

**Date:** Thursday 16 November 2017  
**Time:** 9.30am  
**Meeting Room:** Upper Harbour Local Board Office  
**Venue:** 30 Kell Drive  
Albany

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## **Upper Harbour Local Board OPEN MINUTE ITEM ATTACHMENTS**

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Business North Harbour Deputation  
Upper Harbour Local Board

9.30am

16 November 2017



## Albany Village Business Survey

- Formal report circulated 3 November 2017 to UHLB members

### Objective

To gain a collective understanding through the collation of feedback from commercial property owners and business owners/managers located within the wider Albany district on the following questions:

- What do you believe are the greatest opportunities for the greater Albany area?
- What if any, are your concerns?
- Do you feel there is anything restricting your business or investment growth?

Source: Auckland Council/Statistics New Zealand 2016



## Albany Village Business Survey

- Q2: Describe your business activities – sector, location (clustering)

Location	Number or respondents	Sector	Number within sector
Albany Village/The Avenue	32	Retail	25
Mega Centre/Don McKinnon and Coliseum	10	Service	22
Oteha Valley Road	8	Commercial Property Owner	1
No answer	1	No answer	2
	50		50



Source: Auckland Council/Statistics New Zealand 2016

## Albany Village Business Survey

- Q8: Why did you chose Albany as the location to invest or base your business from?

Reasons for location	Respondent numbers
Growth Potential (commercial/residential)	19
Clients located	9
Strategic Planning by HQ	7
Access (motorway)	5
Rural/Urban Mix	4
Reside in area	4
Rental cost	1
No Answer	1

Source: Auckland Council/Statistics New Zealand 2016



## Albany Village Business Survey

- **Q9: What are the positive aspect of your location?**

Positive aspects of location	Respondents (multiple answers)
Recognised as a diverse Residential/Commercial growth area	31
Central location with good motorway access	16
Character of location (shopping style/safety)	8
University	4
No Answer	4



Source: Auckland Council/Statistics New Zealand 2016

## Albany Village Business Survey

- **Q10: What elements would you like to change about your location?**

Elements to change	Respondents (multiple answers)
Traffic congestion and lack of parking/park & ride	40
Lack of Public Transport options	12
Population growth effects on Infrastructure (new builds)	4
Improvements to the look of the area encourage diversity	7
Crime	1
No Answer	2

Source: Auckland Council/Statistics New Zealand 2016

Business  
North  
Harbour



## North Harbour Business Improvement District Statistics

- Employees: approximately 30,000
- Commercial Property Owners (NHBID Targeted Rate) 2489
- Business Units: 4170 across the original BID, plus 600+ within the expanded (1 July 2016) area.
- Capital Value: 43.01bn 1 July 2017



Source: Auckland Council/Statistics New Zealand 2016

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**Business  
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Business  
North  
Harbour

## North Harbour Business Improvement District Statistics

Metropolitan Office Vacancy Survey		
Date	North Harbour	Mairangi Bay
Sep-08	14.40%	8.58%
Mar-13	8.78%	12.11%
Sep-13	9.26%	8.66%
Mar-14	6.12%	10.20%
Sep-14	3.55%	8.06%
Mar-15	3.86%	6.99%
Sep-15	3.42%	3.53%
Mar-16	4.86%	5.00%
Sep-16	3.39%	4.33%
Mar-17	6.86%	8.10%

*Colliers International Research*

Metropolitan Industrial Vacancy Survey		
Date	North Harbour	Mairangi Bay
Aug-07	3.80%	2.09%
Aug-12	3.74%	3.40%
Aug-13	3.03%	3.52%
Aug-14	2.86%	1.86%
Aug-15	1.53%	0.62%
Aug-16	1.08%	2.44%
Aug-17	1.53%	1.68%

