



Chartered accountant, **Natasha McDowall**, pictured, brings extensive governance experience to chairing the BID-operating Glen Eden Business Association for almost two years.

We caught up with the 'born and bred Westie' to learn more about the opportunities and challenges ahead.

Glen Eden: “an awesome little area”.

The Glen Eden Village BID programme was established in 2009 and expanded its boundary seven years later. It now has an estimated 135 businesses within the town centre.

We asked the current chair Natasha McDowall to describe Glen Eden Village in just three words. . .

"Vibrant, diverse and real."

Dubbed 'the gateway to the Waitākeres', the village has an exciting future with apartment blocks and infrastructure upgrades in the works.

“We’re very positive and this outlook will be reflected in our new strategic plan that we’ll get underway shortly,” she said.

Natasha and her committee are supported by the town centre’s management team - **Gary Holmes** and **Jodie Judd**, pictured right.

The influx of new apartment dwellers will boost foot traffic and consumer demand in the village.

“There’s huge amounts of growth, although this needs to be accompanied by infrastructure to support the needs of people in social housing and over-55s.

“Construction activity brings with it months of disruption but long term benefits. Due to COVID-related funding constraints, the long-awaited footpath upgrade has been delayed.”



GLEN EDEN ESSENTIAL SERVICES
Opening hours

<p>Fresh Choice ☎ 09 813 9010 www.freshchoice.co.nz 7am - 10pm 7 Days</p> <p>Organics Out West ☎ 09 813 6079 www.organicsoutwest.co.nz 9am - 5pm 7 Days</p> <p>Pet Shop Boys ☎ 09 813 9818 www.petshopboys.co.nz 11am - 4pm Mon-Wed/Thurs 11am - 2pm Sat</p>	<p>Glen Eden Pharmacy ☎ 09 813 5143 www.glenedenpharmacy.nz A Shop - 9pm Mon - Fri Closed 12.30 - 1.30 for delivery Mon - 1pm Sat</p> <p>Westview Pharmacy ☎ 09 813 3368 www.healthpoint.co.nz Mon - 9pm Mon - Fri Mon - 12pm Sat</p> <p>West Liquor ☎ 09 813 3155 www.westliquor.co.nz 12pm - 9pm Mon - Sat</p>
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Natasha McDowall has a post-graduate qualification in not-for-profit management. While working in the charity sector for several years, she completed comprehensive governance training that she applies at Glen Eden Business Association. She also currently sits on two other boards.

Top 3 tips for BID Governance

Set clear expectations for the committee members

Often each member of committee has specialist skills, so it is great to understand how to utilise these. And ensure committee members know that they are required to attend a set number of meetings each year, contributing to the conversation and also helping out or volunteering if required.

Clear definition of roles for committee and operations.

The committee is there for governance and strategic planning, while the operations team is there for execution of the plan and the different activities. It is important that operations understand what the committee require of them and the activities that they need to execute. Operations also need to know that the committee and chair have their back if there are any issues that arise.

Ongoing communications and improvements of tools and processes for continuous improvement.

Too often I see committees that only talk during a meeting, not between meetings when issues arise, and operations that go off tangent by not staying in contact with committee. Over time, these tangents can be quite large - and a big shift is required to bring operations back into what the organisation is there to do.

Governance and Management: A Summary, by Rudyard Kipling

SIX HONEST SERVING MEN

I keep six honest serving-men

(They taught me all I knew)

Their names are *What* and *Why* and *When* [Board]

And *How* and *Where* and *Who* [Management]

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WESTLAKE
GLEN EDEN



A gateway village to Tāmaki Makaurau’s west coast and Waitākere Ranges, Glen Eden is edgy and diverse with a strong community heart and rare urban quality of life.

The town centre prides itself on its active business association and loyal shopper base.

“Glen Eden has a great little train station, offering good access for visiting shoppers,” Natasha says.

The business association installed new signage on Glendale and West Coast roads just before Christmas. In another of the progressive BID’s initiatives, an upgrade of its CCTV network will get underway soon.

While budget has been set aside for the first stage of a main street makeover, Natasha says they’re currently waiting on property owners to act.

“As other BIDs will know only too well, it’s very difficult dealing with absentee landlords and those who aren’t willing to invest in their buildings. We may have to reassess and rejig our plans – it’s very frustrating.”



The BID’s iconic event – **Wheels Out West** – has been tentatively scheduled for **Saturday, April 17th** this year.

Supported by the Waitākere-Ranges Local Board, the crowd-pulling gig is a fixture on the west Auckland events calendar. It was last held in 2019, having been cancelled last year due to the pandemic lockdown.

The Waitakere-Ranges Local Board area includes just the one business improvement district – Glen Eden Village.

In its recently updated Local Board Plan, there's recognition of the importance of infrastructure to support local economic development.

TE MAHERE Ā-ROHE O WAITĀKERE RANGES 2020

Waitākere Ranges Local Board Plan 2020

Outcome 7: We have infrastructure and facilities that support and enhance our neighbourhoods and town centres

We want to see successful and welcoming town and neighbourhoods that reflect local pride, prosperity and heritage.



Michelle Clayton, *pictured*, represents the Waitākere-Ranges Local Board in its relationship with the Glen Eden Village BID. Board chair Greg Presland is the alternate representative.

The local board and business association maintain strong governance-to-governance relationships and collaboration is actively encouraged.

"Michelle Clayton has been excellent, she's very passionate about Glen Eden Village. We talk regularly about what we are and what we could be doing," says Natasha.

"We also recently held a highly productive meeting with staff from the local board office.

"We're certainly keen to collaborate closely and on a more frequent basis.

"There are really cool people on the local board – they're a force to be reckoned with, that's for sure!"



From left: Mark Allen, Greg Presland (Chair), Michelle Clayton, Saffron Toms (Deputy Chair), Ken Turner and Sandra Coney.