

MINUTES OF ANNUAL GENERAL MEETING

TUESDAY 5 NOVEMBER 2024, 6:30PM AT WARDENS BUILDING 117 BAIRDS ROAD, OTARA

Shaun performed the Karakia to open the 2024 Annual General Meeting of the Otara Business Association.

1 WELCOME

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

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

2 ATTENDANCE

Amit Narchal (Otara Post Shop), Kantilal Vallabh (Property), Rana Judge (OBA Manager), Mohammed Khan (Supa Save), Shaun Tautali (South Seas), Albert Lim (OPLB), Peter Tran (King Fast Photo), Ranjodh Singh & Sita (Chhina Minimart) Jimmy Calder (Otara Business Association), Jay Mistry (Meeting Facilitator), Henry (OMAC), Rajesh (Visitor), Gurdeep (Visitor), Mary Gush (Otara Flea Market), Denish Gush (Otara Flea Market), Jignesh (Velmar Dairy), Man Singh (Visitor), Kathleen Ahpene (Māori Wardens), Mereana Peka & Fred Peka (Turehou Māori Wardens), Nitin Thind (Visitor), Proxy/Authorisation- Adrian Meys(Property)to Kanti-, Awa Maria(Cash Converters), to Ranjodh Singh- Sarjit Kaur (Tasty Hut) Amit Narchal.

3 APOLOGIES

Nikeel Vallabh, (Kan's shoes), Adrian (MFT), Maria (Cash converter),

Motion 2: That the apologies be accepted.

Moved: Amit

Seconded: Mohammed Khan

Motion Carried

4 CONFIRMATION OF THE PREVIOUS AGM MINUTES

The previous minutes were distributed to Members at the meeting.

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

Moved: Shaun Tautali

Seconded: Kantilal Vallabh

Motion Carried

5 Matters arising from the minutes of the previous Annual General Meeting.

There are no matters arising from the last meeting.

6 CHAIRMAN'S ANNUAL REPORT

Dear Members and Executive Board,

Welcome to the Annual General Meeting for 2024. It is both an honour and a privilege to present the annual report and financial statements for the year ending 30 June 2024. Serving as the Chairperson for the Otara Business Association (OBA) over since last year has been a deeply rewarding experience, and I am grateful to share our journey and achievements with you.

I would like to extend my gratitude to our dedicated committee members, local businesses, and key stakeholders, including the Otara-Papatoetoe Local Board, local police, and community

groups. My heartfelt thanks also go to our Manager, Rana Judge, whose support has made this role both enjoyable and impactful.

Economic Challenges and Resilience

The recent economic recession has impacted our town centre, with businesses experiencing a decline in sales since early this year. However, our position remains strong compared to other centres in Auckland, and it's worth noting that business declines have been widespread across New Zealand. Despite these challenges, we remain confident in our ability to recover, especially with continued funding through targeted rates. We aim to reinvigorate our program of promotions, events, and initiatives to support and strengthen the Otara Business Community.

This year, we received \$99,456 in funding from targeted rates, which has been sufficient to cover the manager's salary and partially fund the CCTV operator. Due to inflation and BID policy requirements, we plan to increase our targeted rate by 10% to reach a minimum of \$120,000 by 2027, ensuring full compliance with policy guidelines. This additional funding will primarily be allocated to enhanced security measures, ensuring our retailers and community members feel safe and can fully enjoy the Otara Town Centre.

Business Growth Through Strategic Marketing

Thanks to our effective social media and marketing strategy, we've seen a notable increase in sales across all businesses in the past year, resulting in the highest overall turnover growth for the town centre to date. We've amplified our social media presence over recent years, providing valuable exposure to our town centre members and keeping our business listings updated on our website. Monthly, we receive significant traffic from Google, showcasing the community's interest and engagement with the centre.

Our "Shop Local, Spend Local, Eat Local" campaign has resonated strongly throughout the town centre since the onset of COVID-19, reflecting the community's dedication to supporting local businesses. It's inspiring to see this shared commitment to keeping our businesses thriving.

Addressing Challenges in the Town Centre

The Otara Town Centre faces several ongoing challenges that affect the overall safety and comfort of our community. These include:

Beggars in the Town Centre

Individuals, many struggling financially, are often present in the town centre seeking assistance. While some are in genuine need, the persistent presence of begging can create an unwelcoming atmosphere. We are working closely with social services to support these individuals, aiming to create a balanced environment for all.

