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Summer 2021 Christmas Edition

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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 2022

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

DLANZ

Drycleaners & Launderers ASSOCIATION of NEW ZEALAND Inc



Presidents Report

Hi All

Just a quick note to wish all our Members a Very Merry Christmas & A Happy New Year.

It has been a very crazy and another surreal year for many. Unable to have Conference, Christmas get togethers etc, here's hoping 2022 will be a stable year for us all.

Sudserella has been working in split teams for several months so it has been a difficult journey in Lockdown Level 3, hoping to have both Teams back as one in the second week of January once we have RAT (Rapid Antigen Testing) in place. First time since I have been GM at Suds that we are closing for 2 days in a row over Christmas, the Team deserve to have 2 days with their families after the year we have had....

I hope you all are spending some time with your families, safe travels for those who are doing a road or air trip in NZ.

Hope to see you all in 2022.

Regards *Tricia Rogers*



DLANZ Christmas - (sing along in tune to Snoopy's Christmas)

The news has come out in the Co-vid War
The bloody borders are opening once more
Jacinda Adern ignored all of her men
And kept us in Red just like sheep in a pen

Was the week before Christmas, all the
turkeys in a row
When all of the people wanted to shoot
Cindy with a bow
They argued with Cindy to release us
sooner
So all the drycleaners could wash the locals
doona

Christmas Bells those Christmas Bells
Ring out from the land
Asking peace of all the world
And good will to man

The anti vaxs had Adern dead in their sights
The reached for the trigger to put it all right
Why they didn't shoot, well, we'll never
know
Or was it the bells from the drycleaners
doors below

Christmas Bells those Christmas Bells
Ring out from the land
Asking peace of all the world
And good will to man

Aunty Cindy made us line up for the cops
To show them all our trav-el docs
We are all hoping that this is the end
And Police farewelled us with "Merry
Christmas my friend"

We all now can enjoy a holiday roast
And Adern our PM can have her wedding
toast
Santa can come with his rein-deer
And now we can drink together to see in the
New Year

Christmas Bells those Christmas Bells
Ring out from the land
Asking peace of all the world
And good will to man

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Sprinklers save the day in Richmond

AlSCO commercial laundry has its sprinklers to thank after it fully reopened less than 24 hours after a fire broke out in the evening, once staff had left for the day.

The fire, which occurred late last month, was quickly detected by the sprinkler system installed in the new building, which had been built just six months prior.

The system not only suppressed the fire by showering water on the flames, it was also programmed to automatically call the Richmond Fire Brigade who arrived within minutes.

The fire started in mobile bins containing towels in an open area. Heat from the fire set-off three sprinkler heads directly above the area, which meant the electricity and other assets in the building were left undamaged.



Damp towels and a wet floor in the concentrated areas where the fire occurred

Laundromat Thefts

Following a spate of thefts from Laundromats in the Tamaki Makaurau area the police have offered this advice particularly to owners of Laundromats that are open 24/7 and may not have a staff member on site, the measures outlined below may help owners avoid becoming victims.

- What police are asking is that owners of Laundromats that may not have a staff member onsite, regularly empty out the coin receptacles of the machines, this would go a long way to assisting in preventing this offending from taking place.
- The introduction of CCTV is a very effective deterrent and provides an invaluable investigation tool, especially if the CCTV covers the car park of the premises.
- The addition of signs saying that the premises is covered by CCTV cameras is also an effective prevention tool and will assist in deterring people from committing offences. Also adding that coins are removed regularly would also act as a deterrent.

The good news is that there have been a number of arrests in relation to this offending so there should be a reduction in offences going forward.

Thanks to W. KITCHER, Inspector for these guidelines.

Area Prevention Manager (Relieving) | Auckland Central West Area | M +64 27 445 4571 | E wayne.kitcher@police.govt.nz

The fire started from the spontaneous combustion of the towels which had been exposed to massage oils, a phenomenon that is well known in our industry and is unfortunately becoming a more common cause of fires.



Bins of towels where the fire occurred, and was contained by the sprinklers.

Fire and Emergency New Zealand Risk Reduction and Investigations Manager Todd O'Donoghue says, "This is a prime example of the true value of sprinkler systems. Without it, the building could've been destroyed by the fire, which would've been devastating."

Anecdotally, Fire and Emergency hear of business owners who view sprinkler systems as an additional and unnecessary expense in building projects.

"The fire at AlSCO demonstrates how sprinklers not only reduce the direct impacts of damage from fire, but also help with business continuity after an event.

"Sprinkler systems should never be underestimated by any commercial building owner," Todd says.

