.nz)

**PROVE YOUR KNOWLEDGE**

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



- 7) How can compliance with G13 Foul Water be demonstrated?
  - a) Through the use of G13/AS2.
  - b) Through the use of G13/AS3.
  - c) Both of these.
- 8) When you prepare bedding for a pipe, what is the minimum depth of compacted base bedding you can use?
  - a) 150mm.
  - b) 50mm.
  - c) 250mm.
- 9) What is the maximum and minimum recommended outdoor temperature in which you can work with epoxy resin?
  - a) Below 10°C or above 25°C.
  - b) Below 5°C or above 30°C.
  - c) Below 2°C or above 35°C.

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.

# PRODUCT NEWS

## SAVE TIME AND MONEY WITH MITEK POSI-STRUT™

The cheapest solution is not necessarily achieved by using the cheapest parts. Here we compare I-Joist versus Posi-Strut floor systems as a case in point



I-Joist systems have a lower purchasing price...



...but Posi-Strut can reduce total build costs by up to 10%

In the building industry, the allure of cost-effectiveness often leads to the assumption that cheaper parts equate to the most economical solution. However, this conventional wisdom doesn't always hold true, especially when comparing I-Joist and Posi-Strut floor systems. Despite the prevailing market perception that Posi-Strut is more expensive than I-Joist, a deeper analysis reveals that cost per lineal metre (\$/m) isn't the only factor to consider.

### BEYOND TRANSACTIONAL SUPPLY DECISIONS

Supply decisions are often made transactionally, focusing on raw materials and comparing costs per lineal metre (\$/m) to expedite estimates. This approach, driven by the desire for quicker cost evaluations, overlooks significant considerations. Decisions on materials are sometimes made by a separate purchasing department without involving input from the build owner or the construction and maintenance teams. This method can miss out on the substantial benefits of purchasing a complete floor system instead of assembling materials separately on-site. These benefits are delivered by MiTek's Design-Make-Build® methodology.

### MITEK'S DESIGN-MAKE-BUILD® APPROACH

MiTek advocates a unique, collaborative construction approach with its Design-Make-Build® process,

integrating efficient off-site methods into the concept and design phase. This methodology focuses on three key stages:

**Design:** Utilising software for workflow, design, estimating and production management.

**Make:** Employing automation for off-site construction, enhancing efficiency and quality.

**Build:** Using products that improve productivity, optimise build schedules and reduce risk.

### COMPARATIVE ANALYSIS: I-JOIST VS. POSI-STRUT

MiTek tested this approach with a comparative side-by-side build, constructing two identical buildings with identical layouts using different methods. One used I-Joist with materials purchased separately and assembled on-site; the other employed the Posi-Strut flooring system, including No Floor Hangers (NFH). Actual costs and timing were meticulously recorded to compare the total cost and efficiency of the two builds, with trades providing unbiased feedback.

The results were revealing. When considering all material costs, including sub-floor timber and hangers, steel beams, columns and framing bulkheads, the Posi-Strut floor system emerged 2% cheaper than I-Joist. Labour costs were 65%

lower for the Posi-Strut project, resulting in a completed build that was 10% less expensive than the I-Joist build.

### EXTENDING BEYOND COST SAVINGS

The Posi-Strut project saved five days, representing a 30% time improvement, allowing builders to take on more projects. Besides cost and time savings, the system offers value-added benefits such as waste reduction, fewer errors, reduced risks and enhanced sustainability. Faster project completion improves cash flow and capacity for more work.

Trades involved in the project attested to the ease and confidence provided by the Posi-Strut system, emphasising its potential to diversify and expand the available labour force within the construction industry. Plumbers and electricians can install pipes, wiring and services without drilling holes, adding another layer of efficiency and convenience.

### RETHINKING CONSTRUCTION METHODS

Evaluating construction methods means looking beyond initial costs to assess overall value. The Posi-Strut floor system, with its proven efficiency, affordability and performance, is a compelling choice for modern projects and is available from PlaceMakers Frame and Truss.

MiTek's Design-Make-Build approach prioritises efficiency, quality and innovation, underscoring a commitment to sustainable, cost-effective and future-proof construction practices.

**Let's continue to talk about a better way to build! ■**

## MBIE REVERSES COUNCIL NOTICE TO FIX



MBIE found that a sleepout with sanitary fixtures needed a consent – but reversed Auckland Council’s Notice to Fix due to errors

**The Ministry of Building, Innovation and Employment (MBIE) has overruled a Notice to Fix (NTF) issued by Auckland Council due to the lack of prescribed detail, despite agreeing with the authority’s decision that the building in question contravened several aspects of the Building Code**

The owners of a two-story “sleepout” with sanitary fixtures were found by MBIE to have contravened section 40 of the Building Code determination after they carried out several building works without consent. However, the Notice to Fix (NTF) that was issued to them by Auckland Council, following an inspection of the building, was reversed due to its “deficiencies”.

