



The Journal



Riding The Wave 2022 Conference

After a tumultuous two years, NZIBS finally held a conference that addressed the changing face of New Zealand in the light of the pandemic, climate change, and the evolving building surveying industry.

IN THIS ISSUE



Consolidation is key



A future of innovation



The changing face of local
government



Reinvigorating Tauranga
City



FRONT COVER: All the attendees of the NZIBS Annual Conference will likely agree that the event was a huge success – both allowing people to meet and listen to some fantastic speakers.

Looking back and forward.....	2
Riding the wave.....	3
Consolidation is key.....	4
A future of innovation	6
The changing face of local government	8
Reinvigorating Tauranga CBD	10
A day in the life of a facilities manager.....	12
Looking ahead to 2023.....	18
Thank you to our sponsors.....	20

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NZIBS PRESIDENT
Darryl August

Looking back and forward

In 2009, I joined NZIBS as a Transitional Member and became a Registered Member in 2013. It is a great honour to be appointed President at our recent AGM in Tauranga.

Heather Crilly steps down as President after her two-year term. Under Heather's leadership, despite COVID-19 lockdowns and restrictions, the Executive were able to achieve numerous milestones with the launch of our new website, the introduction of a webinar series, and significant progress in the development of a Building Surveying Degree in New Zealand.

I want to acknowledge and thank Richard Cakar, Robin Millar, Ed Morris, and Rory Crosbie as they step down from the Executive this year. Rory dedicated eight years to the Executive, which is a fantastic achievement. Thank you, gentlemen.

I also want to welcome our new Executive members:

- **Nick Roberts** (previous Exec member and assuming the role of Vice President);
- **Malcolm Arnold** (Technical Chair);
- **Max Harlow** (Marketing Chair);

- **Victoria Richardson** (Special Projects Chair).
- **David Clifton** (Training Chair),
- **Tony Davison** (Membership Chair), and
- **Scott Dunnnett** (Industry Chair) will continue their hard work on the Executive committee.

The last two years have been difficult for our members to meet and network and in 2021 we were not able to hold our Annual Conference followed by our March Training Day in 2022. So, it was great to finally hold an event and I think all attendees will agree that the Tauranga Annual Conference was a huge success – both allowing us to meet and listen to some fantastic speakers.

During the conference, a number of members indicated their desire to attend more events throughout the year and off the back of this, we decided to hold a series of Chapter Breakfast Meetings, which started with Wellington on 10 November.

We were lucky enough to have Andrew Bayly (National Party Spokesperson for Building and



Construction) talk to us about his views on the state of the construction industry and National's plans for building and construction if they form a new government at the end of 2023. Andrew is certainly an interesting person, talking about his love of mountaineering and his extensive experience in business.

Our second Chapter Meeting will be on 24 November in Auckland and we have Andrew Eagles (Chief Executive of the NZ Green Building Council) speaking at this event. Our third and final event for 2022 will be held in Christchurch on 8 December with the speaker and venue yet to be confirmed.

Within the industry, there have been a few changes recently. The first being the introduction of a Code of Ethics for Licensed Building Practitioners as of 25 October 2022.

The Code of Ethics is made of 19 standards under the following headings:

- Work Safely
- Act within the Law
- Take responsibility for your actions
- Behave professionally

Time will tell if this improves the industry, but it is certainly a step in the right direction.

The other significant change occurred on 3 November 2022 with the first round of changes to NZBC H1 (Energy Efficiency). There will be a further two rounds of changes to H1 in May 2023 and November 2023.

Below is a summary of what these changes look like:

- **3 November 2022** – All zones will need to meet a minimum R-value of R0.37.
- **1 May 2023** – Zones 3 and 4 will need to meet a minimum R-value of R0.46 and zones 5 and 6 will need to meet a minimum R-value of R0.50.
- **2 November 2023** – Zones 1 & 2 will increase to a minimum R-value of R0.46

Building better housing is the key to these changes, although with the current cost of construction in New Zealand this will likely have an impact on projects proceeding. This may also have an impact on our architectural aesthetics. I know of one large window and door manufacturer who has decided to discontinue production of their thermally broken aluminium suite and only provide uPVC as their equivalent.

I look forward to serving NZIBS for the next two years. ■

**EDITOR****Victoria Richardson**

Director of Copper Seed Ltd

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Riding the wave

Firstly, I would like to thank NZIBS's Executive for giving me the opportunity to take on the role of Editor.

As the new Editor, I know I have some pretty big shoes to fill. Robin Miller's work on The Journal has been incredible, and I am hoping to continue that good work during my tenure.

