

# Useful information For Upper Hutt retailers



Much of the information you see here has been supplied by members of the Upper Hutt retail and business community. You will also find information on assistance offered by the Upper Hutt City Council to business owners.

## How can the Upper Hutt City Council help your business?

### Retail Co-ordinator

The Upper Hutt City Council has a dedicated Retail Co-ordinator to work with the retail community. If you require information or assistance please contact Sarah please email [sarah.garnham@uhcc.govt.nz](mailto:sarah.garnham@uhcc.govt.nz) or telephone 527 2790

### New business – information pack

The Upper Hutt City Council has information packs for new retailers, if you would like one please contact: [sarah.garnham@uhcc.govt.nz](mailto:sarah.garnham@uhcc.govt.nz) or telephone 527 2790

### Did you know?

The Upper Hutt City Council runs the Upper Hutt City Centre Facebook page?

This is a promotional tool used to draw people into the city centre and share news with the wider community. Please like the City Centre Facebook page and let us know if your business has Facebook.

<https://www.facebook.com/UpperHuttCityCentre/>

### Add my business! Is your business on [visit.upperhuttcity.com/shopping/](http://visit.upperhuttcity.com/shopping/)?

Are you a retail store? On the Upper Hutt i-SITE website, [visit.upperhuttcity.com](http://visit.upperhuttcity.com), you will find shopping pages. The 'Visit' website attracts over 2,500 visits each month. Listing on the site is free and it's easy to arrange.

All we need is an image of your business, sized 150 pixels by 150 pixels and maximum file size 50KB, your business name, and a web address (URL). If you would like to add your retail store to this listing please visit the website

<http://visit.upperhuttcity.com/shopping/>

### School Holiday FUN and promoting your business

Every school holidays the Upper Hutt i-SITE visitor information centre produces a fun coupon booklet full of discounts for the school holidays. If your business has a genuine discount and would like to be considered for inclusion in this booklet please contact Michelle Donohue [michelle.donohue@Expressions.org.nz](mailto:michelle.donohue@Expressions.org.nz)

### Retail Connect - newsletter

The Upper Hutt City Council produces "Retail Connect" a newsletter to keep the retail community up to date with business movements, news and events in the city centre. If your business has won an award or has some significant news and you would like it considered for inclusion in the newsletter please contact [sarah.garnham@uhcc.govt.nz](mailto:sarah.garnham@uhcc.govt.nz) or telephone 527 2790

### Props Library

The Upper Hutt City Council has a small props library consisting of items for window display and visual merchandising. These items can be borrowed by city center retailers with priority given to new or start-up businesses. This service is free. The props library catalogue can be viewed on the Upper Hutt City Council website:

[www.upperhuttcity.com/business-investments/city-centre-retail-support/](http://www.upperhuttcity.com/business-investments/city-centre-retail-support/)

### Considering renovations, relocating your business or expanding?

The Economic Development Stimulus Policy introduced by the Upper Hutt City Council in October 2014, seeks to stimulate economic growth within Upper Hutt by encouraging development that provides employment and GDP growth, and by supporting building upgrades to elevate the presentation and structural safety of Upper Hutt premises.

If you are planning to retrofit your existing premises or looking to move or expand your business contact Phil Gorman, Economic Development Manager with the Upper Hutt City Council, to see if we can assist. Phil can be contacted on telephone 527 2123 or

[phil.gorman@uhcc.govt.nz](mailto:phil.gorman@uhcc.govt.nz)

## March Madness Fair

On the third Saturday of March, every year, the Upper Hutt City Council runs the "March Madness Fair" on Main Street in Upper Hutt. The purpose of this fair is to encourage people into the city centre, provide them with a great Upper Hutt experience, expose visitors to retail options in the city centre and an opportunity for retailers to turn ends of lines etc into cash at the end of the financial year. For further information contact the Marketing & Events Co-ordinator, [megan.oconnor@uhcc.govt.nz](mailto:megan.oconnor@uhcc.govt.nz) or telephone 527 2173.

## Who to talk to at Upper Hutt City Council:

General enquiries/main reception: 527 2169

Email, general enquiries, reporting tagging etc:

[askus@uhcc.govt.nz](mailto:askus@uhcc.govt.nz)

Or download the free app iCouncil from the App Store.