“The NTFs were issued because the authority considered that building work had been carried out without first obtaining a building consent, where one was required, and that building work had been carried out that does not comply with the Building Code,” wrote Peta Hird, MBIE Principal Advisor, in Determination 2024/016.

Between 2008 and 2018, the two-storey building was constructed in various stages:

1. A sleepout less than 10m<sup>2</sup> was constructed on 125 x 125mm posts with a stair and landing deck to provide access.

2. Fixtures relocated and substituted. Composting toilet provided for.
3. Composting toilet and soakage system for sink, shower and basin provided for.
4. Floor installed on ground level via means of a concrete pad.
5. Ground floor space enclosed to provide office lounge area.
6. Veranda formed under landing deck area.
7. Timber window installed to provide protection to veranda.
8. New electrical wiring and fittings installed.

By 2018, the building included an upper level, accessed externally via steps, and a ground level with an enclosed living/office area with a partially enclosed area with a kitchen sink, bench and cabinetry. It also features a small area adjacent to the living area, partially enclosed

with timber framing and metal cladding, with a shower and flushing toilet, accessible only from the outside.

The only aspect of the building that was built after obtaining a consent was the connection of the sanitary fixtures to the existing on-site wastewater treatment system, which happened following the second notice to fix was issued. However, a Code Compliance Certificate for the connection was not issued until after the sixth notice to fix.

### START OF A LONG PROCESS

In March 2019, Auckland Council carried out its first inspection of the building, after a complaint made by a tenant concerning the building and facilities.

Subsequently, Auckland Council issued six NTFs between 22 March 2019 and 24 May 2021. The MBIE ruling dealt with the last one, which included the same particulars as the previous notices and requirement for compliance by 24 July 2021.

The notices specified:

- Contrary to section 40 of the Building Code, construction of a two-story building with kitchen and shower facilities (kitchen sink and an outdoor shower) and an outdoor composting toilet was carried out without first obtaining a building consent.
- The installation of sanitary fixtures was not connected to wastewater treatment, contrary to clauses G1 and G13 of the Building Code.
- A constructed stairway is too steep and was not constructed correctly as specified in clauses D1, F4 of the Building Code.
- The cladding system used on the building has been installed contrary to clause E2 in the Building Code.

The building owners contested the NTFs and submitted a report prepared by a building consultant, which questions “the extent to which Schedule 1 applied to the work and whether the building was ‘safe and sanitary,’” wrote Hird.

The owners argued that, as the building was progressively developed over time as exempt building work, and that the lower storey living area was dry even after heavy rain – a good indicator of the building’s performance – that none of the NTFs were valid, as none of the building work required a consent.

### **BACKING UP AUCKLAND COUNCIL**

However, that was not MBIE’s stance.

“The authority (MBIE) submits that its documentation of the inspection clearly shows the scale of the building work undertaken and

supports its decision to issue an NTF,” wrote Hird.

“The building is two storeys with kitchen and shower facilities, and there are no provisions of Schedule 1 that apply to the construction of two-storey buildings. The authority disagrees with the owners’ view that each individual part of the building was exempt work and therefore the collective whole is also exempt.”

Hird also wrote that the construction of the upper level and enclosed living area on the lower level was not exempt building work.

“The installation of the sanitary fixtures was not exempt under clause 35. Accordingly, building work was undertaken without consent when consent was required, in contravention of section 40. Therefore, there were grounds to issue a notice to fix.”

MBIE determined the only applicable exemptions were for the construction of the concrete pad (clause 24) and the partially enclosed veranda on the lower level, including the window (clauses 17 and 8).

Despite mostly agreeing with Auckland Council’s view that the building work contravened the Building Code, MBIE reversed Auckland Council’s NTF due to lack of prescribed detail in the sixth notice.

### **PAPERWORK PROBLEM**

“The particulars (NTFs) were deficient because they did not adequately specify the building work at issue (in relation to the cladding), which performance criteria were not being met, nor the reasons why the authority considered the work was non-compliant. There, the notice did not ‘fairly and fully’ inform the owners of the issues,” wrote Hird.

“In terms of remedies, due to the deficiencies in describing the particulars of contravention, it was not clear what was required to bring the work into compliance. Also, the notice incorrectly referred to ‘obtain’ rather than ‘apply for’ a certificate of acceptance.”



**Due to the deficiencies in describing the particulars of contravention, it was not clear what was required to bring the work into compliance**

– Peta Hird,  
MBIE Principal Advisor

### **DEMOLITION ON THE TABLE**

Responding to a request for more information from Under Construction, MBIE Head of Building System Delivery and Assurance, Simon Thomas, said the responsibility to bring the building in line with Code belongs to Auckland Council.

