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CONTENTS

If you are wondering what-on-earth is going on with essence this month and why there seems to be two issues rolled into one - you are not alone! We were a little unsure ourselves about the best way forward following Covid but after many interesting staff meetings communicating over Zoom, we decided onwards and upwards and for this issue to get to print - we would combine our North and South Canterbury editions. So here we are - celebrating both communities and learning to adapt to a new normal. What is still normal for the essence team is our determination to continue to promote supporting, shopping and staying local wherever you live. We hope you enjoy our combined issue - It has allowed us more space to share some very interesting stories.

Former essence accountant, Philip Wood shares more of his experiences living in France under a Covid lock-down. (SC) page 7

Travelling on the cruise ship Greg Mortimer, President of the New Zealand Mountain Guides Association, Jane Morris recalls her experience guiding a group of passengers retracing Shackleton's 1916 crossing of South Georgia. Already nervous about Covid-19 and the World Health Organisation having just declared a pandemic, there was some question mark over whether the ship would depart. Her fascinating story begins on page 6 (NC)

Rangiora couple Russell and Katherine Forward, were already well-versed in the design and build process when they started work on their 500-square metre home. Having built several times they knew what to expect. Pages 16 & 17

Alert Level 2 has meant we've broken out of our bubbles and started to make our way back into the world. And that includes local business people. We caught up with a few in both North and South to see how they're feeling and how they have changed their processes to continue to operate.

Enjoy your month.

Dorothy McLennan - Publisher
dorothy@essencemagazine.co.nz
Ph: 0274 507 532

Mandy Buchan - Advertising Account Manager
mandy@essencemagazine.co.nz
Ph: 027 651 0731

Melanie Cox - Office Manager
mel@essencemagazine.co.nz
Ph: 021 857 970

Essence contributors; Pattie Peglar, Grant Shanks,

PO Box 295, 113a High Street, Rangiora, North Canterbury.

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North Canterbury Sunday Market

The North Canterbury Sunday market will be back at Rangiora Racecourse on the 24th May from 9am to 2pm.

Organisers are looking forward to welcoming everyone back and they want to make sure we all stay safe.

Contact details will be collected on entry to the market. Please bring along a piece of paper with your name and phone number on it, or a business card.



Numbers will be limited to 100 shoppers in the market at any one time. This may mean a short wait – but please be patient.

Please observe social distance and keep one metre from stall holders and other people. And if you are unwell - please stay at home.

In short - be patient, be happy, be safe and support local!

SHOP & SUPPORT LOCAL

Getting On With Business Online

By: Pattie Pegler

We caught up with three local business owners to see how they are adapting to operating in the shadow of Covid-19.

In early March, Caryn Hardy, skin guru and founder of Pamper Pod was already disinfecting door handles and the EFTPOS machine after each customer. But nonetheless when the level 4 lockdown came, like many of us, she was thrown a little off course.

“It took me a week or so to find my new groove,” says Caryn. “But there’s always a way around things. This is my livelihood. This is how I put food on the table. So, by week two I was thinking ‘how can I adapt things?’”

Not an easy question when physical proximity to customers is so key to your business. But Caryn tapped into some professional groups and did a lot of research. “The more reading I did, the more possibilities I saw,” she says.

She decided to start running online skin consultations and focus more on marketing her skincare products online. She hired a web developer to get the techy side of things running. Whilst she ensured all the processes around online sales and consultations would work smoothly. The response from her clients has been great. Regardless of how the future pans out, Caryn plans to keep this online arm of her business operating.

But she admits that in part, staying positive has meant not dwelling too much on the situation. “I’ve tried to literally take one day at a time,” says Caryn.

It’s a thought echoed by Debbie Reeves, owner of Shoe Therapy in Kaiapoi.

“The key thing is not looking too far in the future,” says Debbie. “We’re in level 3 [at time of writing] so what can I do in this level that’s in my control? I think it’s about being more present and trying not to speculate too much.”

When lockdown came Debbie was already selling online but having only opened in September last year, she didn’t have a huge customer base to work with. So she focused on her marketing – Google Ads and building followers on social media. Discounts and sale prices have added incentives to buy online but, as she points out, sale prices keep stock moving but make very little actual profit. It has been a tough couple of months but Debbie sees one positive. “One thing that is great, is that I think it’s really highlighted the idea of supporting local,” she says.

Delicious Produce had an established local customer base. And they were on the “essential list” so were able to operate even at level 4 of lockdown. But it wasn’t business as usual says owner Angela Dartnall. She had always sold her avocados and fresh fruit at farmers market and more recently, Christchurch’s Riverside Market, with those options suddenly gone she had produce but no way to get it in front of customers.

“I immediately thought, ‘how can we make this work? How can we keep going?’” says Angela. She was able to fulfil some email orders in the early days but then it was a case of getting a website up and running for online orders. She found a local company to build the site and has then been able to promote it on her social media channels.

“I knew I should be online but it was always a case of finding the time to do it, which this situation allowed me to do,” she says.

But there were practical issues – not least of which was getting the produce to customers. The first courier company got her to fill in pages of registration paperwork before telling her they couldn’t transport perishables.

The move online has provided a different outlet for Angela’s produce and gives shoppers the convenience of ordering 24/7 with next day delivery – both positives. But Angela is looking forward to the day when that real-life shopping returns.

“I do miss my customers, I have a very loyal customer base and I can’t wait to get back to the farmers markets and see them,” she says.