*Colliers International Research*

**Business  
North  
Harbour**

Source: Auckland Council/Statistics New Zealand 2016

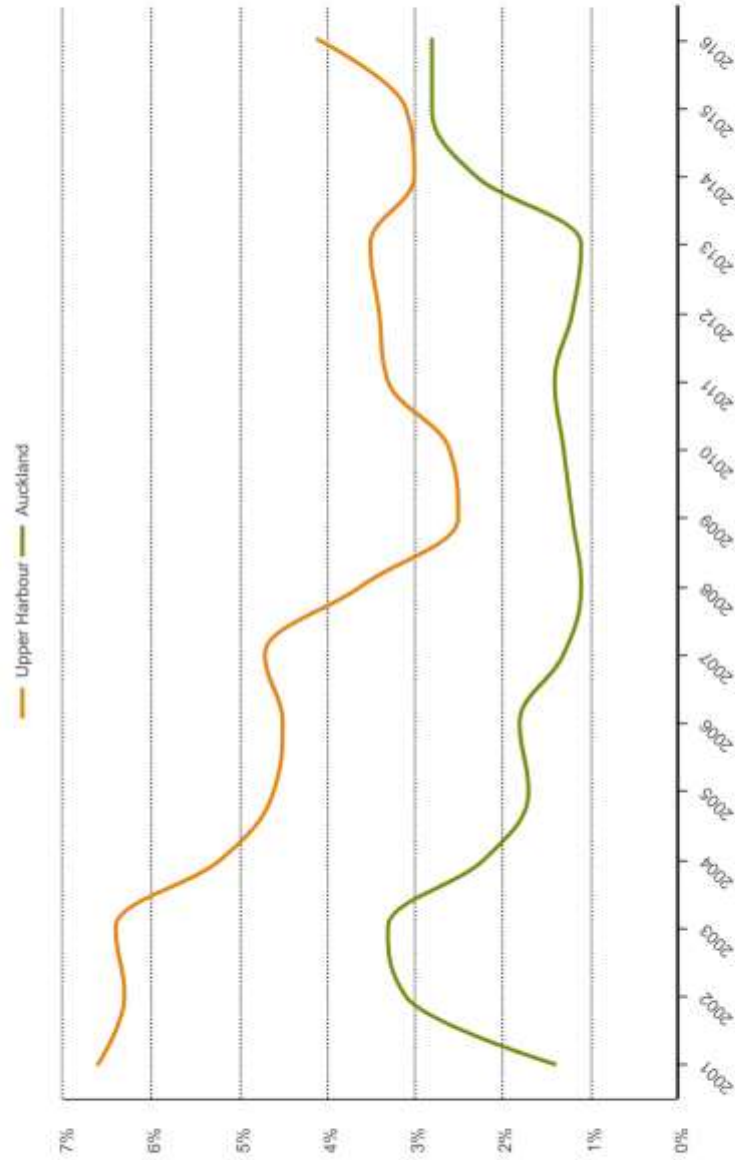
## Upper Harbour Profile



Source: Informetrics.co.nz 2016



## Upper Harbour population growth



Source: Informetrics.co.nz 2016

## Upper Harbour Economic Profile



Auckland Regional growth is 3.5%

Source: Infometrics.co.nz 2016



## Upper Harbour Economic Profile



Auckland Regional growth is 4.1%

Source: Informetrics.co.nz 2016



## Upper Harbour Employment Profile



Source: Informetrics.co.nz 2016



## Upper Harbour Economic Profile



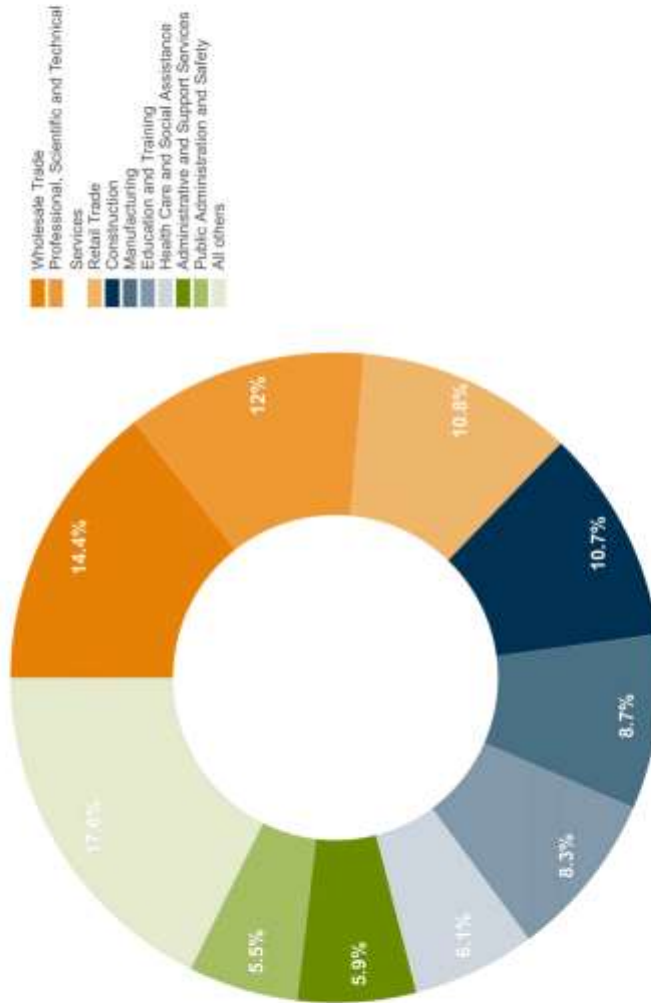
Auckland Regional growth is 3.4%

Source: Informetrics.co.nz 2016





## Upper Harbour Economic Profile



Source: Informetrics.co.nz 2016

## Upper Harbour Economic Profile



Auckland Regional growth is -0.6%

Source: Informetrics.co.nz 2016



## Discussion



Source: Informetrics.co.nz 2016





## UHLB Update – 16 November 2017



## House & Hub – Current Challenges

- Operating in tandem since 18<sup>th</sup> August 2017
- Effectively one building, with two entities managing bookings
- Dual management proving to be cumbersome and gives poor experience to customers, challenging for staff, key issues are
  - **Duplicated Cost / Resource**
    - UHLB effectively paying for 2 staff to do same job in different rooms of the same building
  - **Day to Day Management – Customer & Staff Experience**
    - If Jamie not available in Hub no backup so falls to Shona @ AH to take enquiries for system she can't access or hasn't got authority to make decisions on – customers not interested in going to website or calling a number when someone is in front of them
    - No single customer or staff view of both facilities
    - Opportunity for booking clash, e.g. 2 parties both spilling outside, party booked in one at same time have church group in other – this occurred at Halloween and created issues
    - Number of challenges have resulted in key reason for staff resignation '*unfortunate that issues with the new Hub [which are unlikely to be resolved in the short term] have made the position untenable for me*'