“Council is not able to enforce the notice that has been reversed by the Determination. They can decide whether to issue a new notice and have further enforcement powers to exercise if the latter notice is not complied with.

“Ultimately, section 220 of the Building Act 220 can empower the Council to carry out building work (including demolition) required to remedy the contraventions outlined in the NTF. Council costs may be recovered as part of this process.” ■

# INDUSTRY FEATURE

## MAY CONSENTS DOWN BY A THIRD FROM PEAK

The year ended May 2024 saw 16,164 fewer new homes consented from a peak of 51,015 in the year ended May 2022 – a 32% reduction in two years

Having already dropped to 45,164 new homes consented in the year ended May 2023, the year ended May 2024 recorded 34,851 new homes consented – a 22.8% drop compared with the previous year.

Of the total, 15,309 stand-alone homes were consented, a drop of 18.3% compared with the year ended May 2023. There were also 19,542 multi-unit homes consented, representing a 26.1% reduction compared with the previous 12-month period. Of the multi-unit homes, 2,013 were apartments and 1,704 were retirement village units.

“The annual number of homes consented has returned to a level last seen five years ago, but multi-unit homes now make up a much greater share of the total,” said NZ Stats Construction and Property Statistics Manager Michael Heslop.

### MULTI-UNIT INCREASE

The number of multi-unit homes consented in the year ended May 2019 was 13,200. In the year ended May 2024, the figure was 19,542 – a 48% increase over five years. In the same period, the number of stand-alone houses consented decreased from 21,509 to 15,309.

In the month of May 2024, 3,175 new homes were consented – 14.8% less than in the same period the previous

year. Of the new homes consented, there were 1,620 multi-unit homes (-22.2%) and 1,555 stand-alone houses (-5.4%). Of the multi-unit homes, 1,424 were townhouses, flats and units, 109 apartments and 87 retirement village units.

In seasonally adjusted terms, the number of new homes consented in May 2024 fell 3.5%, following a 4.9% seasonally adjusted rise in April 2024.

### SIMILAR REGIONAL OUTLOOK

Only Gisborne consented more dwellings in the year ended May 2024 compared to the previous year.

The four regions with the most consents issued were Auckland (14,488; -25.9%), Canterbury (6,752; -14.7%) Waikato (3,166; -25.4%) and Wellington (2,193; -35.9%).

### CONSENTS DOWN PER 1,000 RESIDENTS

In terms of dwellings consented per 1,000 residents, the figures for the year ended May 2024 declined compared with the year ended May 2023 (6.6 vs 8.7).

Three regions consented above national levels: Auckland (8.3), Otago (7.5) and Canterbury (10.1).

### NON-RESIDENTIAL BUILDING CONSENTS DOWN

In the year ended May 2024,

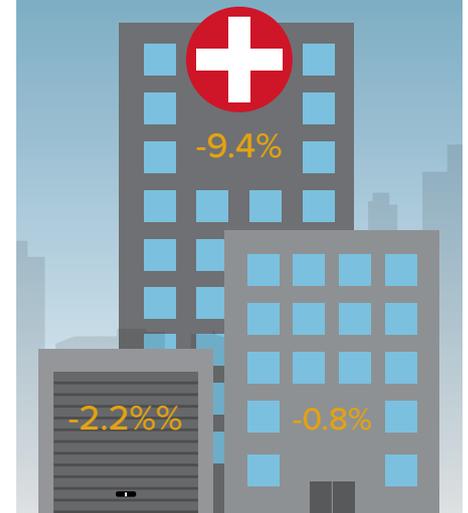
non-residential building consents totalled \$9.2bn, down 7% from the year ended May 2023. The building types with the highest value were:

- Offices, administration and public transport buildings – \$1.5bn (-2.2%).
- Storage buildings – \$1.5bn (-0.8%).
- Hospitals, nursing homes, and health buildings – \$1.4bn (-9.4%).

### NON-RESIDENTIAL CONSENTS

Year ended May 2024 vs year ended May 2023

- Offices, administration and public transport buildings – \$1.5bn (-2.2%).
- Storage buildings – \$1.5bn (-0.8%).
- Hospitals, nursing homes, and health buildings – \$1.4bn (-9.4%).