Putting on Your Best Zoom Face

By: Pattie Pegler

During one of many lockdown Zoom calls, I realised I was peering down at my phone looking bedraggled and washed out and I was also wearing my pyjama trousers. Yep, I was guilty of treating work-related Zoom meetings the same as a Skype call with my mum. So, I hit up some professionals for a few tips on putting my best Zoom face on.

Even sticking to the ‘absolute basics’ will present a better image says Christchurch-based make-up artist, Lucy Harvey. Pop on some foundation or BB cream, lighten under the eyes with a bit of concealer and highlight cheeks with a little blusher or bronzer.

“Eyebrows are one of the basics, they really do frame your face” says Lucy. Use an eyebrow pencil or powder to neaten them up and give them some definition.

So, lighten under the eyes, tidy up the eyebrows, put on some mascara and you’re ready to go with a natural look. If you like playing around with make-up and want to add in lipstick and eyeliner, go for it.

With hair - some styles just don’t work as well when you’re peering into your laptop camera. Lucy advises against pulling hair back too tightly, it can unflatteringly severe. So if you tie hair back do it

loosely and leave some out around the face.

When it comes to clothing – it’s really all about tops. Personal stylist Abby Button, from Christchurch, recommends avoiding both shiny fabrics and colours that are too neutral. Stark whites and blacks can also be unflattering on camera she says.

Opt for colours instead and this doesn’t mean you need to suddenly reinvent yourself and start dressing head to toe in fuschia pink. Subtle colours work well – warm tones that don’t make you look washed out whilst natural fabrics like cottons and linens tend to be less reflective and more flattering. As for patterns – well some, often bigger ones, can work well, others not so much says Abby. If in doubt, opt for solid colours.

Accessorising with jewellery can give a full professional look just avoid earrings that will clunk or jangle and don’t wear multiple bracelets that can chime together. Finally, if you can, sit near a natural light source – it’s more flattering. But make sure you’re not sitting with a window right behind you – all people will see is a silhouette.

Times are tough, but you’re tougher.

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No Place Like Home

When 2020 kicked off, Canterbury resident, Jane Morris was looking forward to guiding a small group of cruise passengers retracing Shackelton's 1916 crossing of South Georgia.

By Pattie Pegler and Gilly Oppenheimer

As president of the New Zealand Mountain Guides Association, she had guided the trek before and knew what to expect.

The group would board a ship in the Argentinian port of Ushuaia and tour the Antarctic Peninsula before those taking part in the three-day trek were dropped off at the start point in South Georgia. There's not a lot of technical climbing involved in the crossing, but it's three days of tough terrain, extreme temperatures and no support nearby if things go wrong, says Jane.

Jane was travelling on the cruise ship, Greg Mortimer, which left the port of Ushuaia on 15th March. With many people already nervous about Covid-19 and the World Health Organisation having just declared a pandemic, there was some question mark over whether the ship would depart. But there were full health checks carried out on all crew, guides and passengers before leaving and Jane dismissed her apprehensions.

"To be honest, when I was in Auckland I intuitively felt that I didn't want to leave New Zealand. My intuition has kept me out of a few pickles in the mountains," says Jane. "But I didn't go with my gut this time."

The first few days of the cruise went relatively smoothly. All those on board had their temperatures checked daily. There were morning excursions, lectures on board and evening meals in the restaurant. But on day seven the first suspected case of Covid-19 presented and the ship had to hightail it out



of Antarctica. Unable to dock in Argentina and turned away from the Falkland Islands, they eventually dropped anchor in Uruguay in the Rio Plata.

By this stage the passengers were all in isolation in their cabins whilst expedition guides helped crew to carry out daily tasks such as delivering meals. All this was done in full Personal Protection Equipment (PPE).

The Uruguayan authorities were amazingly supportive says Jane, they arranged for food and medical supplies to be loaded onto the ship. And they sent out medical staff to carry out Covid-19 testing of all passengers and crew. Of the 217 on board, 128 tested positive for the virus, including Jane.

The following weeks were tough. Jane and all others that had tested positive were isolated to their cabins, a small number of passengers were removed from the ship and taken to hospital in the city of Montevideo.

But Jane took it in her stride – she developed a routine, doing some stretches and exercises, updating other kiwis on board about possible repatriation developments, dealing with emails, getting involved in the ship's What's App group and daily Q & A sessions over the PA system.

How did it feel to have Covid-19? "At that point I felt like I had something, but I wasn't feeling like I couldn't function," she says, "When I thought back the only physical symptoms I'd had had been probably 10 days prior when I felt a bit lethargic and just a bit 'off'. But I didn't think it was anything."

But then she had realised, in hindsight, that she had lost her sense of taste and smell and that she'd had a brief feeling of something akin to altitude sickness.



After nearly two weeks in limbo, Jane along with the Kiwis and Aussies on board were to be repatriated. A plane had been secured to fly them to Melbourne and then, for the Kiwis, onto Auckland. They were taken to the airport in four

buses travelling the empty streets of Montevideo with an escort convoy of ambulances and police. The ship stranded off the coast had captured the imagination of the Uruguayan people and they came out on their balconies cheering, waving and singing.

"That was the thing I'll remember, the kindness and genuine response of the Uruguayan people," says Jane. "That was very heartfelt."

The flight to Melbourne took 16 hours and passengers were divided into areas of the aircraft – with those that had tested positive and negative kept well separated. They were asked to move around as little as possible during the flight and crew were wearing full PPE. And Jane's family watched her plane heading home on a flight app.

On arrival in Melbourne, the group of 13 Kiwis were ushered across the tarmac to a private jet that would take them onto Auckland. On arrival in New Zealand they were whisked away to a quarantine facility.

