

2nd October 2024

It's my pleasure to provide an update on our highlights for the past 12 months.

I'd like to thank Kirstie Barton-O'Brien for all her assistance this year as our Membership Engagement Manager and to Natasha McDowall and the Executive Committee for their support and guidance during the year.

I'm looking forward to another busy year ahead.



Gary Holmes - BID Manager – Glen Eden Business Association Inc.

Glenmall Place Improvements/Presentation of the Village Centre

We work closely with AT, Auckland Council, and the local board, to ensure any issues with cleaning or upkeep are identified and resolved. The garden maintenance and litter collection are now being completed in a timelier manner, though further improvement is always welcome.

We proactively work with Council and AT to ensure the roads and footpaths are maintained. Any roadworks that will be undertaken which we are made aware of, we ensure our businesses are advised of. This is (as usual) ongoing work. Working with a BID community liaison team at Auckland Transport has ensured any issues are addressed extremely quickly.

Artwork/murals around the Village Centre

We have identified rejuvenation projects on some of our older murals and are working with Local Board staff to progress this. A new mural by Anna Crichton was completed earlier this year.

Environmental issues

We continue to report environmental issues such as graffiti, and other damage to property to Auckland Council and other agencies for appropriate action. We have also worked with landlords to encourage them to make repairs to their verandas and buildings to make the area tidier.

Local Promotions

We have run a number of shop local promotions this year including Mother's day promotion (where winners received vouchers for various stores), Easter Bunny giving out Easter Eggs and Santa and his elf who were a great success over Christmas. We also supported the collation of 100 Christmas hampers for the Haumaru residents with an amazing amount of donations from local Glen Eden businesses.

Networking opportunities

We have held four networking events at the Glen Eden RSA and it has been encouraging to see a growing number of members attending these and taking the opportunity to meet and chat with other local business operators.

BID Expansion

We are proposing to expand our BID boundary to include businesses and commercial properties in Waikaukau Road and West Coast Road. Subject to a ballot of businesses and property owners in the area in February / March next year, this enlarged BID would more effectively promote the interests of businesses in the Glen Eden area.

Businesses in the proposed expansion area have told us that increasing crime and safety concerns and issues such as traffic congestion and the impacts of the level crossings project are key concerns for them.

If we are successful in expanding the boundary of our BID, we would receive an additional \$56,450 of targeted rate funding from those businesses and there would be no need for any additional funding increases from existing BID ratepayers, in fact there would be a small decrease. Our total targeted rate income would increase to \$160,000.

We propose to spend a good portion of this additional funding to add to our CCTV network by installing number plate recognition cameras along West Coast Road and to introduce night-time security patrols across the entire BID area to address concerns that all businesses have and providing benefits to all BID ratepayers.

Website

We continue to maintain our website www.glenedenvillage.co.nz which allows visitors to view the site across multiple devices and includes information about what is happening in the area, a business directory for all members. This is supported by the Glen Eden Facebook page which links to other local businesses and acts as a portal for local social media activity.

CCTV

We received funding from the Auckland Council Crime Fund which allowed us to add new cameras to our CCTV network and ensure the coverage of Glen Eden is as comprehensive as possible. We continue to assist the police etc. with any enquiries around CCTV. We are currently undertaking a six-month trial where our CCT cameras are remotely monitored using AI technology.

Security Patrols

We have re-engaged the Waitemata Māori Wardens to patrol the area on Tuesday, Wednesday and Thursday afternoons from 3.30pm to 5.30pm as members indicated this was the time when their presence would be most valued. A What's App security group has been set-up in the centre, enabling business owners to communicate efficiently with each other to alert of any issues in the centre.

The Village Voice

Catherine Watson has continued to publish The Village Voice on a bi-monthly basis. The Village Voice advertising and content is now gaining momentum, and Catherine is doing a fantastic job of producing our amazing community/business magazine. The print run is smaller than previous, but this is supported by an online flip book version that is well-read each edition. While the BID contributes funding towards each issue, we do however need to have local businesses support the magazine by advertising in it to ensure its long-term financial viability.