### STAND-ALONE vs MULTI-UNIT HOMES CONSENTED

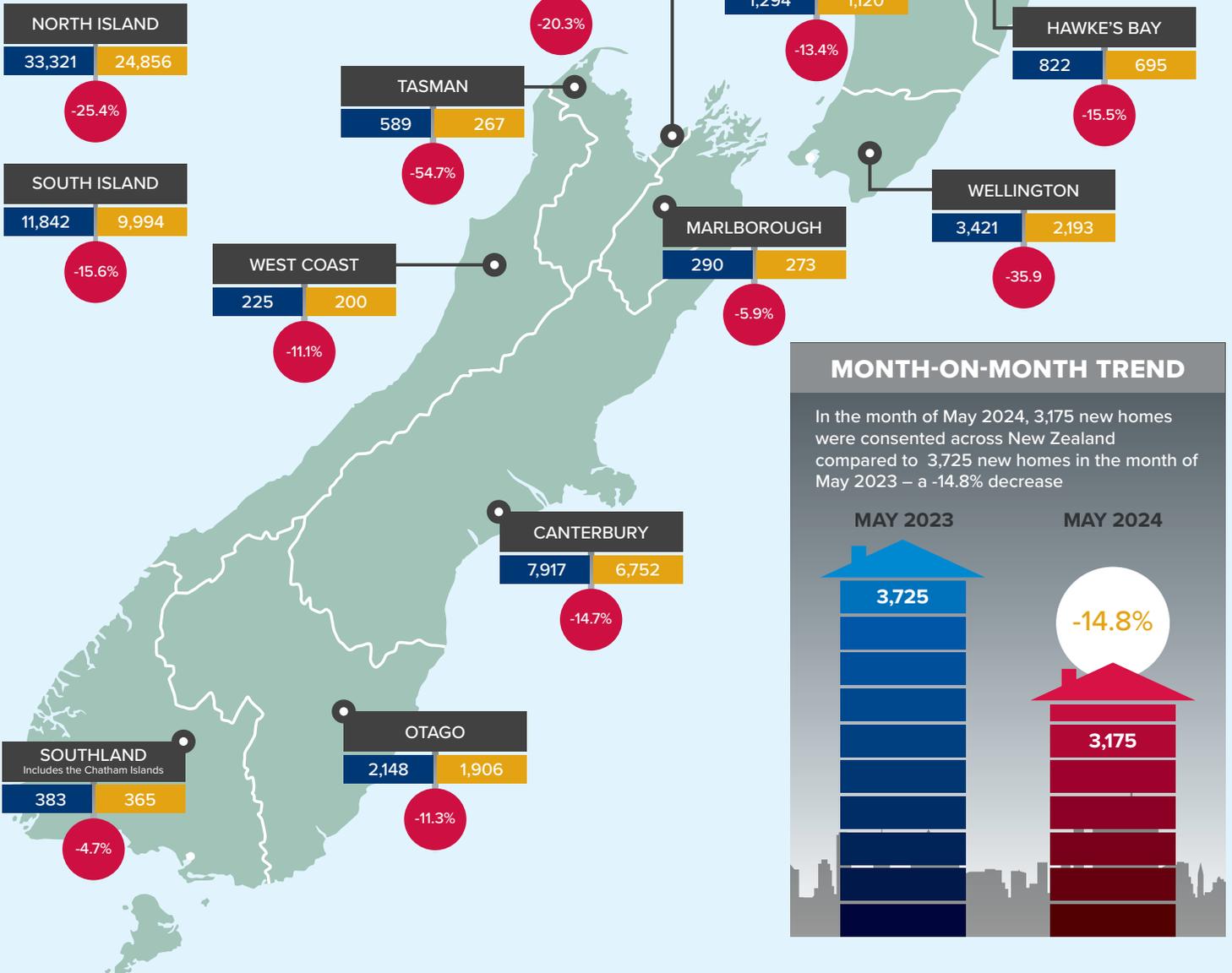
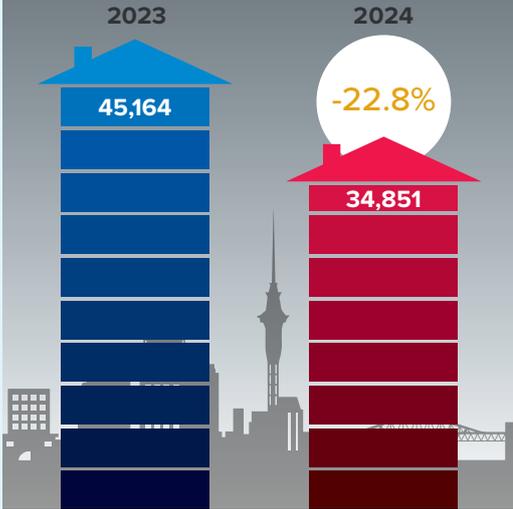


# HOMES CONSENTED PER REGION

- New dwellings consented year ended May 2023
- New dwellings consented year ended May 2024
- Percentage change from May 2023 to May 2024

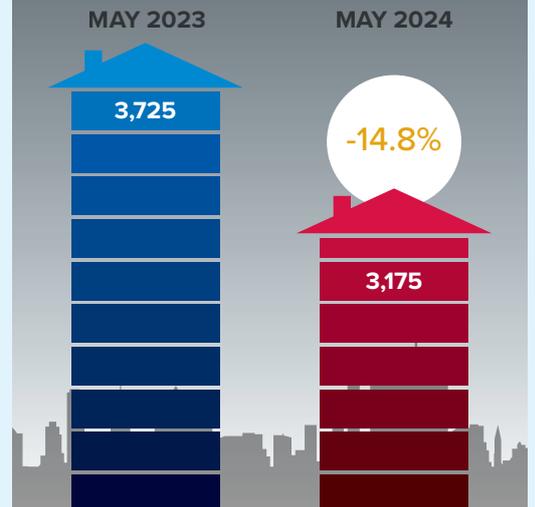
## YEAR-ON-YEAR TREND

In the year ended May 2024, 34,851 new homes were consented – 22.8% less than in the same period the previous year.