## House & Hub – Operational Challenges

- **Power**
  - Disconnected twice due to bill not being paid on 6<sup>th</sup> October and again on 25<sup>th</sup> October
  - Impacted paying members of Community Art Class and Chinese afterschool program
- **House Fire Alarm**
  - Fire Alarm managed via Hub, went off around 10.30 pm Sat 7<sup>th</sup> Oct where Shona came out at 11pm and took 1.5 hours to get it turned off as access is only via the Hub
  - Currently not monitored and no date on when it will be
- **Pricing**
  - Hub Pricing significantly undercutting House pricing, no bond (Hub charges \$250)
  - Lost 5 regular hirers due to pricing resulting in significant lost revenue to Albany CoCo

Venue	Albany House	Hub Room A or B	Hub Main Hall
Capacity	50	20	80
Standard Peak	\$ 30.00	\$ 24.00	\$ 39.00
Community Peak	\$ 20.00	\$ 12.00	\$ 19.50
Standard Off Peak	\$ 30.00	\$ 19.20	\$ 31.20
Community Off Peak	\$ 20.00	\$ 9.60	\$ 15.60
Regular Community Off Peak	\$ 20.00	\$ 7.68	\$ 12.48

Peak - Mon to Fri 9.30am - 12pm & 6pm-8pm/12pm Fri), Sat & Sun All Day/Evening



# Potential Solution – House/Hub

- |   |   |
|---|---|
| A - Continue status quo   | B - Hub runs Albany House   |
| <ul style="list-style-type: none"> <li>– Advantages           <ul style="list-style-type: none"> <li>• No change required</li> <li>• Coco maintains revenue</li> </ul> </li> <li>– Disadvantages           <ul style="list-style-type: none"> <li>• Doesn't resolve issues</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Advantages           <ul style="list-style-type: none"> <li>– Resolves all/most issues</li> </ul> </li> <li>• Disadvantages           <ul style="list-style-type: none"> <li>– Changes required</li> <li>– CoCo loses revenue</li> </ul> </li> </ul> |

## Way Forward

In the interests of simplification and giving better experience to hirers Albany Coco proposes handing management of House to the Hub provided office can be maintained rent free until EOI finalised. Need answer within a fortnight please



# Albany CoCo Location Options

