

Hanmer Springs Business Association (HSBA) Annual General Meeting

2nd July 2018

Meeting opened at 7:15pm.

Chairman's Welcome:

Christian thanked everybody for coming.

Present:

Christian Chester, Christine Hall, Melissa Baer, Kirsty Innes, Shaun Horan, Dafydd Flye, Annie Truman, John Dawber, Brendon Cameron, Neeta Cameron, Cheryl Ford, Janice Clyma, Paul Baigent, Michael Malthus, Richard Frankland, Shane Adcock, William Taylor, Duncan Mckenzie, Mary Holloway, Edwin van de Koolwijk, Tsarina Dellow, Kirsty Cooksey.

Apologies:

Graeme Abbott, Anne Frankland. Moved that apologies are accepted – Janice Clyma/William Taylor/ Carried

Minutes from last AGM (2017):

Moved as true and correct – Janice Clyma/Michael Malthus/ Carried

Chairman's Report - Christian Chester:

Communication

- The website www.visithanmersprings and social media assets to be managed by Hurunui Tourism. We see this as a better fit as Hurunui Tourism is better resourced than the HSBA, able to keep up with seasonality and better represent the Hanmer tourism businesses. Performance of these will still be reported back to the HSBA's members.
- Regular newsletters to members on HSBA activities and visitor statistics.
- Surveys for members on the important issues.
- Networking events for members to share ideas and create business relationships, which can be invaluable for a small business environment.
- Support in times of business disruption, such as the recent earthquake, community meetings, emails, and letters for support.
- Advertisement in The Pinkie for trades.

Training

- This year we ran two successful workshops; 'Marketing for Small Businesses' and 'Human Resources'.
- This year we will be working with Enterprise North Canterbury on which are the most relevant workshops to suit Hanmer businesses.
- Different member and non-member rates for courses. The courses are assets, but require expenses, for example, time to organise, and this should be reflected in the cost of courses.

Community Engagement

- Successful Christmas parade and no plans to change the format of the parade.
- Management and half ownership, with Hanmer Springs Community Board, of Christmas and Anzac flags.
- Management and ownership of State Highway 7 village promotional signs.
- Ownership of CCTV cameras, which is then managed by the police and used for investigation work.
- Key partners with home and school committee and Hanmer Springs Community Board.
- Working with New Zealand Cancer Society on creating a smoke free vicinity in the village.
- Need to emphasise that the village would not have these without the HSBA.

Sustainability

- There has been research on converting bio-waste using the bokashi compost system, the Hot Pools and the Heritage Hotel are trialling this as a test for the village.
- Working with Mainpower on a back-up power system for power outage. It has been floated to use Hanmer as a test bed for solar with a battery backup system.
- Working with businesses to go plastic free, for example, bags, cups, etc.

Advocacy

- Key partners with Enterprise North Canterbury, Hurunui District Council and a seat on the Hurunui Tourism Board, with a focus on growing the midweek market and international tourism growth. This partnership then works with Christchurch NZ and Tourism NZ.
- Discussions with MBI, Hanmer is now on the list for ultrafast broadband.
- Submissions this year on St James Conservation Area, freedom camping and a big win with the submission on Easter trading allowing trading on Easter Friday and Sunday.
- This work by individual business would be timely and expensive.

Membership

- Reduction on membership to \$150 to reflect the transition to the website going to Hurunui Tourism. This will cover, flags, Christmas parade, workshops, treasurer's fees, secretarial fees.
- Discount in the Official Visitors Guide through Hurunui Tourism:
- | | | |
|-------------------|-------------|-------------------|
| 1/8 page: \$250 | Compared to | 1/8 page: \$250 |
| 1/4 page \$350 | | 1/4 page \$450 |
| 1/2 page: \$650 | | 1/2 page: \$750 |
| Full page: \$1000 | | Full page: \$1200 |

Summary

This year we seek to understand our member businesses and what we can do best to serve them. We'll continue the important advocacy work, which membership fees support, begin a free newsletter with helpful advice which will help to run your businesses better, and changing up our committee meetings to be both an enjoyable evening out as well as

accomplishing important work. We'll be supporting various businesses, providing nibbles, a bit of jovial atmosphere and exploring new times to make it possible for more people to attend with fresh minds. We are looking for new members who want to shape the future of the business community in Hanmer Springs and be part of a "brains trust" at the centre of it.