I am grateful to Robin for his guidance to date, and I consider myself very lucky to have his continued support. I am also thankful to have the support of Saskia Shelton, the wider NZIBS Team and James Paul at The PR Company. The Journal's sponsors are also incredibly important, and we wouldn't have this publication without them. Thank you, all.

For those of you who don't know me, I am a building surveyor based in Auckland. I have been a building surveyor for a couple of decades now, and I can honestly say I have no regrets about my career choice. For me, building surveying has been my rock. When the global financial crisis hit in 2008, building surveying allowed me to pursue career opportunities in New Zealand. When the Christchurch earthquake happened in 2011, building surveying gave me the chance to work on projects I am still proud of to this day. When personal circumstances meant I needed to make changes in how I work, building surveying gave me the chance to specialise and start my own company. I didn't plan on any of these things, but I have become good at riding the wave, with building surveying as my life raft. ►



Through riding that wave, I now find myself working on The Journal where I hope I can help showcase how diverse and interesting building surveying is. The Journal is so much more than a magazine just for building surveyors. It's a publication for anybody interested in learning about, and caring for, the built environment. A lot of our work is relevant to other professions and through growing readership, we can not only share what we do, but we can also encourage discussions on how we can change our built environment for the better.

Over the coming issues, there will be diverse content covering technical matters, legislation updates and industry trends. There will be articles from specialists such as Robin, whose wealth of knowledge in the heritage arena can benefit all of us through a better understanding of where we have come from. And, of course, if any of you have a specific area of interest you would like to see covered, please feel free to email me your ideas, and we'll see what we can do.

In this issue, we have decided to share with you highlights from the Riding The Wave Conference held in Tauranga in September. The theme of the conference certainly resonated with me, and I am sure it will with you all. The conference was an inspiring mix of speakers providing their insights on the events of recent years, as well as looking to the future – thankfully, it isn't all doom and gloom. ■

**Brad Olsen****INFOMETRICS PRINCIPAL
ECONOMIST AND DIRECTOR**

Consolidation is key

As a shadow recession looms large, what will this mean for the housing and construction sector? Just ask New Zealand's go-to guy on the economy, Infometrics Principal Economist and Director Brad Olsen.

Economic trends show building consents throughout New Zealand will begin to taper off post-pandemic, though the backlog of building activity is sure to keep the construction sector busy for a while longer yet.

That's the paraphrased views of Mr Olsen, who was recently on hand to address conference attendees at the New Zealand Institute of Building Surveyors' Riding the Wave 2022 Conference in Tauranga.

Mr Olsen pointed out that while it will be harder and more expensive to grow in 2022, and the immediate months ahead, there will still be a good level of growth in the construction sector – albeit with a downward trend in overall activity.

"Effectively over the last two to three years, the sector has taken a sugar hit – and anyone that has a toddler or young child will know that eventually that sugar hit comes off and there's a period of time to reset and rest for a moment," Mr Olsen smiled.

"There's certainly not going to be a complete crash of a recession that has been predicted, but the reality is the level of activity in the construction sector since COVID-19 just can't continue to keep going at the same pace."

As the market starts to turn, house prices have declined and the ability to make profitable margins is disappearing significantly fast – however, despite falling prices, Mr Olsen predicts the soaring interest rates will continue to make it increasingly difficult for first home buyers to get a foothold on the property ladder.

"We have seen a dramatic drop in house sales and we are expecting the volumes to fall back even further. That's due to the pool of buyers that have very much shrunk and of course, mortgage rates have increased.

"There is still momentum in the housing market, but certainly not the same lightning momentum that we all saw during the incredible and unsettling period of COVID-19."



Adding to his address, Mr Olsen touched on the highest building consent numbers since the 1970s – surpassing a staggering 50,000 dwelling consents this year. Compare that to the mid-70s and numbers sat at then-record highs of 40,000 – an incredible spike in annual running totals.

This increase has naturally translated to significantly longer waiting times from consent to the first inspection, with the latest waiting times now almost doubling the typical average – begging the question, can the sector keep up with demand?

“Ultimately, we are going to see the number of consents drop back over the next few years to more of the 30 to 35,000 mark, and the latest figures show us that while consents have peaked at their current position, actual activity looks strong for the next 12 to 18 months.

“This trend reinforces the feeling that there is a lot of work on the books, and everyone we speak to says they have a strong backlog of work to move forward. I think then that given the timeframes and the challenges of delays, capacity in the sector tends to be more around the 40,000 mark, not the 50,000, so we will see a

pullback on this going forward.”

Adding to that challenge is the present job market, with statistics reflecting a limited labour market, increased costs and the ongoing exodus of talented staff heading across the ditch – something Mr Olsen says should be a concern.