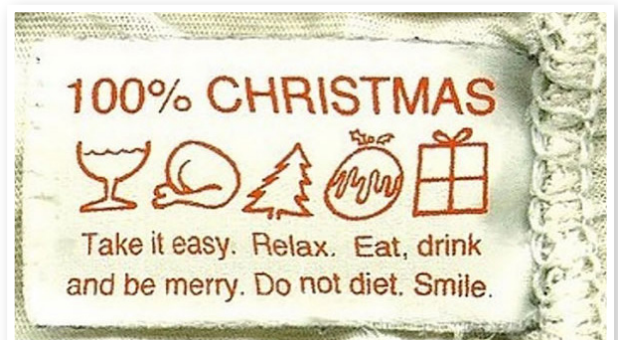
AlSCO, even more so after this incident, recognise that these systems offer peace of mind – especially with the risk of spontaneous combustion in commercial laundries.

With 160 plants globally, AlSCO has sound processes for managing this risk including washing towels exposed to oils separately with a specific formula, and temperature checking them during the cool down period. While this was strictly followed by staff, this demonstrates that risk still exists and a sprinkler system provides crucial protection.

You can see a list of certified sprinkler contractors for your business on the Fire Protection Association website.

More than 10 years ago AlSCO decided to invest in sprinkler systems in all new builds and where practical or required, they had them installed into existing plants to protect their people, and assets.

AlSCO Group Manager Steve Barden says, "If we hadn't had sprinklers it would've been a total loss. We were back to business as usual the next day, after electricians ensured everything was safe."



Good morning Dee,

More than happy to say a few words, Currently I am in the middle of Queensland outback in our caravan just with a scratchy internet connection. Perhaps you can read on my behalf if you think it's appropriate.

Wow, 70 years of dedicated support for members and the drycleaning industry in New Zealand and nationally, What a fantastic achievement and sincere congratulations on behalf of the Drycleaning Institute of Australia and myself. This applies to both the management and DLANZ members both past and present. I know how difficult it is to continue that partnership through good times and bad and I think this past 18 months of COVID has probably been the most difficult in my 34 years in the industry.

Remembering back my first recollection of a direct involvement with the NZ industry is with Mark and Rick Wellington as part of the Methods for Management group where we would meet at each member's plant for a critique and management meeting. The hospitality of Kimi's was typified was the piping in of the haggis, with some of our members fully dressed in kilts, they were great times. In those day I was a practicing drycleaner.

My next significant point was after I became CEO of DIA and we held a Twinclean Conference in Melbourne. I had breakfast with Ricky Brackfield and the NZ contingent and we discussed how we could bring TCF and DIA closer together and work to benefit both organizations. This was the benchmark of out joint association and has continued since in a spirit of friendship and co-operation.

I spoke at your 2019 Conference attending with Shirley Naylor, and again we very much enjoyed your hospitality and exchange of information and ideas. We met some great characters and visited plants in the area. Since then we have attended each other's AGM's by zoom in this era of COVID. We have liaised on many matters of significance relevant to both associations, and DIA has been able to provide the very valuable Drycleaning and Laundry Industry membership with a discounted rate. We share publications on a regular basis.

My situation has changed, I have now retired primarily due to age, but like DLANZ have great satisfaction in supporting members with a diverse range of assistance. Catherine Cluning has taken over my position and continuing the high levels of service. Having holidayed both islands I love NZ, the people hearty and friendly, the cuisine and the scenery, you are very fortunate.

Once again a big "well done", 70 years is truly a milestone, and I wish Tricia, Dee and Jo the very best for the future and thanks for all you have done for both organizations.

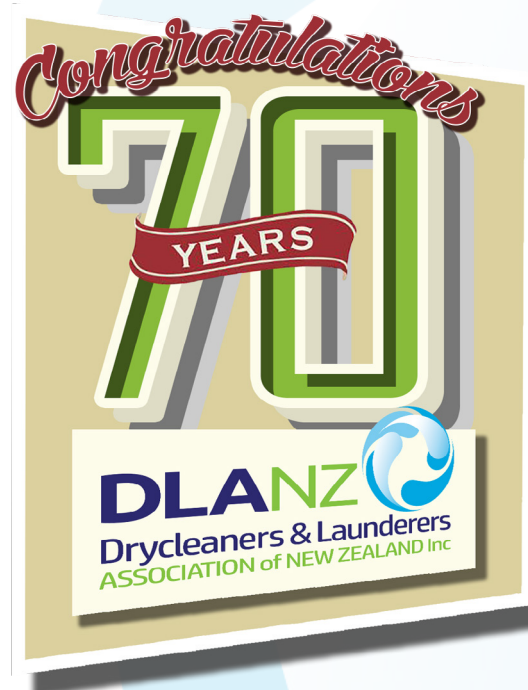
Best wishes, stay safe
Brian Tonkin

Thanks to the committee for contributing their knowledge to this article.