Website: [www.upperhuttcity.com](http://www.upperhuttcity.com)

Facebook.com/upperhuttcitycentre

Facebook.com/upperhuttcitycouncil

## For commercial, industrial, development enquiries, general business

### Support and information on the Economic Development Stimulus Policy contact:

Phil Gorman

Economic Development Manager

Upper Hutt City Council

Direct dial: 527 2123

Cell: 027 707 9655

## If you are an Upper Hutt retailer looking for information, assistance or regarding the Upper Hutt City Centre

### Facebook page:

Sarah Garnham

Retail Coordinator

Upper Hutt City Council

Direct dial: 527 2790

Cell: 027 444 6545

## Environment and waste issues and your business:

Lisa Bridson

Waste Minimisation Officer

[Lisa.bridson@uhcc.govt.nz](mailto:Lisa.bridson@uhcc.govt.nz)

527 2169 ext 755

## Have a question relating to a local or Council Event?

Megan O'Connor

Marketing and Events Co-ordinator

[megan.oconnor@uhcc.govt.nz](mailto:megan.oconnor@uhcc.govt.nz)

5272173

## Upper Hutt City Council website: [www.upperhuttcity.com](http://www.upperhuttcity.com)

Business support:

[www.upperhuttcity.com/business-investments/](http://www.upperhuttcity.com/business-investments/)

Retail support: [www.upperhuttcity.com/business-investments/city-centre-retail-support/](http://www.upperhuttcity.com/business-investments/city-centre-retail-support/)

## Resources & links to:

- Props library catalogue
- Local events
- Business crime prevention booklets on the NZ police website
- Trespass Notice form on the NZ police website
- Privacy and CCTV information on the Privacy Commissioner's website
- Privacy and CCTV: A guide to the privacy act for businesses, agencies, and organisations
- Operation SNAP website
- Neighbourhood Support New Zealand website
- Community Patrol - Upper Hutt website
- Shop trading hours and Employment Relations information on the MBIE website

## i-SITE Information Centre and Expressions Arts and Entertainment Centre

<http://www.expressions.org.nz/>

<http://visit.upperhuttcity.com/>

i-SITE 527 2141

Expressions Arts & Entertainment Centre 527 2168

## Other useful information:

For information related to starting a business, grants and funding, staff and human resources, tax and reporting and mentoring go to:

**Department of Business, Innovation & Employment**  
<http://www.mbie.govt.nz/>

**NZ Retailers Association** – promoting excellence in retailing  
<http://www.retail.kiwi/>

**Hospitality NZ - Wellington Branch**  
<http://www.hospitalitynz.org.nz/>

**Hutt Valley Chamber of Commerce**  
[www.hutt-chamber.org.nz](http://www.hutt-chamber.org.nz)

### ANZ Business Hub

A useful resource for those wanting to start or grow a business, workshops and seminars can be accessed from the website:  
<https://bizhub.anz.co.nz/>

### NZ Police:

Emergency (if you feel unsafe or if a crime is in progress) **111**  
Crime reporting line **381 2000**  
Crimestoppers - 24 hour anonymous reporting line  
**0800 555 111**

The NZ Police website contains information for businesses including a booklet on business crime prevention:

<http://www.police.govt.nz/about-us/publication/business-crime-prevention-advice>

### Grow Wellington

Grow Wellington is the regional economic development agency, whose role is to make Greater Wellington internationally competitive. They are charged with delivering the economic aspects of the Wellington Regional Strategy and play a key role in talent and investment attraction, as well as education and workforce development.

[www.growwellington.co.nz](http://www.growwellington.co.nz)

### Public Holidays and trading hours information:

<http://www.mbie.govt.nz/>

Public holidays:

<http://www.dol.govt.nz/er/holidaysandleave/publicholidays/publicholidaydates/current.asp>

Trading on public holidays:

<http://www.dol.govt.nz/er/holidaysandleave/publicholidays/shop-opening-hours.asp>

## Local business groups:

### The Venus Network

The Venus Network, a group for women in business, they meet every second Wednesday 9-10am. [www.venusnetwork.co.nz](http://www.venusnetwork.co.nz)  
Please contact the Venus Group for venue details.