Another topic of significant discussion proved to be the increasing rate of inflation, with Mr Olsen himself joking that he wasn’t even born the last time inflation reached upwards of 7 per cent. Though more seriously, Mr Olsen confirmed there will still be plenty of pain to come before the Reserve Bank can get inflation under control.

His fundamental message to the sector is one of consolidation.

“Global conditions are deteriorating, interest rates are rising, inflation is hitting hard and with a shadow recession looming, consolidation is key.

“[However], New Zealand has some good foundations and as I’ve said, there is still a lot of work to be done in the construction space ... it just won’t be operating at the same demand.

“[Overall] construction is likely to hold, then fall back and realistically we can expect things to fall off a touch. Ultimately, building inflation is at its highest rate since 1985 and this is where the rubber hits the road. You will make 10 per cent less, it will cost 18 per cent more to build it and that’s a difficult sum to accept.”

On a more positive note, Mr Olsen reassured attendees that the sector had roared through a global pandemic, held its head high and had plenty of work on the horizon nationwide.

“Importantly, there is still a large amount of work that still needs to be done, and plenty of opportunities that need to be recognised, but it’s also about being aware of the challenges as to how we continue to go forward.

“That employment number is a silver lining in this, and the fact that people are still continuing to earn a good amount of money each week means they will continue to spend what they have left over and keep the economy going. [Essentially,] spending levels are similar to that of 2013 and considering we have lost more than 4 million tourists over the last few years, we could be doing a heck of a lot worse.”



A future of innovation

Business magnate Sean Colgan has established businesses in almost every part of the world, carving out an impressive career path through entrepreneurship and innovation.



Sean Colgan

**COLGAN FOUNDATION
FOUNDER**

Driving innovation, thinking outside the box and reducing cost structures are three things that could best describe the fundamental makeup of Sean Colgan's success.

And a quick glance through Mr Colgan's CV and business portfolio would indicate that this mantra has served him well – in fact, there wouldn't be enough space in this circular to outline his journey to date, let alone his sporting achievements too.

A native of Philadelphia, Mr Colgan typically resides in Delray Beach, Florida, but with visions of becoming a semi-retired sheep and beef farmer on the other side of the world, Mr Colgan and his wife Bibi made the decision to emigrate to the Hawkes Bay – somewhere they are both now proud to call home.

Mr Colgan, who serves as the Chairman, Owner and Founder of International Materials – a minerals trading company, and Chairman,

Co-Founder and majority owner of Synthetic Materials – the largest processor of synthetic gypsum in the United States – has decades of experience in the trading sector and was on hand to share his insights with attendees at the NZIBS 2022 Riding the Wave Conference in Tauranga.

In his address, Mr Colgan recalled his first start in business in the late 1970s – Initially selling gypsum – and going on to move almost 10 million metric tonnes of the product globally.

"I loved it because it was the cheapest product you could buy and sell," Mr Colgan said.

"When a company doesn't have much money, it was an easy option to finance the cargo."

Mr Colgan says innovation and reducing cost structures have helped elevate his businesses in quick succession, scaling up and withstanding barriers or obstacles.

"To be world competitive and a world-class manufacturer of products, you have to reduce your costs 50 per cent every 20 years. A lot of people like to work on revenues and making sales and that's cool too, but saving money is better than selling ... this will mean you are the last man standing when there is a recession."

It is this killer instinct that has served Mr Colgan well, both in business and in sport – canvassing a 20-year illustrious rowing career, including a stack of medals for the US throughout elite events such as the Olympics, World Cup Championships, National Championships, Pan American Games and many others.

Mr Colgan has continued his commitment to the sport of rowing as a member of the Board of Directors of the National Rowing Foundation since and has formerly been a Director for El Salvador Rowing at the 2012 London Olympics.

Throughout his career, Mr Colgan's academic background in economics and the ability to forecast and identify trends have also proven pivotal, with Mr Colgan capitalising on opportunities linked to market conditions.

"As well as driving innovation, I like to see future trends. For example, I've just opened an office in Istanbul, Turkey. Right now, there is war in Ukraine, civil war in Syria and all around Turkey, but sooner or later, they will need to rebuild.

"When that happens, I want to be right there, already established with cement, salesman, shipping companies and rebar ... to get in front of my competitors."

Back here in New Zealand, Mr Colgan was quick to capitalise on

the global pandemic – investing heavily in COVID testing company Rako Science – going from a start-up enterprise to the country's largest testing facility, in the space of a few months.

The conversation was initially sparked by his wife, now a retired surgeon, who was appalled by the outdated surgical procedures and equipment in New Zealand – including the PCR testing sticks.