They were assigned a nurse who would carry out daily health checks – monitoring their pulse, oxygen, temperature and answering any questions. A few days in Jane was re-tested for Covid-19 and her test came back negative. Then she was given a 'coveted' blue band which allowed her to go outside and walk around the car park, keeping a safe distance from others.

"I have nothing but praise for the way we were looked after," says Jane.

After 14 days in quarantine, Jane flew to Christchurch and back to her partner, Geoff, and their home in Birdling Flats. Life is isolated and quiet, says Jane and she is getting into the garden and working on some home projects.

And 'home' has become even more important to her. "There is nothing like when you finally get home," she says, "Whenever I come back I think we are so fortunate to live here in New Zealand. It would have to be something quite special to take me out of the country again."

Photos Supplied 1. Doumier Peak, Antarctic Peninsula; Jane Morris, Guy Wittig (AUS), Kevin Nicolas (NZ Mountain Guide), John Clifford (AUS) | 2. Medical Evacuation Vessel alongside | 3. Greg Mortimer in Girard Bay, Antarctic Peninsula | 4. John Clifford returning from a climb near Port Lockroy, Antarctic Peninsula | 5. Doumier Peak, Antarctic Peninsula; Jane Morris, Guy Wittig (AUS), Kevin Nicolas (NZ Mountain Guide), John Clifford (AUS)



Spinach Ricotta and Feta Greek Pie

Food is definitely something that brings friends and family together and this certainly showed during the Lockdown with the amount of baking products flying off our shelves. Many of our customers took the opportunity to try our recipes that are available instore. This Spinach, Ricotta and Feta Greek Pie would have to be one of my favourites. If you don't have fresh spinach you can use frozen, just remember to squeeze out as much liquid as possible. This recipe is so easy and it will have your dinner guests coming back for more. Eaten hot or cold it's guaranteed to become a favourite.

Ingredients (Serves 6)

- 400g chopped spinach
- 2 T Pams Olive Oil
- 1 onion, finely chopped
- 2 cloves garlic, crushed
- 1 t lemon zest
- 200g feta, crumbed
- 200g ricotta
- ¼ c grated parmesan
- ½ c chopped basil and dill
- 3 eggs, lightly beaten
- 10 sheets filo pastry
- 75g Pams butter, melted

- Preheat the oven to 200oc. Lightly grease the base and sides of a 22cm round springform tin.
- Place the spinach in a large bowl. Cover with boiling water and stand for one minute or until the spinach has wilted. Drain and cool, then wrap in a clean teatowel and squeeze out as much water as possible. Transfer to a large bowl.
- Meanwhile, heat the olive oil in a frying pan over medium to low heat. Add the onion and garlic and cook 4-5 minutes until softened.
- Add onion mixture to the spinach with lemon zest, feta, ricotta, parmesan, chopped herbs and eggs. Mix until well combined. Season with salt and pepper.
- Place one sheet of filo pastry on a clean flat surface. Brush with butter on one side. Place filo in prepared tin, butter side up so it covers the base and overhangs the sides. Take another sheet, brush with butter then transfer to the tin, butter side up, and slightly off-centre so the long side of the filo comes up and over the side of the tin. Rotate tin slightly and repeat with another sheet so the overhang covers another section of the tin. Continue with the remaining 7 sheets, rotating tin so there is an overhang around the entire tin.
- Spoon the spinach filling into the tin and level. Gently fold the overhanging filo towards the middle to create a ruffled, folded effect. Transfer to a baking tray.
- Bake in the pre-heated oven for 30-35minutes, until the filo is crisp and golden. Serve warm or cold.



Barbara Palmer has worked at New World Rangiora for 16 years, the last six as their New World Brand Ambassador during which time she has created many striking recipes.



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Cosmetic Medicine with Confidence

This month sees the launch of Durham Health's new Cosmetic Clinic lead by Dr Peter Aspell, where patients will be able to enjoy the benefits of Botox and fillers to revitalise their appearance. Dr Aspell has worked with Botulinum Toxin (commonly known as Botox), in a medical setting for several years, using it to treat patients with spasticity in neurological disorders. Now he is looking forward to using that expertise in the cosmetic environment.

"Cosmetic Doctors really understand the anatomy of the face and target treatments for the individual rather than taking a cookie cutter approach,"

Cosmetic medicine is becoming much more common says Dr Aspell and many patients just want a more refreshed appearance – they may want to combat sagging, or just look less tired, less angry. Others, typically slightly younger, might want to improve particular aspects of their appearance that they are not happy with. From plumping lips to smoothing frown lines – Dr Aspell helps his patients achieve these aims through a measured and professional approach. Patients will have an initial 30-minute consultation which will include a full facial assessment, photographs and a treatment plan. Procedures are not usually undertaken during this visit as Dr Aspell prefers his patients to take time to consider before embarking on any treatment plan.

Whilst Botox is used to reduce fine lines and wrinkles, fillers can help to redefine and contour particular features of the faces. Different combinations of treatments

often work best so all plans are tailored to the individual. Once patients begin their treatment plan, they should start to see excellent results. There are other proven benefits too – modern fillers, typically made from hyaluronic acid, have the added advantage of volumising and hydrating the skin as well as stimulating collagen production. "It is really impressive looking at pictures of skin tissue under the microscope and seeing the difference," says Dr Aspell. Whilst cosmetic medicine has become much more commonplace, some still feel apprehensive about dealing with those frown lines or enhancing that lip line, however in the right hands treatments are largely painless and should achieve a natural and rejuvenated appearance. So if you've been thinking about refreshing your appearance then take the first step and book in for a consultation with Dr Aspell.