### Business & Professional Women's Club

[Upper.hutt@bpwnz.org.nz](mailto:Upper.hutt@bpwnz.org.nz)  
[www.bpwnz.org.nz](http://www.bpwnz.org.nz)

### The Hutt Valley Chamber of Commerce

[www.hutt-chamber.org.nz](http://www.hutt-chamber.org.nz)

Level 3, 15 Daly Street

Lower Hutt

Telephone: 939 9821

### BNI (Business Networking International)

Grant Foggo

027 548 2047

Meetings are held 7.00-8.30 am on Tuesdays at Heretaunga Golf Club

<http://www.bni.co.nz>

## Visual merchandising and window display

Your shop window is working for you 24 hours a day 7 days a week. The shop windows should always look stunning.

### Caravel Industries

For anything in Perspex! For Perspex display risers, cubes, stands and brochure holders.

Will create what you need.

Ian Matthews

04 478 6286

[ian.matt@xtra.co.nz](mailto:ian.matt@xtra.co.nz)

### Calvert Plastics Ltd.

Stocks and manufactures a large range of products for several markets focusing on not only meeting the customer's needs, but exceeding their expectations. Calvert Plastics can custom make to your specifications

111 Eastern Hutt Road

Taita

04 5677877

[www.calvert-plastics.com](http://www.calvert-plastics.com)

### Eye for Detail – visual merchandising and window display

Alison Watt

022 6913419

[www.eyefordetail.net.nz](http://www.eyefordetail.net.nz)

### Tait Design – staging of homes and stores

<http://www.taitdesign.co.nz/>

**Props Library – items city center retailers can borrow**

The Upper Hutt City Council has a small props library consisting of items for window display and visual merchandising. These items can be borrowed by city center retailers. The props library catalogue can be viewed on the Upper Hutt City Council website: [www.upperhuttcity.com/business-investments/city-centre-retail-support/](http://www.upperhuttcity.com/business-investments/city-centre-retail-support/)

[www.uvssigns.co.nz](http://www.uvssigns.co.nz)

**Upper Hutt Leader – community newspaper**

Telephone: 528 9654  
[www.upperhuttleader.co.nz](http://www.upperhuttleader.co.nz)  
For advertising contact Kay Southon  
[kay.southon@fairfaxmedia.co.nz](mailto:kay.southon@fairfaxmedia.co.nz)  
527 2424

**Signage/printing/promotion/design**

**Cartridge World**

123 Main Street  
Upper Hutt  
5280822

**Dzinesigns**

Steve Brattle  
10 Jupiter Grove  
Upper Hutt  
[www.dzinesigns.co.nz](http://www.dzinesigns.co.nz)  
[steve@dzignsigns.co.nz](mailto:steve@dzignsigns.co.nz)  
939 6860

**Flaunt! - your logo is our business**

7 Camp Street  
Trentham  
5277311  
[www.flaut.co.nz](http://www.flaut.co.nz)

**Glenda Leete Signs**

021 0599149  
Silverstream

**Digital Décor**

Unit 4, 24 Goodshed Road  
528 0083  
Printing on textiles eg: street flags, tear drop flags, feather flags, bar mats, and canvas prints.  
Call to discuss your project.

**Instant Promotion – the retailers shop**

[www.instantpromotion.co.nz](http://www.instantpromotion.co.nz)  
0800725354

**Print Big Limited**

[printbig@clear.net.nz](mailto:printbig@clear.net.nz)  
Central Main Street, Upper Hutt  
021 0837 1745

**Sandiford Print**

Neville Sandiford  
Brown St, Upper Hutt  
528 8001  
[sandifordprint@xtra.co.nz](mailto:sandifordprint@xtra.co.nz)

**TC Signs**

5278 550

**UVS Signs Ltd**

Howard Bee  
2 Nicolaus Grove  
Trentham  
5288 500  
[info@uvssigns.co.nz](mailto:info@uvssigns.co.nz)

**Synthesis Marketing**

528 6214  
[www.synthesis.co.nz](http://www.synthesis.co.nz)

Keith Bennett

**ProShoot Photography**

[Info@proshoot.co.nz](mailto:Info@proshoot.co.nz)  
021 664369

**Window Protection**

A protective film can be placed over windows to help minimize the damage and costs associated with tagging and etching. The film can be removed and replaced in the event of damage. If the glass has already been tagged with etching it is possible to greatly reduce the visibility of the etching by simply placing a film over the glass.