To be world competitive and a world-class manufacturer of products you have to reduce your costs 50 per cent every 20 years.

Some surface research discovered a saliva test developed by Yale University and the University of Illinois, requiring "no blood, no broken noses, no deviated septums, quicker, 20 per cent of the cost and 100 per cent less painful" than the PCR testing sticks.

"We brought the licence to bring the test to New Zealand, set up the highest tech lab south of the equator – robots that could do 10,000 tests a day with two lab technicians on each of the three shifts.

"We had the cheapest, quickest and most accurate test in the country, but despite this, the Ministry of Health went crazy, tried to stop us, block us – and finally we agreed to use it in the commercial field only, not public health."

Following his presentation, attendees were afforded the opportunity to pick Mr Colgan's brains, with conference MC Peter Wolfkamp facilitating a brief Q and A session.

When asked what he thought were the main barriers to innovation, Mr Colgan responded with one word, "people". Elaborating on his response, Mr Colgan spoke candidly

about his views on the frustration of bureaucratic barriers, pointing out the country was in danger of settling for mediocrity.

"Mainly people, government people ... regional managers and then builders themselves. It's all about encouraging and constantly striving for innovation. As I've said, to stay at the top of the food chain, you have to constantly think and change what you are doing," Mr Colgan explains.

"When I look at New Zealand, I look at a great country with hard-working people, ultimate resources ... carrying a lead ball of government behind them in regulations. I look at New Zealand as a land of opportunity ... I mean who else can start a medical company in two months and lead the country in testing – there's so much you can do here ... there really is tremendous potential.

"I think people make the mistake of looking at getting more employees in, rather than fewer employees. Ultimately you will never beat Vietnam, China or the Philippines ... they will outwork you to death – you need to go down the track of innovation."

So why choose to relocate to New Zealand, Mr Colgan?

Growing increasingly bored in Florida and having no desire to die on a golf course, Mr Colgan had fond memories of his sporting days on Lake Karapiro and had met good friends in this part of the world.

"So, I said to the wife, 'hey we've had some adventures, how about one more?' – and here we are." ■



Gareth Wallis

**GENERAL MANAGER: CITY
DEVELOPMENT & PARTNERSHIPS**

The changing face of local government

Imagine a council without elected members, appointed decision makers instead of local democracy and a fast-tracked process to get things done without the box-ticking and bureaucracy.



That's the current reality for Gareth Wallis and his team at Tauranga City Council (TCC), working under a unique governance structure following the public sacking of 11 elected members in December 2020 by the Local Government Minister Nanaia Mahuta.

In their place, four commissioners were appointed to oversee the Council, including former National MP Anne Tolley, who serves as Chair,

Bill Wasley, Stephen Selwood, and Shadrach Rolleston.

Speaking as the keynote speaker at the NZIBS Riding The Wave 2022 Conference in Tauranga, Mr Wallis has recently taken on the new role of GM City Development and Partnerships Group. In his own words, it is a new role designed to oversee a team to help "build some stuff, find the money to help pay to build some stuff and manage partnerships" – the

three key areas of focus for Mr Wallis' rapidly expanding team of 30.

Born and bred in Tauranga, Mr Wallis has worked in local government in Auckland and Tauranga for more than 20 years in a variety of leadership roles. Arriving at TCC, initially from a senior business development role at Auckland Live (New Zealand's largest performing arts organisation), Mr Wallis has a strong focus on relationship building within the

community, building successful and engaged teams and ensuring processes create accountability and transparency in decision making.

In his address, Mr Wallis shared his thoughts with members about TCC's revised governance structure, which remains in place until July 2024 following their immediate reappointment by Minister Mahuta prior to this year's local body elections.

Mr Wallis reflected on increased efficiency and the ability to "get things done", pointing out that the appointed governance structure has prompted immediate support and has helped spark positive and meaningful conversation among ratepayers.

"We've been through a relatively tumultuous period with our elected councillors in recent years and to sum it up, I felt like we spent 70 to 80 per cent of our time chasing a decision and hoping that down the track, these decisions wouldn't be overturned. Staff would be working to put papers up and information forward and I would suggest [quite often], the papers would come back and ask for more detail," Mr Wallis explained.

"Under the commission, I would suggest we spend 70 to 80 per cent getting stuff done ... the reality now is quite different in that we put up the same papers, same level of detail and information that goes into them, but they go into the chamber, four commissioners debate it, make a decision between them and literally the next day, they are asking 'why haven't you started yet?' – that's the expectation put on things and the ambition they have."