Antisocial Behaviour

Disruptive actions, ranging from altercations to vandalism, pose challenges for both community safety and visitor experience. Antisocial behaviour can deter visitors, impacting our businesses and the broader sense of community. We are coordinating with local authorities to establish patrols, increase visibility, and encourage community cooperation to reduce these incidents.

Illegal Trade in the Town Centre

Unauthorized vendors occasionally operate within the town centre, selling unregulated goods. This activity undermines legitimate businesses and poses potential risks to consumers. Our team is working closely with regulatory bodies to ensure that only licensed businesses operate in the town centre, creating a safer, more reliable shopping environment.

Drug Dealing

Instances of drug-related activities present serious threats to our community. The presence of illegal substances often correlates with further criminal activity, jeopardizing safety. Through increased surveillance and collaboration with law enforcement, we are taking proactive steps to prevent these activities, ensuring that Otara remains a secure and welcoming place for families, residents, and visitors.

Our Approach and Moving Forward

We are committed to working hand-in-hand with law enforcement, local authorities, and community members to address these challenges comprehensively. By expanding our security measures and focusing on community outreach, we aim to create a town centre that is as safe as it is welcoming.

OBA remains dedicated to collaborating closely with retailers and community groups to make the Otara Town Centre a place where everyone can come and enjoy. Moving forward, we are also focused on increasing funding to support family-oriented events regularly, aligning with our Business Plan for 2025-2026.

Acknowledgments

I extend my sincerest gratitude to all of you for your unwavering support and commitment to OBA. We could not have achieved our current successes without your loyalty, trust, and confidence. Together, we are stronger, and we look forward to serving you even better in the coming year.

OBA will continue setting meaningful, achievable goals that bring positive outcomes for all stakeholders. Our gratitude also goes to our business partners, stakeholders, and regulatory bodies whose invaluable support has been instrumental in our progress.

A special thanks to our Manager, Rana Judge, for diligently contributing to a productive year. Finally, I thank my fellow board members for their dedication, hard work, and shared vision for the future of this organization.

I wish you all a prosperous 2024.
May this year be one of growth and success.

Warm regards,

Amit Narchal (Chairperson)

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

Moved: Mohammed Khan

Seconded: Ranjodh Singh

Motion Carried

7 MANAGERS ANNUAL REPORT

Kia Ora, Malo e Lelei, Talofa Lava, and Namaste. Welcome to our Annual General Meeting, and thank you for being here. It has been my privilege to serve another year as the Town Centre Manager for the Otara Business Association (OBA), and I'm pleased to share our achievements, challenges, and goals with you.

First, I extend my sincere gratitude to the Otara-Papatoetoe Local Board, BID Officers, retailers, community members, our Senior Committee, and local police officers. Your dedication to fostering strong business relationships in Otara has been invaluable, and I deeply appreciate your continued support for our shared vision of a vibrant town centre.

Vision and Initiatives

The Otara Business Association envisions a thriving town centre that provides quality products and enriching experiences to meet the community's needs. We aim to establish Otara as a retail destination known for quality, cultural diversity, and a family-friendly atmosphere. Halfway through our five-year business plan, we continue to balance long-term growth with responsible financial management. Although we face budgetary constraints, we are committed to making the most of our resources to achieve our objectives.

One of our core initiatives is the "Buy Local" campaign, a significant part of our marketing strategy. This campaign promotes local businesses and encourages spending within the community, boosting the visibility of small businesses and supporting economic health in Otara. Our marketing efforts include online advertising, community events, and local partnerships, all geared towards building a sustainable business environment.

Digital Outreach: Website and Social Media

Recognizing the importance of digital communication, we have expanded our online presence on platforms like Facebook and Instagram, where we maintain active engagement with our stakeholders. We share weekly updates on government policies, community news, and opportunities for businesses, strengthening connections with local businesses and encouraging them to establish their own digital footprints. This increased online visibility helps them reach a broader audience and boost customer engagement.

Community Events

Our events calendar brought the community together with celebrations for Easter, Matariki, and Christmas. For Christmas, New Year, and Easter, we introduced "Shop & Win" vouchers, adding excitement and reward to the shopping experience. These events have driven foot traffic, enhanced the local shopping experience, and supported community engagement. By aligning events with local cultural celebrations, we create an inclusive environment that reflects Otara's diverse heritage.

Community Safety Initiatives

Community safety remains a top priority. We are committed to addressing safety challenges, including drug-related issues, antisocial behaviour, begging, and shoplifting. Despite limited resources, we actively collaborate with law enforcement, retailers, and community groups to maintain a secure environment in Otara Town Centre. By using technology, we monitor and report disruptive activities, helping to deter issues like window washing, biking, and other antisocial behaviours. Our partnership with the Maori Wardens further strengthens these efforts, as we work together to establish patrols and hold community safety meetings. This proactive approach creates a positive environment for visitors and businesses.