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New Beginnings for Rangiora Shoe Lines

Rangiora's favourite High Street footwear store is set for a change of ownership. Familiar faces - Jill and Sandra have decided it is time to move on after a wonderful 35 years owning and running the store. The pair have loved every minute & thank the community for their ongoing support & friendship. This iconic store is set to change hands on 1 June, but the winning recipe of great service along with a blend of fashion and classic footwear will continue on High Street. New owner Rebecca Barker who lives locally, is bursting with excitement at taking over the reins. Rebecca has no plans to change all the qualities that customers love about the store. Rangiora Shoe Lines will still be the place to go for high quality women's and men's footwear with labels such as Minx, Woden, Diesel, Django & Juliette, Mollini, Skechers, Belle Scarpe, Gelato & New Ziera.

"Minx, Woden, Diesel, Django & Juliette, Mollini, Skechers, Belle Scarpe, Gelato & New Ziera."

And Rebecca has nothing but kind words for her predecessors. "Sandra and Jill have been amazing, so generous with their time and expertise," says Rebecca, "Like them, I am here for the long term and I am really looking forward to getting to know our wonderful customers."



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Covid - 19 Update from Hank

Well... unusual times, to say the least! I hope you are all well. I hope you have all coped under these testing times. As I write this column, we are emerging out the other end of the tunnel. We are coming out the other side. Hang in there my fellow Cantabs. Not long now...

Like many others, including my wife Jill, I have gone for a daily walk, both for physical fitness and mental health, fresh air! I put on my headphones, tune into my Spotify and off I go for about an hour. I listened to a variety of music, but the other day a song came on by Joni Mitchell called "Big Yellow Taxi". The chorus line goes...

*"Don't it always seem to go
That you don't know what you've got
Til it's gone"*

I can't think of truer words than these during the time of our lockdown. No work. No beer with my mates. No golf. No takeaways. No grandchildren. And so the list goes on. All the things we take for granted. But, one thing we did have and that's time. We're often described as a growing society of a "time poor" community. I hope many of you, as I have, have used this time wisely. Spending time with kids, partners, (within our bubble of course) doing those things that we'd put off until we have time!

Many of us in Canterbury are lucky because this in some ways is not new to us.

Many of us had isolation of sorts after the 2010 / 2011 Earthquakes. Working from home, unable to do many of things we could before. As terrifying as that time was for us, we could see, feel, and fully comprehend what we were going through. This time it's different. This time it's a "silent assassin". One we can't see, hear,

or feel until it arrives. For many this may be more difficult to accept. I say again, hang in there my fellow Cantabs. Not long now...

I've had a number of clients call me with queries around how Covid 19 affects their insurances. I thought I'd take a little time just to clarify for those of you who may be unsure. In my area of expertise, that is Life, Health and Disability insurances, there is no impact whatsoever on current in force policies. Generally speaking you have a contract that cannot be changed. There are no exclusions or special terms in case of a pandemic.

There's particularly good reason for this. In the case of Life Insurance, globally by far the fatalities due to Covid 19 are contained to the elderly and infirmed. Many of these do not have Life insurance simply because there is no need. Therefore, there is no expectation for an unusual increase in claims.

In the case of Health Insurance there is also no likely hood of increased claims. In fact, there's likely to be decrease in claims simply because all elective surgery was suspended. Covid 19 cannot be fixed by surgery. If it does require hospitalisation then it is under acute admission which comes under the public health system.

In the case of Disability Insurance, that includes such things as Income Protection, Mortgage Repayment and Trauma, again, there is no expectation for any abnormal increase in claims at this time. Remember, your I.P. or Mortgage cover is only claimable when you, as the life assured, can't work due to a physical or mental health issue. It does not cover you when you aren't allowed to work due to Government intervention. However, you may have a claim if you are not able to work due to having the virus. If that is the case, seek advice from your Adviser or give us a call.

In fact if you have any concerns or queries about your insurances at all, you are welcome to give us a call. Afterall, it is what we do.



Erica, Louise, Alta and Jodie (absent from photo).

Welcome back from Willoughbys

Wow! After my last article, who would have thought that we would go into lockdown just after? I hope you have spent the time resting and relaxing and managed to catch up on all those little things that we usually don't have time for.

The staff at Willoughbys worked very hard from home to bring you our beautiful website www.willoughbys.nz. I wish to invite you to have a look at all our beautiful craft items that we have got available. We add more products on a daily basis and we hope to be able to cater for more crafts soon.

If lockdown has brought out your creative streak, here are some more craft ideas to try out right now:

Sashiko embroidery – we have beautiful new designs in for you to make. This ancient Japanese embroidery technique will bring your hours of enjoyment.

Needle felting – try your hand at creating

some really cute animals or gorgeous flowers with wool fibre and a specialised barbed needle to create your designs. It's fun!

Wet felting – we have beautiful silk/merino scarf kits to create yourself a beautiful accessory to wear this winter.

Sewing – we have a range of stunning fabrics to choose from. The new Liberty cottons have just arrived, we have the entire range for you to choose from. These gorgeous fabrics make pretty dresses, soft toys and home accessories.

Knitting and crochet – we offer the biggest range of yarn! A delight for any knitter and crochet enthusiast. Make a date with a friend to come and see and feel the gorgeous yarns on offer.

Willoughbys is your one stop shop for a range of crafts. We look forward to seeing you soon. Keep those hands busy with creating something new and pretty.