Shrinkage is a huge topic on its own. Relaxation shrinkage and felting shrinkage are the two main (and very different types.) The drycleaners challenge is anticipating which of these might apply to the items they are cleaning, and how to prevent it happening. Not easy from reading articles or theory, and really a training and experience subject.

One example; Curtains can be an issue if, when hanging 'in-situ' before cleaning, the curtains just meet the floor or window sill, but after cleaning and re-hanging, a gap is then evident and the customer is not happy. Whilst most textile standards says that 3%-4% shrinkage is acceptable, 4% over ceiling to floor 2.4m curtain is almost a centimeter. (This is an example of relaxation shrinkage.)

However as the curtains hang and regain moisture from the atmosphere, they may well regain most if not all of the lost length. Or, the drycleaner could, by skilful steaming, stretching, pressing and vacuuming, re-tension the fabric to regain the lost length.



In the 'old days', drycleaners would have the customer sign a 'release form' which explained the possibility of slight shrinkage (plus fabric damage due to daylight weakening the fabric, thermal backing peeling off and other unavoidable outcomes where applicable.) It's likely this procedure is mostly out of vogue now, not wanting to unnecessarily alarm the customer or appear unprofessional.

Going back 25 years in the UK, at that time Johnsons Drycleaners with 400 shops measured every curtain in and out and guaranteed no shrinkage. How? . . . in each area they had a Sander Shade vertical curtain finishing unit able to steam and stretch curtains as and when required.

Some DLANZ members still use COR (customers own risk) forms especially for curtains as the sunlight in NZ is so damaging and relaxation shrinkage is a real possibility. Also it is wise to always measure the length and then if necessary steam and stretch to fit after cleaning.

Clive has this to say about the COR forms:

"Going back to my days with NZ Drycleaners, when the Consumer Guarantees Act came in, we engaged a legal specialist to review all of our policies and procedures, including printed matter.

HERE is what we came up with in terms of a "COR/customers own risk" document. Note: no mention of the word risk!

Three pages (carbon copies,) one attached to the item for the cleaning section to read and review prior to processing, one given to the customer to take away, and one hard copy remained in the book."

Finally it is recommended that members refer to the NZ standards for textiles.

AS/NZS 2621:1998 table 7 on page 22 of the document refers to dimensional stability/shrinkage and outlines what they deem to be acceptable levels of shrinkage when processed according to the care label.

<https://www.standards.govt.nz/shop/asnzs-26211998/>

Congratulations Bevan on 25 Years!

Bevan Broughton started his career with La Nuova 25yrs ago and today he is their General Manager. He has worked in all facets of laundry trade and on management committees.

He is also an award winner in Laundry Management and Drycleaning.

- 2009 - Winner Biannual NZ Laundry Manager
- 2007 - Finalist in Biannual NZ Laundry Manager
- 2006/2007- Apparelmaster Management Committee
- 2003 - Young Drycleaner of the year

Congratulations on 25 years service to the industry Bevan.



Wet Cleaning Webinar

Bowe along with Bufa will be having a Bufa 4.0 Wet cleaning webinar via Zoom in the New Year and invite all who are interested to join.

Please email the following message "I'm interested in the 4.0 Webinar" to angela@bowe.co.nz to register your interest.

https://www.buefa.de/media/prospekt_buefa_care_4.0_gb.pdf

Wellington Regional Event

Brad Craig - Rep for the Wellington region is pleased to report that the Regions end of year catch up was enjoyed by all who attended, despite it being a pretty casual laid back event it provided a great opportunity to catch up with old friends and make some new ones.



CLASSIFIEDS

Proud Members Moment!

Terry & Karen Corin have won the Sustainability Award at the Tauranga Business Awards. Congratulations.



Primus I Line Commercial 150-320 - FOR SALE

Southern Lakes Laundries has a Primus Professional Cylinder Heater Ironer for sale. This Ironer has never been used and is a spare to their requirements. They are inviting offers from anyone interested.

See DLANZ Website for specifications and enquiries.



Laundromat Token Machine - FOR SALE

Accepts notes, coin & card
Dual note readers
Prints receipts and transaction summary
Dispenses tokens or coins
\$15k new, selling for \$3k

Enquiries: Brad Craig
brad@lanuova.co.nz

WINNERS!! TCL Apparelmaster



Sustainable Business Award Tauranga Chamber of Commerce

Watch the video [HERE](#) of them discussing their new flagship facility in Tauranga.

DLANZ
Drycleaners & Launderers
ASSOCIATION of NEW ZEALAND Inc