## MONTH-ON-MONTH TREND

In the month of May 2024, 3,175 new homes were consented across New Zealand compared to 3,725 new homes in the month of May 2023 – a 14.8% decrease



## LBP FORGERY UNCOVERED



A builder has been convicted of forgery by a Tauranga court

### A builder has been hit with a sentence of six months community detention after being convicted of forging the signatures of Licensed Building Practitioners (LBPs)

**J**immy Carson, the sole director of Carson Design and Co Ltd, was convicted by Tauranga District Court for forging signatures of two LBPs on Certificate of Design Work for three properties in Mt. Maunganui, East Taieri and Tauranga between September 2021 and July 2022.

Carson used the LBPs licence numbers, addresses and phone numbers, which he obtained while corresponding with them regarding the designs of the properties.

The Judge, Greg Hollister-Jones, considered the offending to be “moderate to serious” and sentenced Carson to six months community detention and ordered him to pay a \$2,000 fine for providing false and misleading information.

#### SIGNIFICANT BREACH OF TRUST

Duncan Connor, Registrar of Licensed Building Practitioners, said Carson was fully aware of the consequences of his actions and the impact it could have on his clients.

“There was a high degree of premeditation in the offending by Mr Carson and he caused a significant breach of trust,” said Connor. “Carrying out Restricted Building Work (RBW) without holding an appropriate licence or being supervised by an LBP is a serious offence.

“The LBP scheme ensures consumers can be confident that they are hiring properly trained professionals to carry out or supervise RBW and I urge anyone engaging a builder to first look them up on the LBP Public Register.

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

Tauranga City Council discovered Carson's offending in September 2022 upon phoning the LBP, whose name and signature Carson forged to file a Certificate of Design Work.

Only LBPs are able to carry out or supervise RBW and must keep their licence up to date while carrying out such work. RBW is design or construction work crucial to the integrity of a building, including the design and construction of the primary structure (for example, foundations and framing) and the external envelope, such as roofing and cladding.

#### NO REMEDIAL WORK REQUIRED

Steve Pearce, Manager: Building Services at Tauranga City Council, said that no remedial work will need to be undertaken because construction had not commenced.

**// This shows that the system works – our officers identified the anomaly and brought it to the attention of the right people**

– Steve Pearce,  
Manager: Building Services  
at Tauranga City Council

“The robust consenting process we go through ensured, regardless of the fraudulent paperwork, that the consented building work complied with the Building Code and the owners wouldn't be facing a defective building.

“As the fraudulent activity was identified before works were done, we are satisfied that the buildings are fully compliant and hence no remedial work is required.”

Pearce added that the Council believes Carson's offending was limited to the buildings in question.

“We are confident that the consent applications that Mr Carson worked on, but provided forged documents for, are limited to those exposed through MBIE's investigation. This shows that the system works – our officers identified the anomaly with the documentation and brought it to the attention of the right people.” ■

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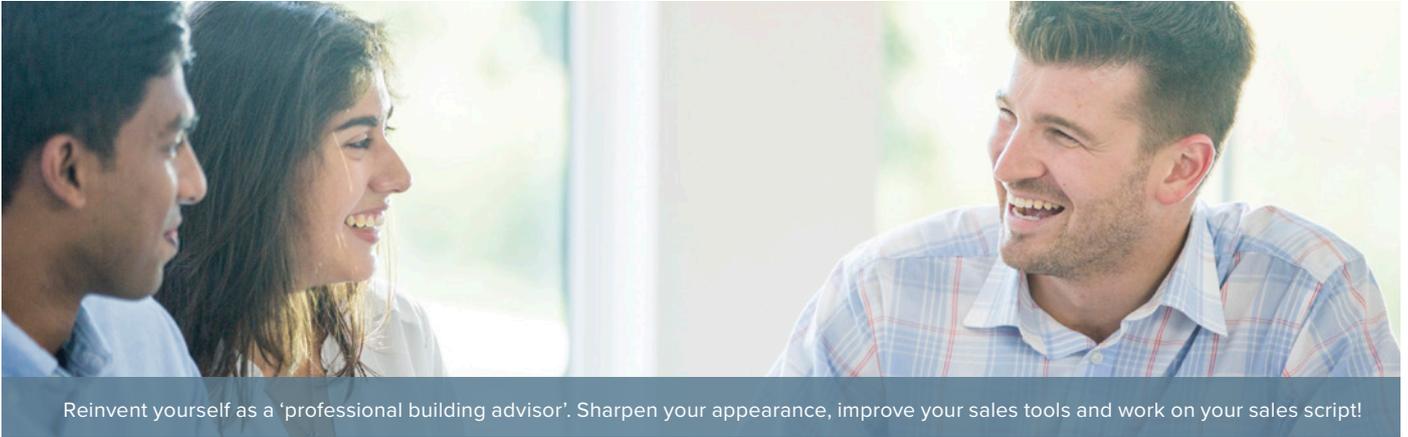
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# THE SUCCESSFUL BUILDER