**Dzinesigns**

Steve Brattle  
10 Jupiter Grove  
Upper Hutt  
[www.dzinesigns.co.nz](http://www.dzinesigns.co.nz)  
[steve@dzignsigns.co.nz](mailto:steve@dzignsigns.co.nz)  
939 6860

**Glass Pro – Glass Protection Services Ltd**

Don Wood  
027 244 5967  
0800 457 776  
[www.glasspro.co.nz](http://www.glasspro.co.nz)

**Learning Opportunities**

The Upper Hutt City Council occasionally organizes workshops for the business community. To find out what is planned please contact:

[Sarah.garnham@uhcc.govt.nz](mailto:Sarah.garnham@uhcc.govt.nz)  
527 2790

Hutt Valley Chamber of Commerce frequently facilitates courses and workshops:

[www.hutt-chamber.org.nz](http://www.hutt-chamber.org.nz)

**ANZ Business Hub**

A useful resource for those wanting to start or grow a business, workshops and seminars can be accessed from the website:

<https://bizhub.anz.co.nz/>

**NZ Retailers Association – promoting excellence in retailing**

<http://www.retail.kiwi/>

### Senior Net Upper Hutt

Lyon Court (off Main Street by Cartridge World)  
seniornetuh.blogspot.com  
seniornetuh@clear.net.nz

### WelTec – Petone and Wellington

Free Computing Classes at WelTec  
<http://www.weltec.ac.nz/SUBJECTAREAS/BusinessStudies/BusinessAdministrationProgrammes/ComputingMadeEasyFREE/tabid/219/Default.aspx>

### Security

**NZ Police website:**  
[www.police.govt.nz](http://www.police.govt.nz)

**Locksmith**  
Beveridge Locksmith  
67 Main Street  
527 9356

**Edsers** (shoe repairs and key cutting)  
125 Main Street (next to Cartridge World)  
04 5283847

### Cleaning tip!

#### Dissolve it!

Available from Mitre 10 – This is an excellent product for removing residue created by labels and stickers. Great for tidying up windows, counters, or scuff marks on flooring.

### Alzheimers – Understanding Customers with Dementia

A booklet on “Understanding Customers with Dementia” can be downloaded at:  
<http://www.alzheimers.org.nz/wellington>

### SuperGold Card

Do you offer a discount to SuperGold Card holders? Would you like to register your business and offer on the SuperGold Card website? To do this please go to [www.visit.upperhuttcity.com/shopping](http://www.visit.upperhuttcity.com/shopping) and click on the SuperGold Card link, then click on the “Info for Businesses tab” and then, on the left hand side, click on “sign up now”.

### WREMO

Is your business prepared for an emergency? The Wellington Region Emergency Management Office (WREMO) has produced “It’s Easy: Prepared Businesses” for the Wellington region. You can download the guide at - [www.getprepared.org.nz/businesses](http://www.getprepared.org.nz/businesses)

### Commonly asked questions:

#### Rubbish Collection:

In the Upper Hutt city centre Upper Hutt City Council rubbish bags are collected on Tuesday and Friday mornings by Waste Management. This service is provided by Waste Management 568 3550

### Cardboard recycling:

There is a dedicated cardboard collection on Tuesday mornings BEFORE 7am. You may wish to put your cardboard out neatly and securely on a Monday evening. Please make sure the cardboard is securely bundled to prevent it taking off in the wind.

### Glass, metal and plastic recycling

If your business creates a significant amount of glass, metal and/or plastic recycling you will need to arrange for this to be collected by one of the local providers:

Al’s Litta Binz  
Envirowaste  
Low Cost Bins  
The Wheelie Bin Company  
Waste Management

Further information on Waste and Sustainability is available on the Upper Hutt City Council website:

<http://www.upperhuttcity.com/waste-sustainability/>

### Trespass

All retailers have the right, under the Trespass Act, to trespass anyone they wish to remove from their premises.