Examples of this ambition is the sheer scale of projects Mr Wallis and his team are attempting to push through, with their \$300 million flagship development Te Manawataki o Te Papa commencing at the Civic Precinct, with plans to include a new community hub and library, museum, civic whare (public meeting house), exhibition and events centre.

Other projects Mr Wallis is overseeing include an aquatic centre, a destination playground, and a waterfront walkway with plans to get the business case for a new community stadium in the middle of town over the line early in 2023.

"I think people are seeing quite quickly that we are walking the talk ... we say we are going to do something and low and behold, it's actually getting done," Mr Wallis smiled.

Examples of this ambition is the sheer scale of projects Mr Wallis and his team are attempting to push through with their \$300 million flagship development Te Manawataki o Te Papa commencing at the Civic Precinct with plans to include a new community hub and library, museum, civic whare (public meeting house), exhibition and events centre.

"It's a pretty exciting time for our city and it does feel significant. At the end of the day, there's somewhere south of \$1b of civic investment going into our city in the next six to eight years ... [and right now] we do feel lucky to have a governing body that is challenging us to get on with things and are offering their support to help us get moving."

Although the commissioners' time comes to an end July 2024, Mr Wallis believes that there are wider discussions to be held around the merits of a hybrid governance structure, signalling a potential appetite for wider systemic change.

"I've always been a staunch advocate for democracy, but something has to change in local body politics," Mr Wallis added.

"I feel like the Government broke Tauranga and decided to do something different. If I was to look at the crystal ball, I think the future model is some elected

representatives and some appointed representatives too."

When asked to gauge the overall response and feeling from Tauranga residents and ratepayers, suggesting some may not even want an election in 2024, Mr Wallis acknowledged the right to democracy, but said equally "others may be thinking they are getting good value in their investment too".

"[Personally,] I hope the decision lands somewhere in the middle ...

get good people around the table, connected to their communities, and then start to see some incredible progress within your towns and cities," he said.

"[Listen,] it's definitely not all unicorns and rainbows, it's local government and there are always challenges, but [for us], it's a case of why not embrace what's in front of us now and get on with it ... it's all about making hay while the sun is shining and in the next two years, we will certainly do our best to get these projects off the ground and continue transforming Tauranga."

Outside of work, Mr Wallis serves on the Board of Directors for Bay Venues and the AIMS Games and has an extended background in the performing arts, event management and emergency management sectors – including more than two decades as a Fire and Emergency New Zealand volunteer. ■

**Mark Irving****GENERAL MANAGER:
BUSINESS PARTNERSHIPS**

Reinvigorating Tauranga CBD

Tauranga is Aotearoa New Zealand's fastest-growing city, attracting people to the relaxed lifestyle, coupled with rich opportunities for education, business, and personal growth. But it hasn't always been that way, so what's changed?

Mark Irving and his team at Priority One are on a mission to grow Tauranga's CBD, with a reputational reset taking place earlier this year starting to prove its worth.

The results of that reset, launched in May 2022, are now starting to show, with Mr Irving and the crew at Priority One encouraging developments of scale and working with landowners, property owners and developers in a bid to sing from the same song sheet.

Speaking to the NZIBS at their latest conference at Trinity Wharf Hotel in Tauranga, Mr Irving recapped the background of the city's public struggles, including the appointment of a commission to oversee Tauranga City Council, decades of non-action within the CBD and a virtual ghost city outside of business hours – described by many as a city with no heart.

Mr Irving, who is the General Manager Business Partnerships at

Priority One, relocated to Tauranga five years ago from Australia and has since been charged with the task of understanding why the fifth largest city in New Zealand had remained stagnant for so long, and why a number of the Council's projects had not been delivered.

"We had a retail decline, very little office accommodation, few residential accommodation options, and a low desire to develop," Mark recalled.

"In many ways, it reminded me of the small town I grew up in Australia, lots of opportunity, lots of narrow-mindedness in many ways, and lots of things that need to change to move things forward.

"Prior to the commissioners, I was called in to talk to the Mayor, Councillors and CE, and they said 'Mark, what's happening out there' and asked me to see if I could set about changing things and find out the why."

A civil and structural engineer by trade, Mr Irving has travelled around the world, visiting more than 60 countries and amassing decades of experience and insight into city growth and urban development. In partnership with a former colleague, they went on to establish (what was ranked in 2001) as Australia's tenth-largest construction company.

In a bid to gain a better picture of the city, Mr Irving and his team immediately set about identifying the existing buildings and developments – initiating a "traffic light system" and forming the Tauranga CBD Blueprint – widely referred to as "The Blueprint".

