

www.DLANZ.org.nz  
Ph: 027 470 5073  
Blenheim 7201

## Summer 2020 Christmas Edition

### INSIDE THIS ISSUE

President's Report

AGM in Brief

Essential Business Update

DLANZ Minimum Standards

Recommended Reading

DLANZ Brand on Website

Obituary - Warren Massey

Obituary - John Grocott

Update your Website Profile

Movers & Shakers

TwinClean Mag - Sept Issue

Why Responsive is Important

Starch Warning!

Follow DLANZ on FACEBOOK

**Merry Christmas!**

*On behalf of the Committee we would like to wish all members and their families a happy and safe Christmas - we hope you make some time to rest, relax and celebrate with your family and friends - in the meantime things will likely be crazy busy so remember to take care of your wellbeing and look forward to a bigger brighter 2021*

*Office will be closed from the 18th Dec to the 11th Jan.*

# DLANZ

## Drycleaners & Launderers ASSOCIATION of NEW ZEALAND Inc



### Presidents Report

Hi All

*17 sleeps till Santa arrives and 23 sleeps until we can put 2020 behind us. Yes I am counting down the days, hours and mins so 2020 can finally be over, although this last quarter is not looking too bad if we can stay out of lockdown.*

*As the years end creeps up on us some of us are hoping for a boomer summer that can create some extra work with Kiwi travellers exploring our own beautiful country whilst others are just managing to hold things together. The wage subsidies have come to an end and reality has kicked in. Not just in our Industry but across NZ (and around the world) over the next 12 months we will see further closures and down sizing of some business's, survival mode has already taken over for some of us already having to have made some major changes in our own teams already.*

*With Covid still very apparent arriving in through our borders it is vital for those processing isolation and quarantine linen and garments to ensure they follow the AS/NZS 4146:2000 Laundry Standards. If any of you do not know what this is please feel free to contact me or your local DLANZ Rep.*

*I am finding it difficult to get workers, I thought there would be an abundance of unemployed people looking for work but apparently not!*

*If you haven't already, you will be hearing from our Committee Team in relationship to self audits for the Laundry & Drycleaning Standards. We are looking at pairing you up with someone locally so we can get the ball rolling on this and get results back to Deedee ASAP.*

*On Steve Baker's request from Apparelmaster Whangarei I am putting together a submission to the IRD to see if we can get the depreciation on linen stock to 100%. Some of you will have been asked to help with data. If we were to get this reviewed and changed all laundries processing linen would benefit from this.*

*If there is anything that you would like raised by the DLANZ Committee please contact us, we are here collectively to help our Industry be the best it can.*

*That's about it from me for now. Lets all stay safe and work together as an Industry to get us pumping for 2021.*

Regards

*Tricia Rogers*



## AGM in Brief

With a slightly different format for the AGM this year the turnout was reasonable with a few opting to patch in via video link.

### Topics covered were:

**Constitution** - This was a bit of a task but a big thanks to Clive who lent his experience to the exercise. The Constitution it was well overdue for a face lift to bring it in line with how the associate is operating these days. It was a timely exercise with the new branding as well. The updated constitution was ratified at the AGM and will be uploaded to the societies website soon for those that are short on some light bedtime reading.



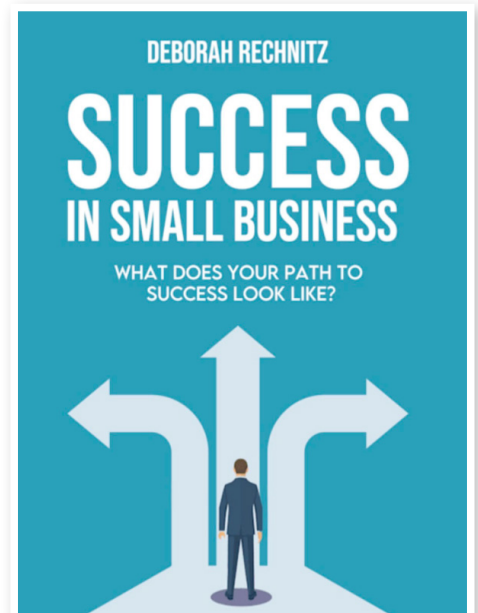
James (Filterfab) back onto the committee, he is taking over from Patrick Girvan (Bowe) as our Supplier Rep. Thank you very much to Patrick Girvan and Mark Roberts for all they have contributed to the executive team over the years.