Overall this year, as we transition into new waters, we're reducing our fees and are seeking to understand our members and potential members better. This is to provide the services and value that both existing and potential members need and want that can contribute to "raising the tide for all boats" and making Hanmer Springs a great place to live and do business.

Website performance is now being handled by Hurunui Tourism and will be reported back through the HSBA to members. They are now getting more bang for their buck by having the Hurunui District Council handle the website, while the HSBA will handle other aspects of growing the business community and capability to help make Hanmer Springs a great place to live and do business.

All the website services will be run by Hurunui Tourism, which has reduced HSBA membership fees. This is the result of collaboration, where each organisation is doing what they are best at to gain efficiencies.

We know everyone is busy and overworked and doing their best. We want to make being a member of the HSBA a great investment. We aim to be transparent and show the work we're doing on your behalf. We also aim to provide an enjoyable community experience for all those involved. We're a small village and we need to stick together and support each other and take every opportunity to relax, spend a little time outside our businesses and enjoy some good candour.

Q & A during Chairman's Report, key points:

Website:

- Michael Malthus – Hurunui Tourism have resources (paid employees), have more time than HSBA committee members (volunteers).
- Richard Frankland – will website be maintained separately from Hurunui Tourism site or combined? Answer – separate.
- Shane Adcock – visit Hanmer Springs URL will remain.
- Richard Frankland – there was a reason for the sites to be separate if they are combined there is a loss of an independent platform.
- Christian Chester – MoU has point stating Hurunui Tourism will report back to HSBA on performance, but HSBA won't be in control.
- Paul Baigent – does HSBA have any recourse under MoU if things don't go to plan?? HSBA can't say we want the site back, but we can have input as to content.
- Duncan Mckenzie – who is responsible for bill for the website? Hurunui Tourism will foot the bill.
- Kirsty Innes – does Hanmer pay a different targeted tourist rate to the rest of the Hurunui? Answer no, but most of funding does come from Hanmer due to number of businesses.

- Richard Frankland – was the reason the cost of maintaining the site was \$10,000 pa which was large, will it be cheaper due to building a new website? Answer - hard to change content management system as original website was older which led to a consultation process with Hurunui Tourism which concluded that the money to update the content management would be better spent elsewhere (e.g. new website).

Cheryl Ford from the Cancer Society did a presentation in the middle of the Chairman's report:

- After detailed consultation there was a clear majority that wanted a smoke free zone, but there was concern about the impact on tourism. Went back and did research and smoke free law evidence showed a positive impact. Hanmer Springs community board voted for a smoke and vapour free zone. It won't be a ticketable offence. It is voluntary and will be a six month pilot after which it will be reviewed again. Hoping to launch in November 2018, to be confirmed. Just trying to make smoking less visible and to remove smoke from public areas, will not impact on private business areas. Looking at forming a steering group to implement trial. Various representatives on the steering group, Cancer Society, DHB, Community Board, hot pools and hopefully HSBA.
 - Q & A for Cheryl Ford:
 - Michael Malthus – can you define the area? Answer – to be defined by steering group, possibly from bottom of Amuri Ave to top of Conical Hill to Chisholm Cres, to be confirmed.
 - Michael Malthus – will there be signage? Answer – yes, potentially, maybe small stickers in shop windows or signs on streets, to be decided by steering group. Communication will be the key to making it work, to get the majority to support the idea.
 - Mary Holloway – is this part of the government's policy to reduce smoking by 2025? Answer – Yes.
 - William Taylor – who is financing the signage? Answer – only funding so far from Cancer Society, hopefully DHB and Hurunui Council will contribute. No funding from the government.
 - Richard Frankland – are there any other tourist centres smoke free? Answer - Rotorua, Wanganui, Invercargill, Auckland looking into it.

Chairman's Report Q & A continued:

Bokashi

- Christine Hall – any investigation into compliance costs of implementing bokashi system as the costs for the whole village could be massive? Answer – don't know need to ask Graeme.