Through the use of the traffic light system, The Blueprint identified 20 catalyst developments with a combined value of \$1.5 billion, underpinning the start of investment and further opportunities within Tauranga's CBD leading up to 2030. These private and public

developments are a combination of projects either recently completed, currently under construction, or committed to delivery – including one significant local government project and a \$180 million new High Court.

“The Blueprint is designed to capture and present the magnitude and scale of committed development, to promote nationwide interest for further investment, and to showcase the reinstatement of Tauranga’s CBD as the civic, commercial, and cultural capital of the Bay of Plenty,” Mr Irving says.

“These developments will help to transform the CBD and build a thriving city that meets the needs of our people today, and tomorrow.”

Just a matter of days after launching The Blueprint, a shift of mindset and attitude started to occur. Suddenly, developers were speaking highly of Tauranga, the project itself and the vision for the city – on the face of it, it appeared the plan had worked.

“To me, it’s like planting a seed. From the planting of that seed, things started to grow. People started to talk about things moving forward and since that launch, I have received over 20 phone calls from landowners and developers who are wanting to be involved,” Mr Irving said.

Though to build a thriving city also requires an influx of new people, and early in the piece, it was identified that to achieve this, Tauranga would not only have to attract people but have plenty of housing options for them to reside.

That’s why, as a key focus of the plan, residential developments were also a significant talking point, with The Blueprint working collaboratively with developers to potentially cater for demand.

Looking ahead, the University of Waikato aims to expand its campus from 1,100 students to a staggering 5,000 – lofty plans that will require a significant increase in housing options.



“Of the 18 developments we have in The Blueprint, we were able to ask four of them to stop their plans for a few months while a report which assessed residential options was carried out – with no strings attached, asking for them to just consider the findings,” Mr Irving said.

“That report certainly changed things. We were able to turn a three-storey development, basic Tauranga development into a 12-storey student accommodation facility. In addition, the university is looking to come to terms with two other developments and have other sites earmarked, so again, it’s about joining forces to build developments of scale.

“Ladies and gentlemen, Tauranga is about to become another vibrant student city.”

It is outcomes like this that clearly indicate The Blueprint is serving its purpose, and no doubt there is plenty more exciting progress to come in the next eight years.

“From our perspective, it’s great to see some of these projects in action. Since The Blueprint launched, five have been demolished and they are now underway. We’ve gone from tumbleweeds blowing down the street, no action, people not wanting to speak highly about this city to people glowing and talking about the city ... mission accomplished.”

With the right people in the right place having the right conversations, Tauranga CBD is, without doubt, transforming into a vibrant, productive, and prosperous city – a place that people are choosing to live, learn, work and play in. A city for the future.

**Priority One is the Western Bay of Plenty region’s economic development organisation, established in 2001 by the Tauranga and Western Bay of Plenty business community. It operates on a mixed funding model including 300 member companies, Tauranga City Council and Western Bay of Plenty Council and Central Government (via specific contracts).* ■



David Soper

**COLLIERS SENIOR REGIONAL
FACILITIES MANAGER**

A day in the life of a facilities manager

Behind every automated door, heating system, operational lift, and everything in between, there's a facilities manager making sure everything remains safe, healthy, sustainable, productive and fit-for-purpose.

In his closing address at the NZIBS 2022 Riding the Wave Conference, Colliers Senior Regional Facilities Manager David Soper pointed out there is an opportunity for building surveyors to assist in the design process and provide more support to building owners – taking the opportunity to speak to attendees about facilities management (FM) and the role itself.

Unable to get to Tauranga in person, due to a cancelled flight, Mr Soper was able to deliver his presentation via Teams, projecting into the conference room at Trinity Wharf Hotel from his Christchurch-based office.

Prior to emigrating from the UK to Christchurch in 2015, David worked extensively for building consultancy practices and holds a background in contract administration, project management, and building maintenance.

A qualified RICS Building Surveyor since 2002, Mr Soper now heads a team of five at Colliers and is responsible for more than 70 commercial and retail assets throughout the South Island – with a wider scope including shopping centres such as Merivale and The Hub in Christchurch.

According to the Facilities Management Association of New Zealand, facilities managers “look after buildings once they are built and oversee the strategic and operational management of facilities to ensure public spaces and workplaces are safe, healthy, sustainable, productive and fit-for-purpose”.

Mr Soper discussed the various tasks associated with FM – reviewing both hard and soft functions and explaining the difference between the two. Hard duties included building maintenance, security systems, air conditioning, and fire

safety (to name only a few), whereas some soft tasks may include pest control, grounds maintenance, waste management, catering, concierge, and janitorial services.