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Building resilience in challenging times

How have the last eight weeks gone for you? And how are you feeling about the future? With kids back in school, and more businesses reopening, are you hoping we'll be back to normal soon, afraid of what's to come, or secretly sad or anxious about having to emerge from your cocoon? Was lockdown a nightmare for you, or a taste of a better, slower life?

However you answer those questions, you're in good company. There's no right way to think or feel about what we're living through. Everyone's circumstances are different, and what's happening affects us all differently too, mentally and emotionally. Some of my clients have found the break from the pressure to be busy and successful quite a relief, while others have felt hopeful, excited, anxious, depressed, exhausted, frustrated, sad, angry, or afraid.

Many of these emotions aren't fun or comfortable, but what determines how resilient we can be is not our emotions themselves as much as our reaction to them. If we try to suppress or override our feelings, if we focus on blaming others for our situation



Ingrid Gunby

or how we feel about it, or if we get lost in big emotions, we'll struggle: we become brittle, we get stuck, or we drown.

So what can we do instead? One practice that can really help to build resilience is to work on noticing and naming our feelings, and accepting them – letting them be there. This doesn't mean we have to like how we feel, or what's happening to us: it just means we don't add more fuel to the emotional fire, or waste energy on fighting what is. As Jung said, what we resist, persists, and tends to get worse over time.

Acceptance brings calm, and when we're calm we can be creative, we can connect deeply with others, and our immune systems and metabolism function better. We're more resilient physically, mentally, and emotionally – and we're going to need this resilience in the months to come.

If you're struggling with emotions that feel overwhelming, you might need some support – contact me for more information.

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ASK AN EXPERT

If you have a question you would like our panel of experts to answer please drop us a line at mel@essencemagazine.co.nz



Raelene Rees

Raelene has been self-employed for over 30 years, has 2 offices and 15 staff members. With her extensive business knowledge and a trusted network of advisors Raelene and her team are passionate about helping you see the bigger picture and making informed decisions in your business ventures.

How to financially survive COVID19

- Take advantage of all wage subsidies or loans that you meet the criteria for.
- There are many tax initiatives from IRD such as building depreciation, loss carry back.
- Get financial assistance from your landlord. Abatements been offered by some landlords who want to keep their tenants.
- Communication is key, talk to us, your bank, IRD and your suppliers.
- Preparation of cashflow forecast will help predict your cash position each month. It also highlights any areas that you can trim costs and will show if you need to go to the bank.
- There are opportunities to be had. Such as alternative products/services; increasing your online presence; reducing overheads like rent; paperless office; virtual office assistance instead of staff; upskill; software alternatives to manual systems.
- IRD is not charging penalties or interest for late tax payments due for businesses affected by COVID19. Don't stress about money owed to IRD. They are here to help as you are the taxbase for the future. Any existing arrangements with IRD pre lockdown can be renegotiated.
- If you are unsure about any aspect of your business please contact us as we are only too happy to help.

We are now operating from our new premises – Conway Building, Conway Lane, 188 High Street, Rangiora.

Please pop in or we can be contacted by email raelene@reesaccounting.co.nz, phone 03-313-6909 or mobile 0274 325 388. We are always here for you.



188 High Street, Rangiora
Ph (03) 03 313 6909
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Matt Doocey

MP for Waimakariri

The recovery of our community from the impacts of Covid-19 will be ongoing and there will be many of our residents who are going to need support.

I returned to Parliament under Level 3 as a member of the Epidemic Response Committee, to hear directly from New Zealanders on what they need to get back on their feet and adjust to these challenges.

The committee heard from a range of submitters, including Sir Peter Gluckman, the Prime Minister's former chief science advisor. Professor Gluckman spoke to the Epidemic Response Committee about his report that those directly affected by income loss, unemployment or ill-health will experience a higher rate of mental distress. For many in our community, the impacts of Covid-19 have been felt as income loss and unemployment as some of our businesses have been forced to close. This is why it was important to lift restrictions to allow our businesses to operate safely, not only to protect incomes and save jobs, but also to prevent thousands of people from experiencing mental distress. Local job losses will put huge pressure on our local community services and I ask anyone who can support our frontline community groups in any way to please do so. We are all in this together.

Not only supporting our local community services but also our local businesses will be important during this challenging time. Working with our businesses as I have been doing over the past few weeks, I know how important your support is going to be for them going ahead. Through supporting our businesses to get back on their feet, our community will recover faster, so it's important we all back our businesses and shop local.

It's a privilege for me to support our community, businesses and residents during a difficult time like this.

If you, your neighbour, friends or family still need help, please get in touch.



Funded by the Parliamentary Service.
Authorised by Matt Doocey, Parliament Buildings, Wellington.



Rangiora Vet Centre

Q. Will my pet miss me now our bubble has burst?

Most pets take changes in their stride, however there will be some which find the transition more difficult and you may notice signs of stress as they adjust to their new lonelier routine.

Q. What can be signs of stress & anxiety?

DOGS: excessive barking, scratching/ digging, shivering, whining, aggression or reduced appetite, possibly toileting inside.

CATS: Changes in activity levels, an increase in hiding, inappropriate toileting, appetite changes, scratching and spraying.

It can be disheartening to come home to find your house a mess but never punish your pet for destruction or inappropriate toileting, because these behaviours are anxiety based, punishing them will only make them more anxious and the behaviour will worsen.

Q. What can I do to settle them into being on their own again?

DOGS: Leave a treat to keep them occupied and to help build a positive association with being on their own, this could be a cuddly toy or a chew to keep them engaged. Exercise them before you leave the house, then give them 15-20 minutes to settle down after their exercise before leaving.