## HOW TO CHARGE FOR YOUR QUOTES



Reinvent yourself as a 'professional building advisor'. Sharpen your appearance, improve your sales tools and work on your sales script!

**Your clients want an accurate quotation for their renovation. They want to know how much it is going to cost. And rightly so! However, they have no idea how much of your time and expertise it actually costs to get everything together for their quote. What's more, many builders don't know how much it costs them either! In this article, business coach Graeme Owen explains how you can capture and charge the time you take to prepare quotes**

**M**any clients perceive quotes as simple, quick estimates that you can provide by simply taking a walk-through. After all, you are a builder – you of all people should know! In reality, creating a comprehensive quote involves significant time, expertise and resources. You need to make site visits, determine the scope of work, and guess what lies behind the surface of the existing structure. Then you need to source materials and estimate labour costs.

The average builder puts a substantial effort into this process, but rarely includes it in the cost of the project. This hidden cost, if left uncompensated, can seriously impact the overall profitability and sustainability of your business. So, to address this, you need to charge out the time you spend preparing quotations. But how to do so? Here are eight things you can do.

### 1. CHANGE THE PERCEPTION

One reason your clients expect you to provide a free quotation is because that's what tradespeople do! However, they don't expect

professionals, such as their accountant, lawyer or architect, to do the same. Your clients expect these professionals to charge from the first phone call, even if just for a few minutes! So, become a professional! Quit thinking of yourself as a builder. Rather, reinvent yourself as a professional building advisor. When you do so, you will be able to charge for the time you spend providing your clients with professional advice. That's what a quotation is really – costing advice on, say, a renovation proposal.

Check out all the ways in which you currently show your client that you are a tradesperson and make the changes necessary, so they see you as a professional building advisor. Sharpen up your appearance, improve your sales tools, clean up your vehicle and work on your sales script!

### 2. EDUCATE YOUR CLIENTS

No one else will. So, it's up to you to teach them! Make clients aware of the time, expertise and resources required to prepare

a comprehensive and accurate project proposal. Highlight the benefits of a detailed quotation, such as better project planning and cost transparency, and show how your preliminary work can minimise the risk of unexpected expenses. Put all of this together into a project planning brochure and hand it to them during your first meeting. Additionally, you could create blogs or videos that explain the quotation process and show the value of a thorough project proposal.

### 3. OFFER A FREE INITIAL CONSULTATION

In spite of what I've said above, it's always a good idea to provide a free initial consultation. In it, you can introduce yourself fully and discuss your client's needs. You can assess the project scope and demonstrate your expertise. Use this meeting to build trust and showcase your professionalism.

Explain that this initial consultation is complimentary and that any further professional advice (such as preparing a detailed, written pricing plan or structure) requires

significant effort and will be charged accordingly.

At the end of your complimentary consultation, ask your client if they would like to proceed to the next step.

#### 4. INTRODUCE YOUR QUOTATION FEE STRUCTURE

If your client agrees to proceed, then outline the next steps. Explain what you will need to do, such as site visits, the introduction of subcontractors to the project, work with designers and architects, development of materials schedules and contacting suppliers, detailed planning and calculating labour requirements.

Then, develop a fee structure based on the project size and complexity. Remember to clearly outline what the fee covers in each case. You may want to prepare a template of fee structures for typical projects, such as a typical bathroom renovation.

Remember, do not leave your first meeting without gaining agreement on your fee before doing any quoting.

#### 5. GIFT YOUR QUOTATION FEES

As an incentive, you may offer to deduct the quotation fee from the final project cost if the client proceeds to build with you. This can incentivise your client to commit to your business, while ensuring that your time spent on the quote is, at least, compensated.

#### 6. PROVIDE A DETAILED QUOTATION

As well as ensuring that your quotation is professionally presented, ensure that it includes a detailed scope of work – the more detailed, the better. Remember: most clients know nothing about building. Show project timelines and details of costs.

This level of detail not only justifies the fee but also sets clear expectations for the project. Investing in good digital tools will help you here.