Mr Soper's role includes liaising with property managers and building owners, providing advice on capital works, life cycle costings, sustainability, capex/opex budgets, procurement, and service contracts.

Commenting on the differences between opex and capex duties, operational expenditure included maintenance management, cleaning, repairs, building maintenance, CCTV systems, access systems, fire safety, structural maintenance, heating and ventilation systems and mechanical & electrical services (often recharged to the tenant annually) – whereas capital expenses could be lighting upgrades, HVAC plant replacement, lift replacement, roof replacement and car park resurfacing (often bigger ticket items covered by the landlord).



"That's where the long-term maintenance plans become really important to landlords," Mr Soper said.

"Facilities managers will get quite involved to make sure there are enough operational expenses coming in to service these areas. At the moment, it's quite a challenging space because of inflation and supply chain issues. This can make it a little more challenging trying to foresee what is expected to happen in certain areas."

Much like other sectors, Mr Soper confirmed insurance costs had gone up a "huge amount" over the last year – anywhere from 5 to 10 per cent – with building owners being squeezed, and maintenance costs

also on a northward spike.

In addition, Mr Soper reflected on the Building Warrant of Fitness (BWof) regime, pointing out it was the owners' responsibility to ensure their buildings are safe to use, giving conference attendees a high-level overview of the process.

"[Essentially,] when a building is built, anything that has a specified system installed will require an annual BWof, including a compliance schedule."

A look back to the Christchurch rebuild, which in many cases is still underway to this day, several key learnings have been realised – more specifically around building design and effects on operating expenses, base building defects and

weathertightness and health and safety, to name only a few.

"A lot of the buildings that we see in Christchurch, its base design has quite a stark impact on opex charges going forward. Although the building might look nice, and be architecturally nice, that level of design can be quite expensive for the tenants and on most occasions, that's not realised until later down the track," David explained.

"[For example,] you have your normal external glass, but the type of facades and outer casing can all have an impact on opex costs for the tenant. Things like replacing broken glass, or even getting to the window to clean them can be harder and more expensive with fancy looking designs.

"For example, two broken windows have cost \$50,000 each due to the difficulty in accessing the glass itself ... so, it's things like this that can be taken into account at the design stage and mitigated early on."

Following Mr Soper's e-address, conference MC Peter Wolfkamp asked him about the difference between repairs or maintenance and who was responsible, which Mr Soper replied; "more often than not it's a judgement call".

"This is a conversation we have most weeks. It's a difficult one here in New Zealand because there is very little legal precedent of past cases that provide specific and clear definitions.

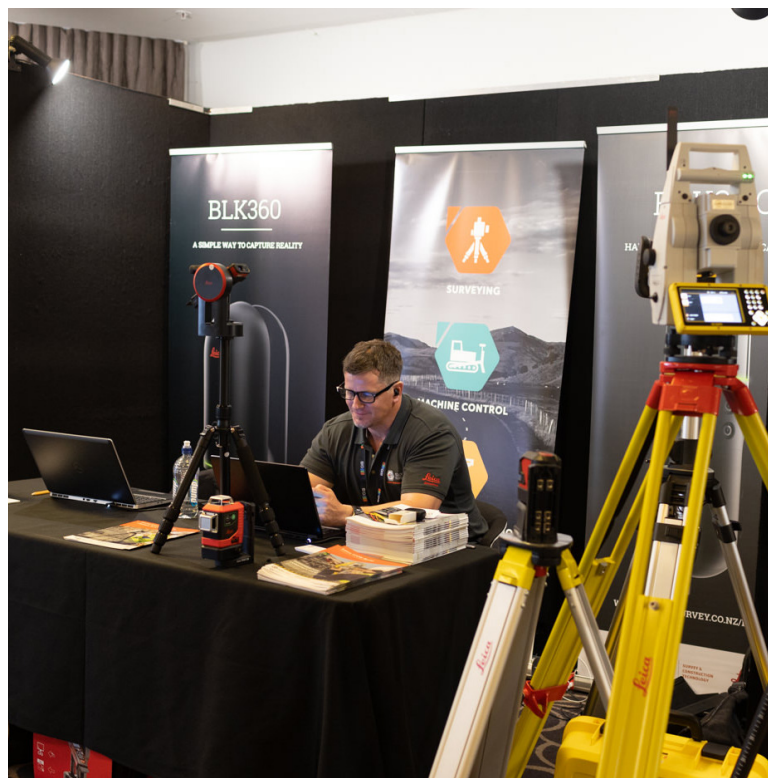
"It is a blurred line and most of the time, we (FMs) are having to make a judgement call."