Challenges: Adapting to Market Dynamics

Adapting to evolving customer expectations is a key challenge. With competition from nearby shopping centres like Hunter Plaza, Manukau, Botany, and Otahuhu, Otara Town Centre must work harder to retain its customer base. Additionally, the rise of online shopping has transformed traditional stores into showrooms or pickup points, intensifying competition.

Another ongoing challenge is unlicensed trading within the town centre, creating unfair competition for our legitimate retailers. Addressing this requires coordinated efforts, and we are committed to working with local authorities to enforce fair trading standards in our community.

Business Variety and Economic Resilience

Despite the recession affecting businesses nationwide, Otara has shown resilience through a focused market strategy. Our business landscape, predominantly in food, hospitality, and personal services, has helped maintain a stable customer base. However, limited retail diversity presents a challenge to further growth. Expanding into other sectors would increase Otara's economic resilience and appeal, attracting a wider demographic and helping us remain competitive. We are actively exploring opportunities to encourage new types of businesses to set up in Otara, enhancing the variety of options available to customers and strengthening our economic foundation.

Navigating Limited Resources

As a community-driven organization, the Otara Business Association relies on a small voluntary executive committee. These individuals give their time selflessly, driven by a shared goal to uplift Otara's businesses and support the community. Operating with a limited budget poses challenges, especially when competing with other centres that benefit from more substantial funding. This lack of resources affects our ability to attract new businesses and develop the infrastructure needed to compete effectively. Despite these constraints, the committee's commitment and strategic planning have allowed us to maximize our impact and make Otara a welcoming shopping destination.

Political interference and community safety concerns also add to our challenges. Political pressures can shift focus from our objectives, requiring careful negotiation to balance community needs with external expectations. Addressing drug-related issues and antisocial behaviour demands ongoing collaboration with law enforcement and community groups. These challenges are significant, but they do not deter us from our mission. The OBA remains committed to creating a secure, positive environment in Otara Town Centre.

Unlocking Otara: The Unitary Plan

We eagerly await the "Unlocking Otara" initiative, which promises growth and revitalization. While Hunters Corner and Papatoetoe have advanced in similar projects, Otara's unique character and potential make it a prime candidate for development. This initiative will bring new energy and resources into our town centre, creating business opportunities and enhancing the community's experience.

Opportunities and Potential for Growth

Otara Town Centre's rich history and community spirit offer a solid foundation for growth. Our vision includes developing Otara into a retail and dining destination that attracts families, businesses, and visitors. With a well-connected network of primary, intermediate, and secondary schools, Otara offers a family-friendly atmosphere ideal for residents and visitors. The town's affordability enhances its appeal, as it provides quality services and products at accessible prices.

The central location in South Auckland is another key asset, offering ample parking options and accessibility-friendly infrastructure that meets the needs of a diverse customer base. By fostering an inclusive, accessible environment, we ensure everyone can enjoy Otara's offerings.

Sustainability and Future Goals

To secure OBA's sustainability, it's essential to obtain funding and engage in profitable ventures. Given the scarcity of Auckland Council funding, we must focus on generating our resources and reducing dependency on external support. Guided by our Chairman, we are actively seeking alternative revenue streams and partnerships that align with our mission and contribute to long-term stability.

Acknowledgments

In closing, I extend heartfelt gratitude to our Chairperson and Executive team for their dedication. Special thanks to Amit Narchal, who, despite it being his first year as Chair, has shown exceptional leadership and commitment. His contributions have been invaluable, and we look forward to building on the progress made under his guidance.

Ladies and gentlemen, the Otara Business Association is unwavering in its commitment to supporting the growth and success of our town centre. Together, with your continued support, we can ensure that Otara remains a vibrant, inclusive, and resilient community. Thank you for joining us tonight and for your ongoing partnership in making Otara Town Centre a place of opportunity, heritage, and unity.

Thank you

Rana Judge (Manager)

Motion 5: That the Manager's Annual Written and Verbal Report be accepted.

Moved: Shaun Tautali

Seconded: Ranjodh Singh

Motion Carried

8 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 rates & grants of \$116,358, Umbrella Grant of \$1,500, Night market & BBQ of \$43, CCTV funding from Old Papatoetoe BID & an interest income of \$3,354. A total of \$134,755 of revenue was generated.