#### 7. HIGHLIGHT YOUR EXPERTISE AND EXPERIENCE

Use your marketing materials, your website and your client interactions to emphasise your experience,

qualifications and the quality of your workmanship.

Some builders use a folder (digital or hard copy) to showcase previous successful projects that are similar to the client's plans. Doing this will raise your client's confidence in you, especially if you can show previous jobs where finished costs were in line with your quotation.

#### 8. USE A CONTRACT FOR QUOTATION SERVICES

Develop a short agreement specifically for quotation services as detailed above. This document should outline the scope of the quotation work, the fee and the terms of payment. As above, ensure that clients sign this agreement before you begin the quotation process.

Implementing these strategies can help you transition to charging for the time you spend on preparing quotations and being fairly compensated for your expertise and effort. ■

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

## PROVE YOUR KNOWLEDGE

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

- |   |   |  |
|---|---|--|
| <p>10) What will a detailed quote help you achieve?</p> <p>a) <i>Justification for charging for the quote.</i></p> <p>b) <i>Setting clear expectations for the project.</i></p> <p>c) <i>Both of these.</i></p> | <p>11) What should your quotation contract include?</p> <p>a) <i>The scope of the quotation work, the fee and terms of payment.</i></p> <p>b) <i>You don't need a contract for a quotation.</i></p> | <p>12) What should you do before proceeding with a quote?</p> <p>a) <i>Source the cheapest building supplies to increase your margin.</i></p> <p>b) <i>Get agreement from the client on your fee for the quote.</i></p> <p>c) <i>Provide a rough estimate of the job, to manage the client's expectations.</i></p> |
|---|---|--|



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# SITE SAFE

## TOOLBOX TALKS TO IMPROVE WELLBEING



**In the past five years, there has been increased awareness of stress and burnout in the construction industry and its relationship to health, safety, and wellbeing in the workplace. In this article, Site Safe explores how you can make mental health and wellbeing the focus of your toolbox talk**

**A**t Site Safe, we are not just about ensuring physical safety in the construction industry – we are committed to emotional and mental wellbeing in the workplace, too. We have demonstrated this with research initiatives and partnerships in recent years with our Mental Health First Aid in Construction course, which we run with St John, and our partnership with the wellbeing social enterprise, Ignite Aotearoa.

When we researched stress in the construction industry with Massey University in 2021, we found that construction is a high-risk industry for work-related stress. Similar, more recent studies confirm this remains a concern for the industry.

Work-related stress is known to be one of the root causes of unsafe behaviours in construction, as well as other problems like high absenteeism, alcoholism, drug abuse and even suicide.

Everyone experiences stress at some point. Some stress can be beneficial – it is designed to keep us safe. However, chronic stress is what starts to cause physical and mental health problems: irritability, poor sleep, headaches, inability to concentrate, anxiety and depression. Left unaddressed, chronic stress eventually leads to a state of emotional, physical, and mental exhaustion, where you might feel drained, unable to cope with day-to-day decisions, cynical, detached, ineffective and unproductive. This is what we call burnout.

Meaningful health and safety discussions, including mental health,

are crucial for teams under pressure. A toolbox talk is an effective way to share mental health information, raise awareness, and encourage supportive conversations among staff.

### TOPICS TO DISCUSS

Discussion points at safety meetings should be topical and relevant to current or upcoming activities in the workplace. Topical items for discussion can be identified by asking workers for input, changes in the plant or work process or work environment, or in response to accidents/incidents in the workplace.

Listed below are some topics for discussion suggested by Mates in Construction:

- Mental health tips to use onsite.
- What to do if you're stressed or feeling anxious or worried.
- Steps to de-stress.
- How to start a conversation about mental health.
- Self-care.
- The dimensions of wellbeing.
- Case studies on managing mental health and wellbeing.

Site Safe has material to guide you through relevant and beneficial mental health and safety discussions on our website, including case studies, trusted and relevant mental health videos, and other useful information.

Site Safe members can also

access one of New Zealand's most comprehensive online mental health and wellbeing platforms through Ignite Aotearoa. On the platform, you'll find a curated and clinically validated library of mental health and wellbeing content. These resources can be shared with and used by your team to help support their mental health and overall wellbeing.



**Work-related stress is known to be one of the root causes of unsafe behaviours in construction**

### HOW TO RUN A TOOLBOX TALK

#### 1. Schedule the meeting.

Let the team know where and when the meeting is. At the start of the day works best with most workplaces.

#### 2. Set the scene for the meeting – keep it real and be positive!

Encourage everyone to join in and provide their own feedback, knowledge and experiences. Use simple language for everyone to understand to convey the key health and safety messages.

Toolbox meetings are an opportunity to provide positive feedback for safe actions, hard work and initiatives. It's also important to avoid criticism and acknowledge everyone for their contributions. The meeting shouldn't be a lecture but a chance for engagement with the team.