To conclude his appearance as a speaker, Mr Soper was also on hand to join Prendos Deputy Chair and Director and former NZIBS President Rory Crosbie for a Q and A session, with attendees taking the opportunity to learn more about the niche space and understand the challenges faced on a daily basis by FMs.

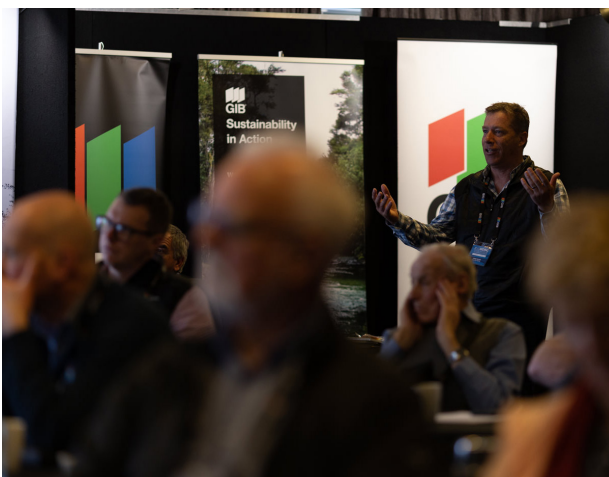


Thank you to all those
who attended our **Riding
The Wave 2022 Conference**
- it wouldn't have been a
success without you!









**Victoria Richardson**

NZIBS Executive Committee

– Special Projects Chair

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Looking ahead to 2023

Was it really only a year ago when Aucklanders weren't allowed to travel around the country and when the rest of New Zealand couldn't get into Auckland? It feels like longer. That must be because a lot actually happened in 2022, and hopefully we all found ourselves quite busy.

The removal of restrictions in 2022 meant we could get back to face-to-face events, reduce our time in sweatpants, and enjoy catching up over coffee. Online events continued to be a useful way to engage with members as well, and webinars were very popular. Recognising the benefits of both face-to-face and online formats, NZIBS is planning an exciting mix of events in 2023.

March Training Day

Our annual training day will be held on 18 March 2023, in Auckland. The line-up is still being worked on, but what we can confirm is there will be a great mix of speakers.

The full-day event will provide an excellent CPD boost for attendees as well as a chance to mingle with fellow members – and, of course, you'll be kept caffeinated and fed. Non-members are also welcome to attend, so bring along a colleague.



Recognising the benefits of both face-to-face and online formats NZIBS is planning an exciting mix of events in 2023.



Webinar Series

There will be five webinars hosted in 2023 with a mix of presenters providing technical training to attendees.

The webinars will be hosted every two months, with the first in the series scheduled for February 2023.

2023 is looking to be a bumper year for transitional members progressing to becoming registered members. APC-related training will feature in the webinar series and will provide valuable information for anybody preparing for their APC and those helping members transition.

Core Module Training

Our training programme continues to provide valuable content, support, and networking opportunities for both our transitional members and non-members.

Dates will be confirmed shortly for the 2023 Core Module Training Programme. All 14 modules, which make up the NZIBS Diploma in Building Surveying, will take place in Auckland. Modules 6-10 will be held in Christchurch from March onwards, followed by modules 1-5 which will take place later in the year in Wellington.

Over the last few years, all modules have been reviewed by Vertical Horizonz and updated to comply with NZIBS Diploma in Building Surveying (Level 6) requirements. Remember, attending these modules are a great way for existing registered members to refresh their knowledge on the topic whilst boosting CPD points.

Chapter Meetings

Chapter meetings are a great way for members to receive some valuable CPD in a bite-size regional event. Events are typically two hours in length with a guest speaker

delivering a presentation on their respective specialism.

Whilst chapter meetings are regional, there's nothing to stop you from attending meetings outside of your region.

Dates for the 2023 chapter meetings are being finalised. Members and subscribers can expect to receive invites as dates are confirmed.

The final chapter meeting of 2022 will be in Christchurch on 8 December for those who can't wait for 2023. Look out for an invite in your inbox.

Annual Conference

Our Riding The Wave Conference was a great success and the Executive is already in the process of planning

the annual conference for 2023. It's a bit early for any details (except for the date and destination: 21-23 September in Nelson) to be confirmed but it is sure to be another informative and entertaining event.

Juggling work and the day-to-day demands of life can make getting your CPD hours a challenge. With a great number of events being delivered online and in person, there will be opportunities for all of us to get some quality CPD in 2023.

NZIBS events are not just for members – all built environment enthusiasts are welcome. Keep an eye on your inbox for more details on the various events and feel free to pass these on to non-members. You can also keep up to date through the Training and Events page.

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