



Golden rules of Auckland at **Alert Level 3** Step 2



Continue to work from home, if you can.



Wear a face covering and keep your distance from people while out and about.



25 people can meet up outdoors for recreation, exercise or socialising.



Businesses that require close physical contact cannot operate. Gyms, pools and recreation centres remain closed.



Retail can open, with customers keeping 2 metres apart, and staff and customers required to wear face coverings.



Public facilities like libraries, museums and zoos can reopen, with face coverings required and people keeping 2 metres apart.



Keep scanning QR codes and record keeping everywhere you go.



Travel between Alert Level areas is still restricted.

Te Kāwanatanga o Aotearoa
New Zealand Government

Unite
against
COVID-19

Kia Ora tātou,

As per the recent announcement, Auckland moved to Step 2 from 11:59 pm, Tuesday 9 November 2021. It can get confusing to understand the steps and knowing whether your business can operate or not.

your needs will be particular to your business.

We are here to help so please don't hesitate to get in touch for a chat or to discuss how we might help you approach any issue.

Town Centre Manager Rana Judge is available on 027 274 6401 and manager@obaotara.org.nz and is always happy to hear from you.

Doing business in Alert Level 3 - Steps 2

If you are a retail business, workers and customers must wear a face-covering — unless they are exempt.

Food courts inside shopping malls must continue to offer contactless pick-up or delivery options only. Customers cannot consume food or drink inside a shopping mall.

Fruit and vegetable markets can reopen. Food trucks and other hospitality businesses that operate at a market can only provide food and drinks for contactless pickup or takeaway. Customers will not be able to eat or drink at the market as they must wear a face covering at all times.

Make sure you have ways for customers to shop safely. This includes:

- limiting customer numbers so everyone can safely stay 2 metres apart
- asking customers to stay home if they are unwell
- reminding customers to scan in using the NZ COVID Tracer app every time they enter your store
- offering contactless options for payment, pick up and delivery
- providing hand sanitiser for people to use, and regularly cleaning and disinfecting shared surfaces.

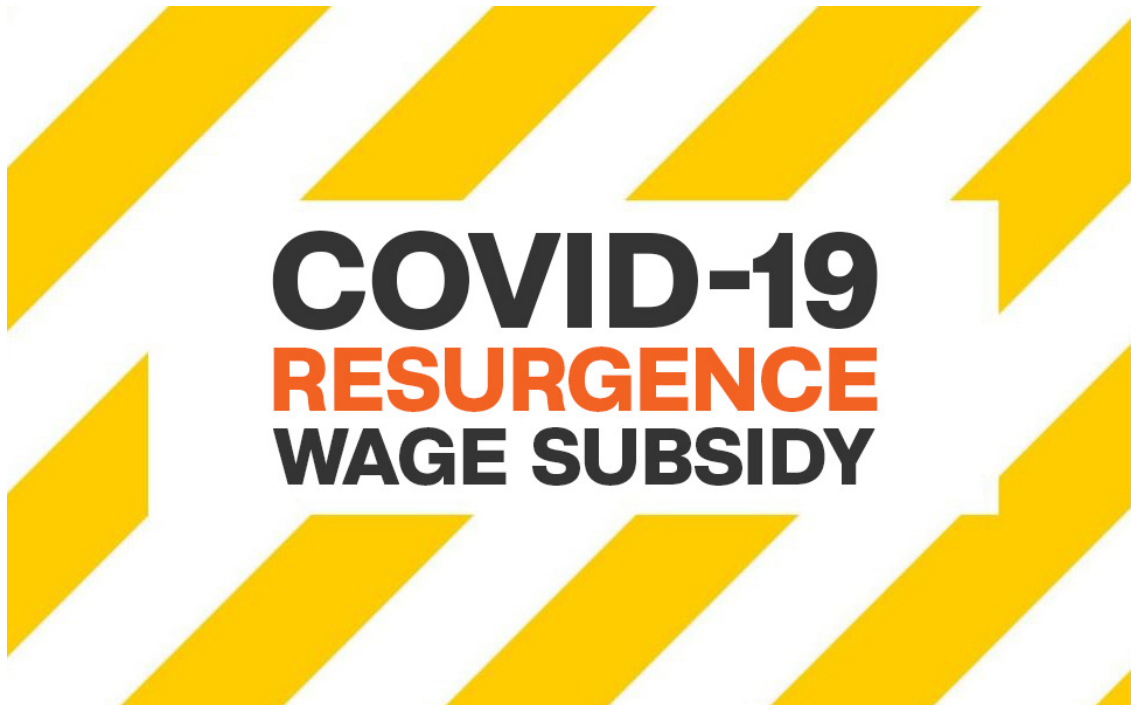
If you are a hospitality venue, such as cafes, bars, restaurants and takeaway stores must remain contactless — you can only offer contactless pick-up, delivery or drive through options. This includes food courts inside shopping malls. Customers cannot eat or drink on your premises — this includes indoor and outdoor areas.