CATS: Provide them with an enriched environment, this can include cat furniture, such as shelves, trees and hiding spots.

Don't make a big deal of leaving, go without excitement. Leave the TV or radio on for additional comforting noise and make sure they have a safe cozy place to retreat to for rest & relaxation while you're not there.

If your pet is not adjusting well to your bubble bursting, pop in to one of our clinics and have a chat with the team. There are products available which can also help, such as special calming diets, collars with slow release reassuring pheromones, sprays and also diffusers.



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www.rangioravetcentre.co.nz



Karen Bailey

Enjoy part two of Karen's column where she shares her wealth of knowledge around her Interior Design Business - KB Design. Karen manages to successfully merge her Real Estate career with her love of interior design and her vast experience is evident. Check out her first column from last month online.

Q. Having more family time together is something we have really enjoyed in our "bubble". We now want to update the look of the living area - but we are on a tight budget. Well... here's a little secret... my Trade Me name is "bargainbetty"! So contrary to popular belief not all Interior Designers cost big bucks! I have access to a vast array of products and amongst that some very smart looking readymade curtains. I can also recommend businesses with "more economically priced" products to make a room look as spectacular as possible. It is helping the home or business owner (I offer both residential and commercial advice) create a style that they love while being mindful of offering appropriate savings!

Q. There are so many colour/pattern/texture options available to choose from with fabrics, paints and wallpaper. I'm not sure where to start and don't feel very confident in making choices. My total focus is on supporting and encouraging the owner when having to make these decisions. We start with something little that may catch their eye... that is a great starting point. Pinterest is another place to browse through online. Images that appeal start on the path of creating. I have been around fabrics for over 20 years, so find it "easy peasy" to put a look together. Resources such as paint & fabric supplier websites are brilliant with information and images.

We have been thinking about selling our property but have so much "stuff"! How can you help us? Homestyling & Home Staging is all part of our complete services. I can spend time with you on recommending "what to put where" and "what to pack away" to maximise the impact for prospective buyers when viewing. Even if you are already working with another real estate agent, with my vast knowledge and experience of both sides of these industries I can be a great help! I have assisted my "opposition" with property and they have achieved great results because of my expertise and input. It's a great pleasure and privilege to be part of getting those great results!



Karen Bailey
0274 339 488 | karen@propy.co.nz



KB Design
021 834 460 | karen@kbdesign.co.nz



Contact Hank on 021 357 062 or email hank@ppnzl.co.nz

THE banks can't help everyone

Graeme Soper and Maria Thackwell of Maria Thackwell Mortgage Company provide a warm, personalised service which focuses on balancing their client's financial and lifestyle choices.



With monumental changes unfolding in the wake of Covid-19, now is the right time to consider which financial solution could best fit your unique circumstances to help you live the lifestyle you desire.

Maria Thackwell, owner of Maria Thackwell Mortgage Company, is creating innovative solutions for many new and existing clients which includes providing different options for mortgage lending, business loans, debt consolidation and vehicle financing to fit changing personal circumstances in a post Covid-19 world.

"People's lives have been turned upside down with uncertainty around job security and I'm seeing clients re-examining their lives with a clear focus on creating the life they want to live.

"I saw the same situation after the GFC and the Canterbury earthquakes. People have had an opportunity to sit down and consider what's important to them. They are seeking expert guidance to achieve these goals in a rapidly changing world."

With the main banks being more cautious around lending, Maria is finding that many clients who don't meet the banks' criteria are able to secure favourable options with specialist lenders.

"Specialist lenders don't have such a rigid set of criteria to meet and can look at an individual's circumstances on a case by case base and often have more flexibility to approve loans.

"Through no fault of their own, some people cannot get financing from banks due to life events such as loss of a partner, redundancy or economic downturns. Specialist lenders perform a valuable role as a stepping-stone back to a main bank in the future when a person's financial situation has improved."

One of Maria's clients was turned down by her bank for a home loan and cancelled an upcoming appointment with Maria. She didn't believe there were any other options to help with her purchase, however Maria knew this was not the case.

"I called her and within a day I found an excellent option via a specialist lender which fit her personal circumstances. We are now signing off the final documents and she's delighted to have achieved her home ownership dream."

Debt consolidation and reverse mortgages are two further areas of expertise for Maria. Even prior to Covid-19 she was seeing an increased demand for these types of lending products.

"High interest rates can be crippling, especially if you have lost your job or are working reduced hours. Options to consider include securing a better rate by using a vehicle as collateral or restructuring your debt.

"Older owner-occupied home-owners can use reverse mortgages to free up cash flow."

Maria says putting people at the centre of every financial solution is the key to the continued growth of her business.

"We look at a person as a whole and recommend tailored financial solutions which will help them to live their best life."

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Creating Healthy Homes

When North Canterbury couple Brent and Claire Chatterton moved into their healthy family home in Rangiora – they knew just what to expect. The couple, who founded Chatterton Builders, have many years' experience of building energy efficient, healthy homes, including 'passive houses'.

So, what exactly is a 'passive house'? Basically, it's a home designed and built using a specific design and construction methodology that makes for a healthy home with year-round thermal comfort. It is a standard that is becoming common practice in much of Europe but is well above New Zealand's minimum building code.

There are high levels of insulation, airtightness, high performing windows, managed thermal bridging and a Mechanical Heat Recovery Ventilation (MHRV) system. All elements work together as a comprehensive package. The aim is to create continuous warmed, fresh and filtered air throughout the home whilst using the heat from the stale air being expelled. This gives a constant, comfortable temperature all year round and significantly reduces power bills for heating and cooling.