The Trespass Act can be found at:

[http://legislation.govt.nz/act/public/1980/0065/latest/DLM36927.html?search=ts\\_act%40bill%40regulation%40deemedreg\\_trespass+Act+1980\\_resel\\_25\\_a&p=1](http://legislation.govt.nz/act/public/1980/0065/latest/DLM36927.html?search=ts_act%40bill%40regulation%40deemedreg_trespass+Act+1980_resel_25_a&p=1)

A trespass form can be found on the NZ Police website:

<http://www.police.govt.nz/about-us/publication/trespass-notice-form>

### Graffiti and tagging

What can we do about etching graffiti or tagging?

1. Graffiti vandalism is a crime and we encourage property owners to report it to Police **We are also aware the NZ Police have many calls on their time and resources but reporting vandalism is the most important thing to do because if graffiti doesn't appear to be a problem in Upper Hutt Police statistics then it may not be given adequate Police resourcing.**

If you see vandalism in progress call 111 and report a crime in action. If you find new graffiti vandalism (after it has happened) report it to Police via the local phone number 5272300 or via crime stoppers as soon as you notice it <http://www.crimestoppers-nz.org/> . You can report to Crimestoppers via phone **0800 555 111** (freephone) or online at the site.

**Download the, free, app iCouncil from the App Store. This app is for reporting information to the Upper Hutt City Council. This also allows for photographs to be taken of the vandalism and emailed direct to the Upper Hutt City Council [askus@uhcc.govt.nz](mailto:askus@uhcc.govt.nz). The vandalism should also be reported to the NZ Police.**

2. We encourage business and property owners to remove or paint over graffiti vandalism on their property within 48 hours, we can provide, *to those that meet the criteria stated in the Graffiti Policy in item 8, grey, green or brown paint* (when in stock) free of charge to property owners affected by graffiti vandalism. Reporting first to Police and then to Council (as described in the Graffiti Policy) is very important because if Council doesn't know that there is graffiti in an area then we cannot help property owners and residents with free paint. **Rapid removal is usually the best deterrent to vandals.**

3. Within the main arterial routes (as described in the Graffiti Policy) and main shopping areas we employ contractors to remove graffiti on buildings that is reported to us (as long as it is covered by the guidelines in the Graffiti Policy). Reporting the vandalism first to the Police and then to Council for removal is the most important thing for people to do because if we don't know that graffiti is present we cannot send a contractor to remove it.

4. Keep New Zealand Beautiful have a **free clean up kit**: Here is the link for other community members to register their request for a FREE clean up kit - <http://www.knzb.org.nz/what-you-can-do> scroll down to the "Adopt a spot" section and click on contact us to request a kit.

5. We are working with Upper Hutt Community Patrol to support their Graffiti Eradication 2016 project. This project involves groups of volunteers working together to paint over graffiti in alleyways and other areas not covered by the graffiti policy in Upper Hutt. Their poster is attached if you want to find out more about them.

6. We are collaborating with young people, schools, community groups, property owners and business to install murals across the city.

7. We liaise with the Community Groups, NZ Police, Community Patrol and Neighbourhood Support

8. Links below to graffiti policy and resources:

<http://www.upperhuttcity.com/wp-content/uploads/2014/10/Graffiti-policy.pdf>

<http://www.upperhuttcity.com/wp-content/uploads/2015/05/Helpful-tips-and-guidelines-for-cleaning-graffiti-brochure-080515.pdf>

<http://www.upperhuttcity.com/wp-content/uploads/2014/11/Graffiti-prevention-in-our-community.pdf>

<http://www.upperhuttcity.com/community/painted-environment/>

### **Do you have something you would like to be included in this information sheet?**

Please contact Sarah Garnham, Retail Coordinator, Upper Hutt City Council – [sarah.garnham@uhcc.govt.nz](mailto:sarah.garnham@uhcc.govt.nz) 527 2790

*Disclaimer: The Upper Hutt City Council does not endorse individual businesses but does encourage promotion and support of local businesses.*