

# MINUTES OF ANNUAL GENERAL MEETING

TUESDAY 18 OCTOBER 2022, 6:30PM AT OTARA MUSIC & ARTS CENTRE (OMAC).

## 1 WELCOME

Amandeep Parmar (Chairman) opened the meeting at 6:30p.m. and welcomed all members and visitors from the Otara Papatoetoe Local Board.

**Motion 1:** That Mr Grant Hewison be appointed interim Chairman to conduct the Annual General Meeting on behalf of the Otara Business Association Inc.

Moved: Amandeep Parmar

Seconded: Kanti Vallabh

Motion Carried

## 2 ATTENDANCE

Amandeep Parmar (Otara Post Shop), Kanti Vallabh (Kans Shoes), Rana Judge (OBA Manager), Mohammed Khan (Supa Save), Sanjay (Supa Save), Ella (Cash converters), Deepak (Cash Converters), Awa (Cash Converters), Sohit Gagneja (Royal Green), Jeff Tukua (Local Kamatu), Fred Taivairanga (Station Net Caffé), Albert Lim (OPLB), Nikel Vallabh (Kans Shoes), Harish Kumar (Royal Green), Peter Tran (King Fast Photo), Adrian Meys (Landlord 19 Fair Mall), Manish Mistry (Velmar Dairy), Rahul Kumar (Velmar Dairy), Ranjodh Singh (Chhina Minimart) Chan, Haren & Trupti (MR Happy Bear), Jimmy Calder (Otara Business Association), Ian Leader (Dot-Two-Dot), Shafiuddin Mohammad (Sheralee Dairy), Harman (Tasty Hut), Mike (Local MC), Grant Hewison, Jayesh Mistry.

## 3 APOLOGIES

Shaun (South Seas), Gary Song (Fulson Group)

**Motion 2:** That the apologies be accepted.

Moved: Adrian Meys

Seconded: Sohit Gagneja

Motion Carried

## 4 CONFIRMATION OF THE PREVIOUS AGM MINUTES

The previous minutes were distributed to Members at the meeting.

**Motion 3:** That the Minutes of the previous Annual General Meeting be accepted as read.

Moved: Adrian Meys

Seconded: Haren

Motion Carried

## 5 CHAIRMAN'S ANNUAL REPORT

Welcome to the Annual General Meeting 2022. It is a great honour to present to you the Annual report and financial statements for the year ending 30 June 2022. It has been a privilege and an honour to be Chairperson for the Otara Business Association [OBA] during the last 5 years.

I wish to thank our committee members, local businesses and the support of many local stakeholders - Otara Papatoetoe Local Board, Local Police and community groups. I also want to thank the OBA Manager, Rana Judge, for helping make this role enjoyable.

Our town centre had a huge impact on businesses as sales volume declined over last 2 years during the COVID-19 pandemic due to constant lockdowns and restrictions imposed during this time.

With the removal of COVID restrictions, we are confident that we can get back on track to resume promotions & events. Our initiatives will help promote and strengthen the Otara Business Community.

We received a total targeted rate funding of \$94k which is not enough to cover our day-to-day expenses of \$140k.

Due to the upgrade of the fish canopy which took about 10 months to complete, it had a huge impact to the foot traffic. The extensive upgrade of the Ōtara Fish Canopy was completed in September. We hope that our foot traffic will gradually increase as we won't have any major repair work to be carried out over next 12 months.

With our social media and promotions strategy, we have witnessed an increase in sales for all businesses. It has resulted in highest increase in overall spending figures for the Otara Town centre. Currently Otara is top performing town centre across Auckland region when compared to sales figures of last year.

We encourage you to provide feedback and discuss with us about the types of operations you would like in our town and we are happy to try and facilitate new businesses starting here.

We have increased our exposure on social media over last 12 months to provide huge exposure to our members of the town centre. We keep all the business listings updated on our website. We get a huge constant stream of traffic from Google each month.

Our "Shop Local-Spend Local-Eat Local" theme has been very strong throughout the town centre since the emergence of Covid and it is pleasing to see the community rallying around their businesses in this way to support them.