If you operate a public facility, such as museums, libraries and zoos, can open to customers from Step 2. There are no restrictions on the number of customers, as long as everyone can safely stay 2 metres apart.

gym and a cafe — each facility must follow the rules that apply to the type of business it is.

Workers and customers must wear a face covering when inside. Help your customers stay safe by asking them to scan in using the NZ COVID Tracer app, providing hand sanitiser inside your venue, offering online services, and regularly cleaning and sanitising shared areas.

If you are a close contact business, such as hairdressers, barbers and businesses offering close contact personal care services such as massage or beauty treatments must remain closed.



Increase to Resurgence Support Payment

The Government has announced an increase to the Resurgence Support Payment as we transition to the new COVID-19 Protection Framework.

From 12 November 2021, the Resurgence Support Payment is paid fortnightly.

- Businesses can receive \$3000 per business plus \$800 per full-time employee (FTE), up to 50 FTE.
- The maximum fortnightly payment is \$43,000.
- If you are self-employed, or a sole trader you can receive a payment of \$3,800.

moves to the new COVID-19 Protection Framework.

The COVID-19 Resurgence Support Payment helps to cover wages and fixed costs for businesses who have been directly affected when there is an increase to Alert Level 2 or higher for a week or more.

To be eligible, your business must have experienced at least a 30% drop in revenue or a 30% decline in capital-raising ability over a 7-day period, due to an increase in Alert Levels.

- You can receive \$1,500 per business plus \$400 per full-time employee (FTE), up to 50 FTE.
- The maximum payment is \$21,500.
- If you're a sole trader, you can receive a payment of up to \$1,900.

Businesses anywhere in New Zealand can apply if they meet the eligibility criteria.

You can apply for both the COVID-19 Resurgence Support Payment and the COVID-19 Wage Subsidy Scheme if you meet all the eligible criteria.

Applications for a third round of the Resurgence Support Payment are now open. The payment and eligibility criteria are the same as the current scheme. You can receive all three payments if you are eligible for them.

Wage Subsidy Scheme

Applications for the seventh round of the August 2021 Wage Subsidy are now open. You can apply until 11:59pm 25th November 2021. The payment rates and eligibility criteria remain the same.

The Wage Subsidy will continue to be available to businesses anywhere in New Zealand while any part of the country is in Alert Levels 3 or 4.



Support for Businesses

Tenancy measures introduced to further support COVID-19 impacted businesses and tenants

The Government has introduced changes to help ease the impacts of COVID-19 restrictions on both commercial and residential tenancies.

As part of the COVID-19 Response Legislation Bill introduced to Parliament, measures are being taken to help businesses resolve disputes over commercial rent, as well as provide greater certainty for landlords and tenants by protecting residential tenancies from being terminated during COVID-19 Alert Level 4.

Justice Minister Kris Faafoi stated “Landlord and tenant would need to agree on the amount of rent that is fair. They could also agree that the clause does not apply,”

For those who have commercial leases, there are questions around whether there is a right for tenants to ask for rent relief and if so, what that relief should look like.