**Executive Committee** - The new Executive Committee was voted in with Steve Barden (AlSCO) replacing Mark Roberts as our Corporate Rep. We would like to welcome Stacey



## Recommended Reading

**A basic truth:** There are no simple answers. If there were, everyone would be successful. The "best" path to solve your issues or to reach your goals is the one that works best for you. This book shares the experiences, hopes, and dreams of other hard-working, small business owners and how they struggle and succeed or fail with the challenges they face. Their stories may help you understand yourself and your business and guide you to reach your goals. Read their stories. Learn a little about yourself and how you compare to others. Find some answers to your frustrations, your hopes, and your dreams. Map your unique path to success.



Many examples are from the laundry and dry cleaning industry, while some are from the restaurant industry and others from the beauty industry. The laundry and dry cleaning industry is a good example and it's one of the most complicated businesses there is. On one hand there are storefront, delivery and customer-service issues. On the other hand there are pure operational issues involving technology mechanisation and low standardisation as every shirt comes in a different size and shape with no equipment to adjust to it. It's the people and the process in each business you might find relevant to your situation.

[Kindle & Paperback available on Amazon.](#)

## The Committee Working for it's Members

### Essential Business Status

Most will be aware of the excellent work the Committee has done this year, getting our industry in front of Government during the Covid emergency and advocating during this time of uncertainty.

It seems incredible to think that

DLANZ continues to have ongoing discussions with Government officials to make sure that DLANZ members who adhere to the standard and supply the Health and Age Care sectors etc are recognised officially as Essential Businesses.

### DLANZ Minimum Standards

Everyone should have received their members certificates and minimum standards paperwork by now. Please get to and complete these and then email a copy to [secretary@DLANZ.org.nz](mailto:secretary@DLANZ.org.nz) to be assigned a Peer Assessor. We have only received a couple so these people are waiting to be paired up.

If you have any concerns or queries regarding the standard please contact your regional committee member.



## DLANZ Brand on Website

We would like members to be loud and proud with the new branding - get your hands on the new Branding via **THIS LINK**. You will need to log in.

## Website is Live - Revamp your Business Profile

We are super proud to be able to announce the website is now live and fully responsive to work on all your devices, this has been a huge undertaking especially due to the covid disruptions, but we are exceptionally pleased with the results and want to give a huge shout out to the team that toiled over the big and small details, Jo at AdminHelp4U for project managing the majority of the build and for the contributions from the Executive Team and Deedee.

One object was to deliver to our members a website with longevity and we anticipate we have achieved this. There are many options for expansion if needed, the look is vibrant and fresh.

The members profiles have enough scope for smaller businesses who don't currently have a website to set up a full business page to target potential customers. We encourage you all to take the time to create yourselves a profile that fully showcases your business. To help you achieve this we have paid particular attention to the members user interface and have done our best to make it easy for you to create and edit your profile. To begin the process visit [HERE](#) and start by resetting your password, from there you will be able to update your profile details. Please ask for help by emailing [secretary@dlanz.org.nz](mailto:secretary@dlanz.org.nz) if you run into any difficulties.

## Farewell Old Timers

It is with great sadness that the association had to farewell two of its loyal and long standing members earlier in the year.

### Warren Massey

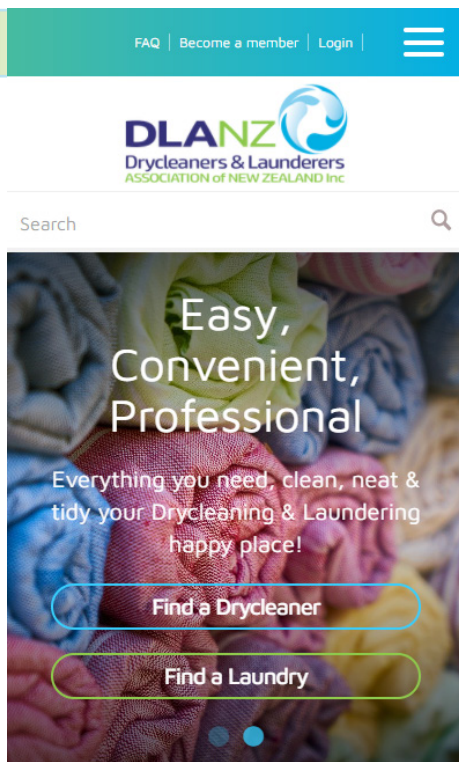
We were very saddened to hear of the passing of Warren Massey of Waikato Apparelmaster. Warren had a long career in the industry and was one of the old timers. He and Rae have been providing excellent service in the Waikato for many years. Rae and son Clark Massey are continuing the good work they all began. It is always an enormous loss to the industry when old timers like Warren depart, they take with them so much experience and knowledge. We wish Rae and Clarke all the best going forward.

### John Grocott

It was only at the conference in 2018 that the association presented John Grocott with a Lifetime Membership. John who was in his 83rd year, decided to retire at the secretary for the Canterbury Region not long after the conference. Grocott's first job in the industry was at Taylors Dry Cleaning and Laundry in Christchurch. He stayed with the business for 23 years. He had a long and interesting history in the industry and his contribution over the years was significant. He will be very much missed.