## **OUR CHALLENGES**

### **Homeless & beggars**

Lately, we have witnessed a huge increase in number of homeless / beggars in our town centre. We understand that due to rising costs & inflation, putting food on the table is not easy for some low-income families but it leads to a growing problem in people trying to ask for spare change in the car park to help fund their expenses.

### **Ram raids**

Auckland have witnessed a rise in number of young people trying to involve themselves in ram raids as they know they can get away with it due to their young age. We had 2 ram raids over this year – Cash Converters & Super Value. These incidents are a cause of concern as businesses are scared from such events and are helpless of the security measures they can invest due to low margins or loss they have experienced in their business over the COVID-19 pandemic. It is a battle of survival and any unexpected costs can only drive them towards to voluntary liquidation.

### **Otara Town Centre Evaluation & Proposal**

A survey was conducted in Otara & Papatoetoe Town centre about the services and facilities that business members receive from their local business association. We found the nature of the report quite unprofessional and discrediting the professional work of the voluntary committee members and the town centre manager. We are not sure of the hidden agenda of why this survey was designed or run to bring our business association in disrepute.

### **Market View Tool**

We purchased a subscription to understand the spending & consumer patterns across Auckland BIDs. Over last year, each and every month, Otara BID is growing revenue month on month and doing way better than in performance when compared to other BIDs. Currently Otara Business Association holds as the Top performing BID title Auckland wide. With limited funding resources, we are trying our best to provide the best return to our members.

## **MOVING FORWARD**

OBA is committed to working closely with all retailers and community groups to ensure Otara Town Centre is a safe place for everyone to come and enjoy. OBA is also committed to increasing resources through funding streams to provide family orientated events on a regular basis. We are looking forward to achieving our goals as per our Business plan for 2023/2024.

## **ACKNOWLEDGEMENTS**

I wish to sincerely appreciate your support and patronage. Indeed, we would not be where we are today without the consistent, unequalled loyalty and confidence you have for us. We look forward to serving you better.

OBA will continue to find meaningful, realistic and achievable goals to gain positive outcomes for all stakeholders. We also remain appreciative of our business partners, stakeholders and the regulators who have tirelessly continued to provide invaluable support.

To our Manager Rana Judge, I wish to express our sincere gratitude for making year 2022 a fruitful one by diligently playing your part. Lastly, I thank fellow board members for your contribution, dedication, support as we together propel this great organization to higher heights.

I wish you all a prosperous year 2022.

May God bless you.

### **Amandeep Parmar (Chairperson)**

**Motion 4:** That the Chairman's Annual written and verbal reports be accepted.

Moved: Adrian John Meys

Seconded: Mohammed Khan

Motion Carried

## **6 MANAGERS ANNUAL REPORT**

- Report tabled and distributed to members
- Thanked OBA Members, Retailers and Local Board members for their support

**Rana Judge**

***"Growth is never by mere chance.  
it is the result of forces working together."***

**Kia Ora, Malo e Lelei, Talofa Lava, Namaste, Hello!!!**

Welcome to our Annual General Meeting and thank you for joining us. It has been my pleasure and privilege

to do another year as Town Centre Manager for the Otago Business Association (OBA) Annual General Meeting.

## **ACKNOWLEDGEMENTS**

I would like to acknowledge the Otago Business Associations board members, council officers, retailers, local community and local Police Officers. Much though, I would love to mention everyone individually who supported us throughout the year, but there would be no paper left in the stationary cupboard! Special thanks must go to Board Members who continue to provide us with support to achieve our goals.

Over the past few years, we have been investing in ideas to bring more business and tourists into Otago. Due to COVID-19 pandemic most of our business are struggling. The customer count dropped down dramatically and most people prefer online shopping.

Due to the current situation, we have changed our strategy to meet the current demand to make sure we are strong in the retail market. Although our budget is very tight and we are still trying our best with limited resources to cope with market. Many proposals have been submitted to the Local Board seeking approval for the following ideas/initiatives: Night market, Fair Mall roofing plan, children's playground and Main Town Centre Sign upgrade. OBA is hopeful that within the next few years some of the above proposals will come to fruition with the support of everyone.