- Duncan Mckenzie – time and effort is okay, but the costs of compliance are an issue. Can we go to council and say can we make this more realistic cost wise?
- Christine Hall – the Forest Camp have also tried in the past but didn't go ahead due to cost.
- Mary Holloway – Mary was part of bokashi in Christchurch years ago and there were no compliance costs. HSBA should challenge compliance costs being charged by Hurunui Council.
- Christine Hall – costs arose from trying to find a site to put the compost.

Recycling

- Annie Truman - 4 Square is going to be plastic free 1 January 2019 (all 4 Squares and New World supermarkets).
- Duncan Mckenzie – the Heritage Hotel has biodegradable bags in rooms and going to move to paper straws and get rid of mints in plastic wrapping.
- Richard Frankland – could HSBA help with getting better purchasing rates to go biodegradable? Its too expensive for small businesses to do on their own.
- Janice Clyma – we could use it as a 'clean green town' as a selling point.
- Richard Frankland – could we use the 4 Square 1 of January deadline to get all of Hanmer plastic free?

Enterprise North Canterbury

- Christine Hall – met with Enterprise North Canterbury and was told they aren't funded for Hanmer Springs? Answer – incorrect they are funded for the whole of the Hurunui.

Treasurer's Report – Tsarina Dellow:

See Treasurer's report for more details. Attached treasurer's report: Michael Malthus/William Taylor/ Carried.

Key points:

- Accounts finalised and audited by Sue Lynch.
- \$20,000 in income - drop from last year. Drop in membership from 66 last year to 56 this year.
- Website was a significant expense.
- Net asset balance \$35,000, less receivables and disposal of website.
- \$25,000 cash in the bank which need ideas to used.
- Reduced expenses - no OVG, no website, so reduced membership fee to \$150 and only one tier of membership.

Regarding membership changes please see details in the attached membership drafts. The new annual membership fee of \$150 was approved: Janice Clyma/William Taylor/Carried.

Q & A following Treasurer's report, key points:

- Richard Frankland – what is the expected budget based on \$150? Answer - may drop due to multiple business owners only signing up one business, hopefully we may get more members.
- Janice Clyma – there are 247 businesses in Hanmer Springs.
- Richard Frankland – if the income may be approximately \$7,000 in addition to the \$25,000 in the bank, what will HSBA spend it on, what is the \$150 membership fee based on? Answer - join the committee to come up with some meaty ideas to use up the money. Some should be kept for rainy day fund e.g. after earthquake HSBA liaised with Graeme to see if we could get someone to do some marketing to pull Hanmer out from the stigma of the earthquake.

Chairman's report accepted: Michael Malthus/Paul Baigent/ Carried.

Michael Malthus thanked Christian Chester for doing a great job during a tough year as he listens well to committee members and has provided good leadership for committee and the association.

Presentation from Shane Adcock – Hurunui tourism update

See Shane's presentation for more details, attached.

Presentation from Inspirational Speaker Melissa Baer – "Collaboration"

Election of Officers

Chair, vice-chair and committee members were up for election. Committee members who had resigned: Stuart Ware.

The new HSBA committee after the AGM:

Position	Nominee	Nominated	Seconded	Carried
Chairman	Christian Chester	Janice Clyma	Michael Malthus	Carried
Vice Chairman	Michael Malthus	Janice Clyma	William Taylor	Carried
Committee	Graeme Abbott	Annie Truman	Shaun Horan	Carried
Committee	Anne Frankland	Richard Frankland	Janice Clyma	Carried
Committee	Janice Clyma	Michael Malthus	William Taylor	Carried
Committee	William Taylor	Janice Clyma	Paul Baigent	Carried
Committee	Dafydd Flye	Shaun Horan	Janice Clyma	Carried
Committee	Mary Holloway	Michael Malthus	Dafydd Flye	Carried
Committee	Annie Truman	Janice Clyma	Edwin van de Koolwijk	Carried
Committee	Brendon Cameron	Janice Clyma	William Taylor	Carried

Next HSBA meeting 6th of August 2018.

Meeting closed 9:15 pm