But it can also have significant health benefits – this is above all a 'healthy' family home. The MHRV system operates efficiently as a result of successful integration of the other elements above to extract allergens, moisture and stale air, and replace it with fresh air warmed through heat recovery. For residents this means no condensation; no mould; lower humidity and less allergens due to the high-grade filters in the MHRV system.

The important difference with a passive house is that the home is tested and measured before, during and after construction to ensure it performs at the level intended.



Brent and Claire are now thoroughly enjoying living in their own dream house, having built so many for other people.

"We have lived in a few houses, but never a home like this" says Claire, "Even a fairly new house we rented whilst building had condensation, got cold quickly without sun, and there were draughts around the windows. So now, we are really enjoying a house that has a constant temperature year-round and no condensation or draughts. The design and building systems used ensure indoor comfort throughout the entire home and its healthier for our family". If you are interested in building a healthy comfortable home, then get in touch with Chatterton Builders. With high standards, a wealth of experience and knowledge, and a passion for healthier homes – they can talk you through your options.

Check out their website or call to book an appointment to be shown around their own passive house, or like their Facebook page to receive updates on upcoming open days and info events.

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Quinovic Property Management are excited to be the only local specialist rental property management company in Rangiora! Owner, Tessa Keeling, who has owned the business since 2006, and Business Development Manager, Rachelle Hughes, both live in Rangiora and have been establishing a loyal client base in the region for a number of years. Due to business growth, they have now opened up a new office at 80 Ivory St, Rangiora, in addition to their Christchurch office in Riccarton. "Having a specialist, independent rental property management company in the township now gives locals who have a rental property, or those wanting to buy a rental property, an alternative option to going through a real estate company" Tessa explains. "It provides a neutral perspective and focusses solely on the rental aspects of the property".

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Quinovic offers clients free no-obligation rental appraisals, access to their unique online Owner Portal and an award-winning level of customer service. They are also unique in offering a rent and service guarantee. Tessa says "we look after owner's property and tenants as if they were our own and we always strive to provide a great rental experience for all. We are keen to help people on their rental property investment journey and encourage people to come and talk to us first, before they purchase".



Flooring for Busy Lives

Floors are one of the areas in our homes that need to be tough says Kate, sales manager Carpet Court Rangiora whether you're revamping the entrance hall or the living room, you need to choose flooring that's up to the job.

Head along to Carpet Court and check out their new hard flooring option - Rhino® EverCore. It's hard-wearing, can be used in areas exposed to moisture like bathrooms and kitchens. But it's also warm and soft underfoot due to a special cushioned backing; comes in 17 modern and authentic looking styles and its stone fusion core makes it waterproof and dent resistant. So, it's the perfect combo of style and comfort.

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certified free from harmful substances therefore you can rest easy knowing your carpet fibre is certified for a safe and healthy home. The perfect choice for households with kids, pets – or clumsy adults!

Rhino® is a Carpet Court exclusive brand. So, if you're thinking about a revamp of your floors - head into Carpet Court for inspiration and great choice. They have something to suit everyone.

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THE LOCAL Bathroom Experts

Whether you're renovating an existing bathroom, building a new home or just want to update your Kitchen tap, it definitely pays to do your research before starting. Head to Paramount Plumbing in Rangiora, where Gina can help you with baths and showers right down to accessories and everything in between. Paramount Plumbing's bright, spacious modern showroom is full of inspiration with displays from reputable bathroom brands. You can check out vanities and baths, tapware and toilets and anything else you might be looking for. With a blend of timeless classics and on trend items, there really is something for all tastes and budgets. If you can't quite see what you're after, or if you have a picture in mind of the bathroom of your dreams - Gina is

happy to help you get the look with similar and available items. With over 30 years' experience in the bathroom industry, Gina's expertise goes beyond just the aesthetics, she can also help you consider the very important practicalities of bathrooms. "Bathrooms are difficult," she explains, "It's not just the things you see like the nice vanity, but all the things going on behind the wall. Plumbing is complicated and sometimes even just replacing a toilet can be a mission, if you don't think about it first." You need to consider existing plumbing and how new items might suit. Otherwise you could find yourself over budget and over time with your bathroom project. To make it easy Gina encourages people to have a chat with her at the earliest opportunity. That way they can avoid some of the



typical pitfalls. She is happy to look at floor plans or advise if she spots a potential problem with a particular fitting for example. "I can troubleshoot as well and work in with plumbers to help bring your bathroom vision together," she says. In short, a visit to Paramount Plumbing and a chat with Gina, can save you a lot of headaches down the line. So if you're looking for a new vanity; want to revamp your bathroom, or are just thinking over ideas - pop in and see Gina at Paramount Plumbing (Monday -Thursday) for some great advice and inspiration