John receiving his Lifetime Membership in 2018



A paramount consideration was for this website to be a knowledge portal for both consumers and members. Please email us if there is anything you would like to see on the website.

The website sections will be progressively populated with content. We have developed easy and intuitive navigation so getting around will be a breeze for you and new customers they will easily be able to find a drycleaner, launderer or supplier and get the help they need.

### Resources

- Business
- Drycleaning
- Laundry
- Training
- DLANZ Downloads
- Knowledge Base

### About

- Association Activities
- Benefits
- Membership
- Apply to Join
- Our Partners

### News

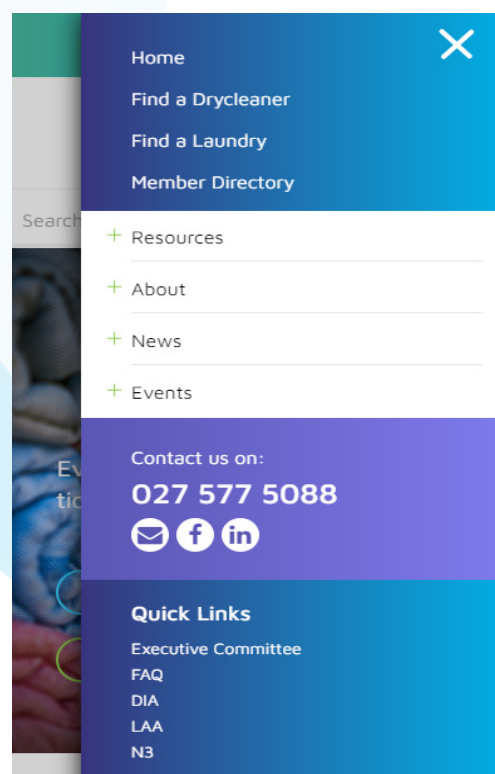
- Industry Articles
- DLANZ News
- Newsletters
- Classifieds

### Events

- National Events
- International Events
- Past Events

### Consumer Help - Coming Soon!

Plus FAQ's and excellent search function.



## Movers and Shakers

If 2020 has taught us something it is that nothing ever stays the same and there are not exceptions not even for DLANZ.

It is with some sadness that we say goodbye to Mark Roberts from AlSCO, he is off to base himself in Aussie. Mark will be missed as a great source of knowledge and expertise, always generously sharing his wisdom and sharp business sense. We will miss having you on our shores.



Other changes have seen Rotorua Drycleaners change ownership and is now owned by Diamond Drycleaners. This means saying goodbye to Ricky and Kylie who have been fantastic members of the DLANZ for a good number of years with Ricky doing a long stint as President. We will miss your valuable input over the years and not to mention - you were both super fun at conference time. We wish you all the best with your next endeavour.

There is not doubt that this has been a tough year for most of our members and for some it has cause them to re-evaluate things. For those who are still here, thank you for your continued membership - we are stronger together and for those who are moving on, we wish you all the best.

ISSUE 27 | SEPTEMBER 2020 | DRYCLEANING INSTITUTE OF AUSTRALIA

# TWINCLEAN



View the latest edition of Twinclean [HERE](#)

Thanks to the DIA for sharing.  
Here is the link to previous editions.  
[TWINCLEAN BACK ISSUES](#)

## Owen Pryor - Obituary

It is with great sadness that many in the industry have said goodbye to Owen Pryor. Long time members who knew him, would likely know his contribution to the industry and in particular his contribution to the early growth and direction of Apparelmaster in New Zealand after he met John Taylor in the 80s not long after the Taylor Bros had bought Apparelmaster to New Zealand. His contribution included the Apparelmaster constitution and the Apparelmaster Audits. These two things he was extremely passionate about.

Owen began working in the family business (Papakura Drycleaning) in the late 60s after he left school at 16. He became sole director in the 80s once both his parents had passed away. Papakura Dry Cleaning Co had started as a family business with Owen growing the business over the years on the back of the Apparelmaster model. In 2001 and after 50yrs in the



business, Owen moved it to a purpose-built factory in Takanini and renamed it to Pryors Apparelmaster. It is now a third generation business with son-in-law Brett Homan as the managing director,

The DLANZ would like to extend our deepest sympathy to Owen's family and the team at Pryors Apparelmaster and pay respect to Owen and his contribution to our industry.



Have you visited the DLANZ Facebook Page?

[www.facebook.com/DLANZInc](https://www.facebook.com/DLANZInc)



**DLANZ**  
Drycleaners & Launderers  
ASSOCIATION of NEW ZEALAND Inc