We are also looking at setting up a rubbish disposal system that will see removal of all small bins and only one large skip and paper bin to be used by all businesses. All these initiatives will provide a much-needed income stream for the OBA. We have been using website, social media, newspapers, weekly post and monthly newsletter for advertising and branding.

We are also looking to beautify the Town Centre to invite visitors to our shopping centre. Part of the proposal we have installed Fairy lights on the trees and we are looking to install some more fairy lights to the fish canopy to make sure our Town Centre is looking more brighter and inviting.

We are committed to working closely with all retailers and community groups to ensure Otago Town Centre is a safe place for everyone to come and enjoy. We monitor offenders such as window washers, bikers, and antisocial behaviour. We also collect data of the offenders and pass it on to Police, providing enough evidence to get them out of the Town Centre either by arrest or trespass orders in serious cases.

We spend a lot of time collecting CCTV evidence against offenders and as a result of that our arrest rate is around 95%. Most of these incidents have happened overnight that we have managed to resolve. The Crime Prevention and CCTV monitoring for Otago and Papatoetoe by OBA was one of our bigger successes. We don't not have enough budget to deploy the Wardens as Work and Income and council do not support the Warden scheme anymore. At this point we are relying on our CCTV and police to resolve the issues in the Town Centre.

Understanding how businesses are performing is a necessary component of running a Business Association. This report is not based on assumptions or hearsay but factual information and marketing intelligence as to how the businesses are performing against the competition. According to market analysis, the Otago Fleamarket is continuously growing which is great for our Town Centre because it is drawing more customers. We will continue to find meaningful, realistic and achievable goals to gain positive outcomes for our Stakeholders and Community.

For the year 2022/2023, the Otago Business Association Executive is steadfast in its core values that the Town Centre continues to see: growth in business, reduction in crime and truancy and an increase in Family orientated events. The sustainability of OBA is paramount to the success of the Town Centre so, it is imperative that we work on funding opportunities and profitable ventures. Unfortunately, Auckland Council

Funding is at a premium and we cannot just rely on this source of funding long term and must generate our own resources.

Before I finish, I'm sure all the staff would like to give a vote of thanks to our Chairperson and Executive for their hard work and support throughout the year. I am confident that all these efforts will provide an ambitious and forward-looking future providing a framework for economic growth in these very challenging times. Ladies and Gentlemen. The Otara Business Association will continue to provide a stable and quality service for our Town Centre.

Finally, I would like to convey our sincere thanks to everyone for supporting us with their endless support and also attending our meeting tonight.

Best wishes

### **Rana Judge (Manager)**

**Motion 5:** That the Managers Annual Written and Verbal report be accepted.

Moved: Adrian Meys

Seconded: Sohit Gagneja

Motion Carried

## **7 TREASURER'S REPORT**

Thank you for the opportunity to update you on the financial situation on the Otara Business Association. The auditor's report has been completed by BVO Chartered Accountants and a copy is available on our website.

We have received a clean audit.

Our revenue comprises of targeted rate grant of \$94,730 for the year. We also receive a 0.5 FTE salary for our CCTV employee from Old Papatoetoe BID of \$21,103. An amount of \$21,643 was received through Government schemes over this period.

Our expenses comprised of \$115,643 for employee related costs along with \$10,328 towards marketing expenses + \$5,364 towards promotional expenses. We made a net loss of \$16,458 for 2021/22 year which was met through our cash reserves.

All bills are received, checked & verified and presented for payment. Once the nature of the bills is verified, the payment is approved by 2 separate committee members. A list of payments is presented on 20<sup>th</sup> of the month and payments are then confirmed to our suppliers.

We use XERO accounting system and all transactions are coded and reconciled every month. At the end of the financial year, our accountants prepare our financial statements and get the Auditors to check and verify our financial statements to ensure we meet in accordance with Public Benefit Simple Format Reporting – Accrual standards of compliance.

Kanti Vallabh  
Treasurer  
Otara Business Association

**Motion 6:** That the Treasurer's Report be accepted.

Moved: Kanti Vallabh

Seconded: Sohit Gagneja

Motion Carried

## 8 AUDITED FINANCIAL ACCOUNTS

The Audited Financial Statements were distributed to Members at the meeting.