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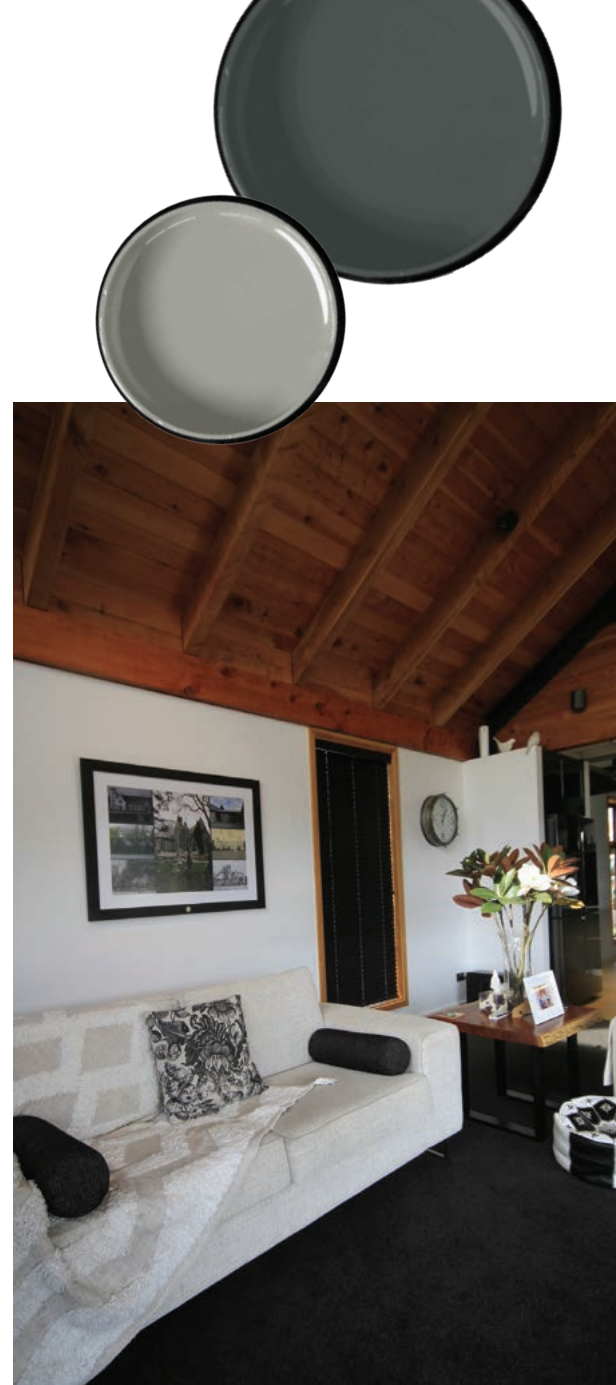
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HOME & BUILD

Rangiora couple Russell and Katherine Forward, were already well-versed in the design and build process when they started work on their 500-square metre home. Having built several times they knew what to expect.

“We wanted to design something that was spacious and would have a ‘lodge’ feeling,” explains Russell. “And I wanted it to feel like a substantial, strong structure.” He had been inspired by some of the commercial buildings he had seen in Christchurch, particularly post-quake, with their exposed beams and steelwork.

Russell designed the house himself and no detail was left to chance. He even created a 3-D model of the design. He then placed this on the bare section to help decide on orientation and sun angles onto the cantilevered verandah and into the living area.

Perhaps unsurprisingly given his meticulous attention to detail, Russell managed the project himself and was on-site just about everyday. But he also got involved in the building – from welding the steel beams himself (he is a qualified welder) to details like making all the light fittings.

The end result fits the initial brief and is a home worth celebrating.

Built in an H-shape, the sprawling house has 4-bedrooms, a visitors’ wing and a substantial central living area, while a vast garage is home to Russell’s car collection.

Inside, the sleek, black kitchen is open plan, looking onto the main living area with its tongue and groove wooden ceiling. Sliding New Yorker style doors lead to the dining area which sits between the main living space and a more informal guest lounge. Here a second wooden ceiling ties back to the main living but this room can also be partitioned off.

With its use of concrete, steel and wood the home hits an industrial but rustic note – large but also cosy; modern but not stark. Not an easy blend to achieve.

“I wanted it to be like an older house rather than modern,” says Russell. “I like old materials and the feeling that they’ve got some history”.

A big beam over the hearth came out of the Islington Freezing Works; other wooden beams in the living area are from an old commercial warehouse; a 100-year old wagon wheel has been repurposed as a stunning light fitting. The outside stonework at the front of the house is made with stones from the St. John The Baptist Church, which prior to the earthquakes stood on the site where the Transitional Cathedral now stands. Russell found the discarded stones in a demolition yard. They are now one of the first things visitors to the Forwards’ home see.

Inside, the entrance hall not only welcomes visitors but is also a key structural area of the house. Its concrete walls are like an anchor in the house, a major bracing element – with many of the steel beams tied back to it and the wall itself tied with steel to the thickened concrete floor. But when the wall was poured there were cosmetic imperfections in the concrete.

Russell and Katherine got to work embracing and enhancing the imperfections. They used black paint, then brushed it with a paste designed to give a mottled, uneven matte look. They then applied a bronzing cream to some areas randomly and finished with two coats of lacquer – sealing off the final product. The end result is spectacular – a dark, almost metallic concrete with a scattering of golden dustiness that brings to mind far-off galaxies in the night sky.

“Right the way through I kept thinking of perfectly imperfect,” says Russell. The wall in the entrance hall was like that – perfect in its structural integrity – but imperfect in its looks.”

But ultimately the process has been about making a home.

“Because we’ve built so many houses we’re pretty good on most things and our tastes are similar. We built this for us,” says Katherine. “And I suppose it represents our lives, there are things we bought overseas, things we’ve bought together... I like seeing all those little things every day.”

The house also works well on a practical level she says,

with well-placed light switches, internal glass doors that let light flood in and even touches like black glass in the pantry so that you can see through to the family room.

Is there anything they’d do differently? Less garaging says Katherine. More garaging says Russell. So, even veteran builders can’t always agree on every detail.

What Russell and Katherine have created is a stunning space that manages to match style with a welcoming warmth and enough space for family and friends.

“We have two of our grown-up kids living here at the moment,” says Katherine and with a home like this – who wouldn’t want to live with mum and dad?

Story by Pattie Pegler



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