Our expenses comprised of \$108,097 for employee related costs along with \$31,296 towards advertising, marketing expenses & promotion expenses. We spend \$23,235 in day to day running costs. Our Audit fees & depreciation comprised of total \$4,483.

We made a net loss of \$32,356 for 2023/24 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, it is loaded on the bank account for authorisation. The chairman authorises & releases the payment to the supplier.

We use XERO accounting system and all transactions are coded and reconciled every week. 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.

Thank you

Kantilal Vallabh (Treasurer)

Motion 6: That the Audited Financial Statements be accepted.

Moved: Mohammed Khan
 Seconded: Shaun Tautali

Motion Carried

9 AUDITED FINANCIAL ACCOUNTS

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

- a. Approval of Audited Financial Accounts to year ending 30 June 2024
- b. Approval of Proposed budget for 2024/2025
- c. Move to approve the following financial year 2025/2026 draft budget, which includes a BID targeted rate grant amount of \$109,401.60 including a 10% increase or \$9,945.60 to the BID targeted rate grant for the 2025-2026 financial year. Further, ask the Otara Papatoetoe Local Board to recommend to the Governing Body the amount of \$109,401.60 to be included in the Auckland Council draft 2025-2026 annual budget consultation process

Motion 7: That the Audited Financial Statements be accepted.

Moved: Mohammed Khan
 Seconded: Shaun Tautali

Motion Carried

10 BUSINESS PLAN

Rana Judge presented the Business plan for 2025/2026.

Motion 8: That the OBA adapted the business plan for the year 2025/2026

Moved: Mohammed Khan
 Seconded: Amit Narchal

Motion Carried

11 SPECIAL RESOLUTIONS

Amendment of the Constitution under the Incorporated Societies Act (2022)

- a. Move to approve for the Otara Business Association to re-register with the Incorporated Society Register to keep our Incorporated Society status under the updated Act 2022, before the 2026 deadline.
- b. Move to approve the proposed amendments to our current Constitution, with the understanding that the proposed amendments are to align our Constitution with the updated Incorporated Societies Act 2022.
- c. Move to approve and ratify the amended Constitution, per special resolution 9b).

Background information

On 5 October 2023, the Incorporated Societies Act 2022 (the 2022 Act) came into effect, modernizing the laws governing societies. During the transition period, both the 1908 Act and the 2022 Act will be in force. Societies incorporated under the 1908 Act, including the Otara Business Association Incorporated, must re-register under the 2022 Act by 5 April 2026 to retain their incorporated status.

One key requirement of the 2022 Act is that societies must have a constitution that complies with the new law. At this AGM, we are asking for approval from our members to re-register under the 2022 Act. This will involve adopting necessary changes to our current Constitution to ensure compliance. We also seek your ratification of the updated Constitution to proceed with re-registration ahead of the 5 April 2026 deadline.

Failure to re-register will result in the loss of our Incorporated Society status, which would require us to wind up and be removed from the register, ultimately preventing us from operating as an Incorporated Society.

Motion 9: Move to approve the Otara Business Association to re-register with amendment to our current constitution with the Incorporated Society.

Moved: Amit Narchal

Seconded: Mohammed Khan

Motion Carried

12 APPOINTMENT OF AUDITOR

Motion 10: That the OBA re-appoint David Knightley (Blackmore Virtue & Owens) as their auditor for the 2024/2025 year.

Moved: Mohammed Khan

Seconded: Kantilal

Motion Carried

12 ELECTION OF EXECUTIVE COMMITTEE

Executive Committee 2024/2025 Nominees:

	Name	Property/Business
1	Adrian John Mey's	MFT Property
2	Amit Narchal	Otara Post Shop
3	Nikeel Vallabh	Kans Shoes
4	Kantilal Vallabh	K&S Vallabh Properties Ltd
5	Haren Patel	Mr Happy Bear
6	Mohammed Khan	Supa Save Supermarket
7	Ranjodh Singh	Chinna Mini Mart
8	Awa Maria	Cash Converters
9	Shaun Tautali	Southseas Healthcare

Associate Members:

1	Mary Gush	Otara Fleamarket
2	Henry Pao'o	Otara Music & Art Centre

Motion 11: That there being no further nominations, the Nominees received are declared as the new OBA Executive Committee for 2024/2025.

Moved: Jagnesh

Seconded: Peter Tran

Motion Carried

12 ELECTION OF OFFICERS

The election of officers will take place at the first meeting of the executive committee.

14 Meeting Closed: The meeting closed at 7.20 pm.