- Approve Audited Financial Accounts to year ending 30 June 2022
- Approve Proposed budget for 2022/2023
- Move to approve the following financial year 2023/2024 draft budget which includes a BID targeted rate grant amount of \$99,456, including a 5% increase or \$4,736 to the BID targeted rate grant for 2023-2024 financial year. Further ask the Otara Papatoetoe Local Board recommend to the Governing Body the amount of \$99,456 be included in the Auckland Council draft 2023-2024 annual budget consultation process.

**Motion 7:** That the Audited Financial Statements be accepted.

Moved: Sohit Gagneja

Seconded: Kanti Vallabh

Motion Carried

**Motion 8:** Move to approve the following financial year 2023/2024 draft budget which includes a BID targeted rate grant amount of \$99,456, including a 5% increase or \$4,736 to the BID targeted rate grant for 2023-2024 financial year. Further ask the Otara Papatoetoe Local Board recommend to the Governing Body the amount of \$99,456 be included in the Auckland Council draft 2023-2024 annual budget consultation process.

Moved: Mohammed Khan

Seconded: Amandeep Parmar

Motion Carried

## 9 SPECIAL RESOLUTION – APPROVE A NEW CONSTITUTION

That the Otara Business Association existing constitution (rules) document (dated 2016) be replaced with the proposed new constitution (rules) dated 2022 presented at the Annual General Meeting of the Otara Business Association on 18 October 2022 and that such alterations be effected by replacing the existing constitution document (dated 2016) with the proposed Otara Business Association constitution (dated 2022). A copy of the proposed new constitution (dated 2022) can be viewed at [www.otara.co.nz](http://www.otara.co.nz).

Reason: Amendments of the current constitution (rules) of the Otara Business Association are required to ensure those rules pertaining to the BID programme and BID targeted rate grant are not inconsistent with the Auckland Council Business Improvement District (BID) Policy.

**Motion 9:** That the Amendments of the current constitution (rules) of the Otara Business Association be accepted.

Moved: Adrian Meys

Seconded: Amandeep Parmar

Motion Carried

## 10 OBA 5 – Year Plan 2023-2028

Ian Leader from Dot-Two-Dot presented the OBA's five-year plan at the AGM. Members engaged in discussion about the plan and were thoroughly impressed by Dot-Two-Dot's efforts in its development, ultimately recommending its adoption.

**Motion 10:** That the OBA adapted the 5 Strategic plan for the year 2023/2028

Moved: Sohit Gagneja

Seconded: Rahul

Motion Carried

**11 APPOINTMENT OF AUDITOR**

**Motion 11:** That the OBA re-appoint David Knightley (Blackmore Virtue & Owens) as their auditor for the 2022/2023 year.

Moved: Trupti Patel

Seconded: Amandeep Parmar Motion Carried

**12 BUSINESS PLAN**

Rana Judge presented the Business plan for 2023/2024.

**Motion 12** That the OBA adapted the business plan for year 2023/2024

Moved: Sohit Gagreja

Seconded: Rahul Motion Carried

**13 ELECTION OF EXECUTIVE COMMITTEE**

Rana Judge Town Centre Manager was asked to stand in as Chairman for the election of the Executive Committee. He agreed to stand in temporarily.

Executive Committee 2022/2023 Nominees:

No	Name	Property/Business
1	Adrian John Meys	MFT Property
2	Amandeep Parmar	Otara Post Shop
3	Gary Song	Fulson Group
4	Kantilal Vallabh	Kan's Shoes
5	Haren Patel	Mr Happy Bear
6	Mohammed Khan	Supa Save Supermarket
7	Ranjodh Singh	Chinna Mini Mart
8	Deepak Rai	Cash Convertors
9	Shaun Tautali	Southseas Healthcare
10	Vishal Airy	Royal Green
11	Shafiuddin Mohammad	Sheralee Dairy

**Motion 13:** That there being no further nominations, the Nominees received are declared as the new OBA Executive Committee for 2022/2023.

Moved: Awa

Seconded: Sohit Gagreja Motion Carried

**14 MEETING CLOSED** Meeting closed at 8.05 pm