A commonly used form of commercial lease is the Auckland District Law Society lease, which has been in use since 2010. That lease (in clause 27.5) makes provision for rent reduction, where the tenant is unable to gain access to the leased premises because of an emergency situation, such as the COVID-19 lockdown. In such cases, a fair proportion of the rent and outgoings cease to be payable.

To learn more about the new tenancy measures, check out our blog <https://www.otara.co.nz/covid-19-lockdown-commercial-lease-rent-dispute->

Event Permit FAQs – Auckland Council 8 Nov 2021 update

Auckland Council has put together a FAQ guide for Event Permits. This tool will support you with your Auckland Council event permit application and help your event comply with additional COVID-19 Alert Level requirements.

Check out the full event permit PDF here: [Event Permit FAQ's](#)



Face coverings at Alert Level 3, Step 2

At Alert Levels 2, 3 and 4, most workers who interact with the public must wear a face covering.

Customers must also wear face coverings when visiting some businesses. This includes when using public transport and taxis, visiting healthcare or aged care facilities and inside retail businesses, such as supermarkets, pharmacies, shopping malls, indoor marketplaces, takeaway food stores, and public venues, such as museums and libraries.

Customers do not need to wear face-covering when using click and collect services (for example at Alert Level 3), but these are encouraged. Only

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Place your order here: https://portal.bluestar.co.nz/WebForm/DPMC_PUB?form=Unite%20Against&s=%3Center%20search%20here%3E

Get your QR code

Complete the online form to get your QR code posters. You'll need to fill in a separate form for each of your locations.

The form will ask you for your NZ Business Number (NZBN) or Business Industry Classification Code: you do not need these if you're creating a QR code for personal reasons.

You'll need:

- a valid New Zealand driver licence
- address details for each of your locations
- your email address
- an email address and contact phone number for each of your locations.

Complete online form here: https://qrform.tracing.covid19.govt.nz/?_ga=2.266867598.1616842189.1636510140-1463619142.1629086765

You need to ensure your posters are in good condition so they are easy for your customers and visitors to scan.

You can reprint your own poster(s). Click on the [self-service webform](#) and select Manage & resend posters. Once you've verified your email address, tick the box next to the poster(s) you wish to print and click on Manage/Resend. Select Resend and your poster will be emailed to you for printing.

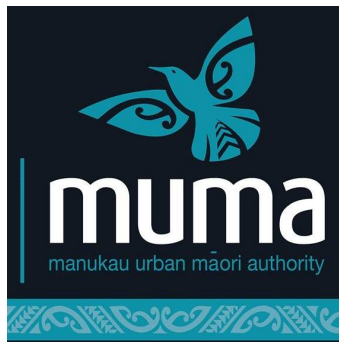
If the person who created the poster has left your organisation and you no longer have access to their email address, email help@covidtracer.min.health.nz and they can help you with the reprint.

Businesses of the Month

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This month's first shoutout goes to Pizza Home for serving the community with fresh and tasty pizza's that are not only affordable but also healthy. Having an option other than a chain fast food enterprise is what helps the community grow closer, as well as helping the economy rise. They have been amazing with keeping in touch with the community by provided frequent special discounts and messages through their social media channels. This digitalisation is highly acknowledged by the Town Centre as it uplifts the quality of service provided to the community through local businesses.

Visit them here: <https://www.pizzahome.co.nz/>



We would like to express our appreciation to Manukau Urban Māori Authority for helping the community stay strong during these tough times. MUMA has been a strong supporter, assisting the community with supplies such as nappies and formula for families that are really in need. They have also been helping families in our community with food bank supplies which has been a true struggle for many due to lockdown and inaccessibility. Not only are their helping the community but they strive at keeping the informed through their updates and knowledgeable posts on their socials. We thank MUMA's team for keeping the community up to date with constant communication through their social media channels.

Visit them here: <https://www.muma.co.nz/>

If you would like your business to be featured in the next newsletter, send us your creative content to by clicking the button below.

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