



Hanmer Springs Business Association Minutes
Monday 6th November 2017
7.00pm Heritage Hotel - Hanmer Springs

1. Present: **Christian**

**Chester, Tsarina Dellow, Graeme Abbott, William Taylor,
Janice Clyma, Duncan Mackenzie, Stuart Ware & Graham Ford.**

2. Apologies: Anne Frankland, Shaun Horan, Daffyd & Michael Malthus

In Attendance: Barbara Duncan, Shane Adcock (for part of the meeting)

- a. Minutes:** Confirmation of minutes with amendments as listed from previous committee meeting – 2nd October 2017.

Christian/Stuart- **carried**

3. Rolling Actions:

| Agenda Items | Actions | |
|------------------------------------|--|--|
| <u>4/9/17 COMMUNICATION</u> | Website - As a priority we need to meet with the Pools to work through how to make the website more effective. | Shane Adcock talked about the website review (see below). HSBA to get back to him asap with input for his brief. |
| <u>5/6/17 MEMBERSHIP</u> | City flags – are up now | Refund received COMPLETE |
| <u>5/6/17 MEMBERSHIP</u> | Building consents – slow process for building consents in Hurunui. HSBA to look into how the building consent processes can be sped up. Submit to council on how this could be optimised | Graeme has met with Council – they are happy to take a submission from us. Yet to talk to tradies. |
| <u>4/9/17 ADVOCACY</u> | Easter Trading – members surveyed for opinion – most in favour | Report sent to the Community Board – pending their response. |
| <u>4/9/17 COMMUNITY ENGAGEMENT</u> | Customer service – what's the best way to approach poor customer service in town? | Graeme to investigate how to quantify any issue |
| <u>4/9/17 COMMUNITY ENGAGEMENT</u> | Christmas parade | On going |

| | | |
|-------------------------------|---|---|
| <u>7/8/17 SUSTAINABILITY</u> | HS Plastic bag free - work out options and pricing to present to key businesses | Talk with John to be organised. On going |
| <u>6/11/17 SUSTAINABILITY</u> | Bokashi | Need to talk to experts to upscale this system commercially |
| <u>6/11/17</u> | Freedom Camping | Graeme to send in submission to HDC by 8/11/17 |

5. Correspondence:

4. a. Inwards: Email from Krissy Griggs about website upgrade

b. Outwards:

6. Treasurers report, Tsarina

Considering reforecasting the annual budget due to lower than expected membership fees, however Tsarina wants to wait and see about the website as big ticket item. It has been left as is for now. Lots of outstanding fees due – Tsarina to chase. The city flags have been reimbursed, which has made the bank balance look healthy.

Accounts tabled, it was moved the payment of \$928.13 in outstanding bills be paid on the 20th November.

Stuart/Duncan – carried

| HSBA Treasurer's Report for meeting on 6 November 2017 | | | |
|--|---|---------------------|-------------------|
| Accounts to Be Tabled | | | |
| 20/11/17 | Umbrellar Cloud Hosting | \$ 96.50 | |
| 20/11/17 | Xero | \$ 31.63 | Monthly fee - D/D |
| 20/11/17 | E2 - Monthly web services fee + Joomla update | \$ 414.00 | |
| 20/11/17 | Treasurer | \$ 216.00 | |
| 20/11/17 | Secretary | \$ 170.00 | |
| | Total | \$ 928.13 | |
| Bank Account Balances | | | |
| 31/10/17 | BNZ Cheque 000 | \$ 24,412.44 | |
| 31/10/17 | BNZ Savings | \$ 25.74 | |
| 5/11/17 | BNZ Investment 01005 | \$ 5,502.44 | |
| | Total | \$ 29,940.62 | |
| Tsarina Dellow | | | |
| HSBA Treasurer | | | |

Profit & Loss

**Hanmer Springs Business Association
For the month ended 31 October 2017
Cash Basis**

| | Actual | Budget | Var NZD | Var % | YTD Actual | YTD Budget | Var NZD | Var % |
|---|---------------|--------|---------------|-------------|---------------|---------------|-------------|---------------|
| Income | | | | | | | | |
| HHFT Donation | - | - | - | 0.0% | 132 | - | 132▲ | 0.0% |
| Level 1 - Basic membership (contact details on website) | 600 | - | 600▲ | 0.0% | 3,200 | 5,000 | (1,800)▼ | -36.0%▼ |
| Level 2 - Full website listing functionality | 1,600 | - | 1,600▲ | 0.0% | 10,824 | 22,500 | (11,676)▼ | -51.9%▼ |
| Level 3 - Website listing + 1/4 page OVG | - | - | - | 0.0% | 318 | - | 318▲ | 0.0% |
| Miscellaneous Income | 122 | - | 122▲ | 0.0% | 313 | - | 313▲ | 0.0% |
| Street Banners Contribution | 12,817 | - | 12,817▲ | 0.0% | 12,817 | - | 12,817▲ | 0.0% |
| Total Income | 15,138 | - | 15,138 | 0.0% | 27,603 | 27,500 | 103 | 0.4% |
| Gross Profit | 15,138 | - | 15,138 | 0.0% | 27,603 | 27,500 | 103 | 0.0% |
| Plus Other Income | | | | | | | | |
| Interest Received | - | - | - | 0.0% | 8 | 37 | (29)▼ | -77.6%▼ |
| Total Other Income | - | - | - | 0.0% | 8 | 37 | (29) | -77.6% |
| Less Operating Expenses | | | | | | | | |
| Advertising | 122 | 83 | 39▲ | 46.7%▲ | 352 | 581 | (229)▼ | -39.5%▼ |
| Auditor | - | - | - | 0.0% | 850 | 700 | 150▲ | 21.4%▲ |
| Bank Fees | - | 6 | (6)▼ | -95.0%▼ | 3 | 42 | (39)▼ | -92.6%▼ |
| Catering | 65 | 42 | 23▲ | 55.3%▲ | 326 | 294 | 32▲ | 10.9%▲ |
| Depreciation | - | 433 | (433)▼ | -100.0%▼ | - | 3,031 | (3,031)▼ | -100.0%▼ |

