



Northcote
CENTRAL

Annual Report
2021

CHAIR'S MESSAGE

It's been a busy 12 months for Northcote Town Centre.

The highlight was the introduction of our new One Night in Northcote event – a series of evening performances in Pearn Place where we encouraged people to come and dine while enjoying musical entertainment.

Who'd have thought we'd be back in lockdown and levels 4 and 3 during the past two months? These are difficult times and they've caused a number of local businesses to close. However, as was the case last year, I've been encouraged by our members' response to the challenges. Many have altered their business practices to operate under lockdown restrictions and increase their ability to trade online.

The Northcote Town Centre Committee met six times during the 2020-21 year, as well as virtual catch-ups during lockdown. At each meeting, we receive updated reports from the management team and review upcoming activities and events.

We want to thank our executive committee of volunteers and our management team, BID Manager Gary Holmes and Chinese Liaison Crystal Pan.



We also want to extend a thanks to Kate Cumberpatch and Danielle Grant who have played important liaison roles with Panuku and the Local Board.

Thank you everyone for your support this past year, especially during the ongoing Covid-19 challenges. We look forward to another busy year, as is detailed in this report.

*Anthony Yee and
Raymond Tang*

Co-Chairs 2020/21



2020-21 COMMITTEE



Anthony Yee (Co-Chair)
Unichem Pharmacy



Raymond Tang (Co-Chair)
Love a Duck



Niki Cowie
Baptist Op Shop



Jay Patel
Mitchells Paper Power



Alex Yang
Jing Dian Accountants



Danielle Grant
Kaipatiki Local Board



Kate Cumberpatch
Eke Panuku



Lindsay Waugh
NorthArt (Co-opted
April 2021)



Ping Chen
Northcote Dental Centre
(resigned May 2021)



Brendan Duffy
Roast Valley
(resigned January 2021)



Gary Holmes
BID Manager



Crystal Pan
Chinese Liaison



BID Management Team

HIGHLIGHTS FOR 2020/21

- **One Night in Northcote** - Pearn Place came alive for three nights in April as we hosted a number of community and cultural groups entertaining visitors to the town centre while they enjoyed a meal from one of our many restaurants in an enticing outdoor seating environment. NTC supplied plenty of outdoor seating, rubbish bins, environmentally friendly disposable cutlery/plates, and security guards.
- **Lighting up Pearn Place** - We completed the installation of our “Singing Tree” – the first in New Zealand – which uses Aurora-sound-to-light technology enabling the public to interact with the lighting in real-time by singing, clapping, or yelling, creating an unforgettable and magical experience for participants. We also installed fairy lights in the Palm Trees along Pearn Place and we look forward to coming up with some exciting activations for these in the coming months.
- **Christmas** - We held our ever-popular annual Christmas party for Northcote staff and their families. Held at the Northcote Library, we welcome more than 60 people who enjoyed delicious food supplied by Love a Duck and Roast Valley as well as musical entertainment.
- **COVID-19** - Once again, the Covid-19 pandemic, with the resulting nationwide lockdown, proved to be a challenging time for our members. NTC provided support through regular emails to members ensuring they had the most up to date information relating to trading requirements under various levels, how to access wage subsidies and other government support and ensuring that all businesses were displaying QR Code posters and meeting the new reporting and record keeping requirements.
- **Environmental Issues** - We have continued to report environmental issues such as graffiti, and other damage to property to Auckland Council and other agencies for appropriate action.
- **Security** - Matrix Security have continued their patrols covering morning, afternoon and evening times (two random walk through during day, a 45min bed down check between 8pm and midnight and two checks during the night), as well as four extra daytime patrols during the school holidays.



COMING UP IN 2021/22

- **Chinese New Year** - We are currently looking at options to celebrate the Chinese New Year “Year of the Tiger” a little differently in 2022. Following on from the success of One Night in Northcote this year, and working alongside the Kaipatiki Community Facilities Trust and the local Chinese community, we are considering running a number of smaller activations including musical entertainment in early February.
- **Town Centre advocacy** - NTC will continue to take the lead on advocating for and providing feedback on the planned Town Centre development upgrade by Panuku.
- **Promotional Videos** - We will collaborate with Thomas and Sheena from Chasing a Plate to produce three promotional videos highlighting many of our excellent eateries and restaurants.
- **Chinese Liaison** - Crystal Pan will continue to work closely with our Chinese business owners to provide support and assistance where needed.
- **Newsletters** - We will produce quarterly newsletters for all businesses and other key stakeholders. These printed newsletters are designed to keep members up to date with what is happening. They also provide us with an excellent opportunity to gain feedback as we hand deliver them.
- **Social Media** - We have continued to maintain our website www.northcote.co.nz and our Northcote Town Centre Facebook page which links to other local businesses and acts as a portal for local social media activity.
- **Ongoing work by Northcote Town Centre:**
 - Collaboration with Eke Panuku and other community groups on events and other initiatives.
 - Security patrols by Matrix Security
 - Keeping members informed through regular newsletters and face to face visits.
 - Reporting environmental issues to Auckland Council and other agencies.



Proposed expenditure: \$145,000 for year 2021/22

Budgeted Income: BID Targeted Rate Income of \$125,000 for 2021/22
+ \$12,500 funds carried forward from 2020/21
+ Kaipatiki Local Board Grant



Northcote Town Centre Inc. —————

PO Box 36-364, Northcote, Auckland 0748

www.northcote.co.nz

 /NorthcoteTownCentre



Northcote
CENTRAL

CONTACT

Gary Holmes - *BID Manager*
0274 966 283

Crystal Pan - *Chinese Liaison*
021 0238 8676