Meaningful health and safety discussions, including mental health, are crucial for teams under pressure

Ensure that running and attending toolbox safety meetings is recognised as an important part of a person's role. If the worker regards health and safety as an add-on, it will often be neglected.

### 3. Follow an agenda

Follow an agenda to make sure you cover everything off:

- Inform workers of any changes to company procedures.
- Identify new hazards and review existing hazards.
- Develop/review hazard controls.
- Discuss/review accident and incident data.
- Discuss any new equipment on site.

- Discuss the work programme for the day/week ahead.
- Have company leaders talk about the business direction or a particular topic – this is where you could cover off the topic of mental health and wellbeing.
- Provide a short training session – this could also include watching a relevant video on mental health and wellbeing or undertaking a specific activity.

### 4. Close the meeting.

Thank the team for their time and let them get to work.

### 5. Record meeting notes.

Details of meetings should be recorded and kept on file. Record meeting dates, attendees and discussion points.

Show follow-up items from previous hazards, accidents and incidents. The Site Safe Site-Specific Safety Plan (SSSP) includes a free-to-download 'Site briefing/toolbox meeting minutes' template. This template includes all the things you need to cover off in a Toolbox meeting.

### 6. After the meeting.

Following up after a meeting is key part of the dialogue. Consider the answers workers provided during the talk to see if there are any improvements you can make to your safety systems around mental health and make sure you communicate your mental wellbeing systems to current and new workers. ■

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

## PROVE YOUR KNOWLEDGE

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



13) During a toolbox talk, how can you make sure everyone gets value?

- a) Avoid criticism.
- b) Recognise toolbox talks as an important part of the job.
- c) Use simple language that everyone can understand.
- d) All of the above.

14) Which one of the following is a root cause of unsafe behaviour in construction?

- a) Work-related stress.
- b) Frequent health and safety site meetings.
- c) Drinking too much coffee.

15) What actions could you take post-meeting to ensure positive outcomes?

- a) Nothing – your staff will do what they need to in their own time.
- b) Follow up with staff to see if you can make any improvements to your systems.

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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

### ANNOUNCED

#### REVIEW OF PUBLIC WORKS ACT

Cabinet has agreed an eight-week review to focus on efficiency, effectiveness and clarity of the Public Works Act and advise on changes to enable large-scale public works to be built faster and cheaper.

### CONSULTATION PHASE

CLOSING **12 AUGUST 2024**

#### MAKING IT EASIER TO BUILD GRANNY FLATS

Government is proposing to make it easier to build small, self-contained and detached houses on property with an existing home on it without a building or resource consent.

### FUTURE CHANGE

#### NZS 3604 UPDATE

An updated NZS 3604 *Timber-framed houses* remained a work in progress in 2023. It was hoped a revision would be published in 2023 - but that didn't happen. There is no word yet when builders can expect it to be published.

#### LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987 AMENDMENT

A change to this act requires that, from 2025, regional councils share with city and district councils information they have on natural hazards. Councils must add 'understandable information' on natural hazards to LIMs.

#### BUILDING WARRANT OF FITNESS

Following the tragic fire at Loafers Lodge on 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.

### COMING SOON

#### REMOVING BARRIERS TO OVERSEAS BUILDING PRODUCTS

The consultation of the package of changes to remove barriers to overseas building products closed at 5pm on 27 June. Following the consultation, legislation will be introduced to amend the Building Act.

#### EARTHQUAKE-PRONE BUILDING REVIEW

The earthquake-prone building review has been brought forward from 2027 to 2024 and remediation deadlines have been extended by four years.

### NOW LAW

#### BUILDING CONSENT REPORTING

BCAs are now legally required to submit data for building consents and code compliance certificates every quarter.

### COMMENCED 1 JULY 2024

#### WASTE LEVY INCREASE

The rate for Class 1 landfills is increasing to \$60 per tonne from 1 July 2024. Class 2 construction and demolition fills are increasing to \$30 per tonne from 1 July 2024.

Class 3/4 (managed and controlled fills) are subject to a levy of \$10 per tonne from 1 July 2023.

#### MDRS CHANGE

The Medium Density Residential Standards (MDRS) will become optional for councils. Under the MDRS up to three units and three storeys can be built on most Tier 1 council sites without the need for a land use resource consent.

## PROVE YOUR KNOWLEDGE

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



### Codewords ISSUE 118

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### Under Construction

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### AUG / SEPT 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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\*Prize draw is to win a prize valued at \$3790, including Garden Master shed, Masport 6 burner BBQ, 2x Duratuf solar light, Bakerstone pizza cutter and Bakerstone pizza peel. Other items pictured are not included in this giveaway. Further terms and conditions apply, see <https://www.placemakers.co.nz/online/sectorfencing>. Promotion runs from 1<sup>st</sup> August – 30<sup>th</sup> September 2024