7. Subcommittee Reports:

a. Communication, Shaun & Anne

Website – see General Business for Shane Adcock's discussion. Graeme added to this talk by saying HSBA must be proactive or they'll be left out of the upgrade. If members don't have time, then get someone who does. Shaun and Anne were absent from tonight's meeting so Christian to get in touch with them asap to go over what needs to be done.

b. Membership, Duncan & Christian

Building consents – Graeme has talked to HDC about this. Spoke to Hamish (CEO) he is happy to take a submission from us. Hasn't talked to tradies yet as health & safety meeting was deferred. Will happen in Nov.

c. Advocacy, Christian, Michael

Easter Trading – submission put forward to community board but haven't heard anything back. Next step is they go to council and then council will hopefully accept the submission.

d. Training, Janice

Try for another training session in new employment laws – migration/working visas HR in mid to late November as not crazy busy yet. Janice to get in touch with provider.

Janice passed around a Woodend/Pegasus phone book and discussed the merits of having a similar

directory in Hanmer Springs. A handy directory for locals and visitors alike and good for marketing/advertising local businesses. She is going to mock one up.

e. Community Engagement, Stuart & Duncan

Customer Service – to be looked at.

Xmas parade – Duncan has sent an email out but to recap – no night market due to lack of interest – there will be entertainer, bouncy castle, float and Santa. Toys are on the way. Are we inviting anyone special this year? Need to organise advertising to go out. Toys due end of Nov. Need volunteers for traffic management. May look at getting outside businesses in to hold stalls.

Networking – Hanmer Horse Trek hosting 10th Nov, 17th Nov, 24th Nov and 1st Dec at 4pm opening up a famili to members and another guest foc. Graeme at Pools happy to put a networking night together as it is easy to do. Anyone else? Graeme will come back with dates. Christian hosting one anyway but can incorporate with a HSBA on the 6th Dec jetboat ride, claybird shooting optional bungy jump with drinks and nibbles. Very successful in the past.

f. Sustainability, Graeme & Duncan

Plastic Bags – council sent an email to Graeme to support food waste recycling.

Bokhashi – Forest camp has been using bokhashi. Duncan asked Graham from Forest Camp to be on the sustainability subcommittee. He said he'd think about it. Would like to talk a micro biologist. Need to be confident you can upscale to commercial scale. It's important to get relatively uniform food waste to go in first. As differenct microboes required for different types of foods – there is such a mix of food types in food waste – meats and dairy putrify quicker than they ferment. He stressed the need to have input from an expert. Closest experts are the green waste guys in chch. Selling their technology to others – worth talking to them – need to buy in the expertise.

5. General Business

Shane Adcock from the Pools talked about the **website review** that is currently underway.

An initial discussion was held with Anne and Shaun a few months ago. Background – there are a suite of websites run by the Pools and Hurunui Tourism. The last review was in 2014 mostly to make websites more responsive to mobile phones. It is now timely to do another review with implementation hopefully around April 2018.

There are a number of things to take into account – design for mobile first (not desktop), more of a sales focus (currently too many clicks to make a sale), content management system in the back-end (so they can make easy changes, not the web agency) and, lastly, to find a better way to mange the existing 8 or so websites currently being run (rationalizing them may be required).

As Visit Hanmer Springs is linked to suite he is seeking HSBA involvement. There will be a cost involved to HSBA but not sure how much yet. A final decision about the agency that will be used hasn't been made yet. Shane would like the bones of the brief to be completed and out to agencies by Christmas and will choose an agency in the New Year.

Discussion over HSBA involvement ensued. We possibly would like a booking engine behind it. Would like to look to link to existing POS system. Shane stressed that involvement from us was

needed and asked what our process will be to keep this moving along. Our current structure is HSBA has empowered Shaun and Anne to lead the way on it.

Lastly, Shane said it is just as important that our website is kept up to date, particularly heading up to Christmas. It needs to change all the time (weather, pictures, comments etc) to rate higher on Google searches.

Freedom Camping – The Council document is in and submissions close on 8th Nov 2017.

There are three options:

1. Don't agree with freedom camping in the basin
2. Okay but under certain conditions (war memorable car park/Chisholm)
3. Agree with what the HDC are proposing.

It was agreed that the Council should take stock of what they're got already in Hanmer Springs for freedom campers. Namely; area for 10 down by Hanmer river, Five Stags for motor home vehicles, another by the river, DOC area and then 5 camping grounds (not free). Encourage the HDC to promote what we actually have here in Hanmer (rest of Hurunui not for us to comment on) and that we don't need any more. Hanmer Springs is already compiling with obligations to take freedom campers.

Graeme Abbott will write the submission. Janice offered to help if necessary.

Next Meeting is Monday 4th December 2017 meeting with networking open to other members at the pools (next after that is Feb 2018).

Meeting Closed at 8.45pm