

# Pinevine

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## Current Lead Times

Currently, factory production is operating at full capacity until April 2022. We will be assessing production early in January 2022 to see what we can do to reduce overall lead times.

Based on orders received from January 17th 2022 we estimate:

From “order approved for production” to load out - allow 8-9 weeks for structures up to 120 sq m. Allow 9-10 weeks for larger more complex orders.

## Andrew's Christmas message

This has been both a challenging year, and a year of achievements in ways too many to list. I am honoured to be a part of the Lockwood team, proud of the work we do, and grateful for the commitment, determination, and hard work each member of our team brings to their role. Thank you.

I am very much looking forward to firming up some dates when we can all get together, celebrate our achievements with food, drink and lots of laughter.

In the meantime, and on behalf of Joe & Jo-Anne La Grouw, and our fellow director Gary Hitchcock, I wish you and your families all the best for this upcoming holiday break. Rest well, take care of yourselves, get ready for another busy year in 2022.



## Covid-19 Rapid Antigen Tests

Lockwood has now secured Rapid Antigen tests - the Panbio™ COVID-19 Ag Rapid Test Device which provides Covid test results after only 15 minutes. Supervised by a trained staff member, patients are able to perform sample self-collection with the nasal swab themselves.

These tests are available for staff and their families, should they need to get tested. They are also available for Contractors to purchase once training has been completed.

Get in contact with a trained staff member below if you are needing to get a test done or want to know more information:

Sarah Carnell	027 785 6123
Graham Punter	027 817 7141
Dylan Waitemata	027 815 1147
Court Marsters	027 775 6132
Phillip Hindrup	021 149 7759

[Watch Andrew being the test dummy here!](#)

## Christmas Close Dates

Lockwood Head Office will be closed from 3.30pm 17th December and will re-open 8am 10th January 2021. Lockwood Manufacturing will be closed from midday 23rd December. The Rotorua Show Home site will be open from 8.30am Wednesday 5th January.

## New processes – new contacts

There has been some confusion around where and who to send things through to at Lockwood head office. We have set up a new email address for all things technical, including field reports. Below is a summary of handy contacts. We will keep this list up to date and on the front page of PineVine each issue. It has also been uploaded to the Extranet>HeadOffice Contacts:

<b>What</b>	<b>Address</b>
Field Reports	<a href="mailto:technical@lockwood.co.nz">technical@lockwood.co.nz</a>
Builders on-site Checklists	<a href="mailto:technical@lockwood.co.nz">technical@lockwood.co.nz</a>
Lockwood Component Orders	<a href="mailto:accounts@lockwood.co.nz">accounts@lockwood.co.nz</a>
Sundry Orders	<a href="mailto:chrisdibley@lockwood.co.nz">chrisdibley@lockwood.co.nz</a>
General enquiries / unsure	<a href="mailto:info@lockwood.co.nz">info@lockwood.co.nz</a>

## How the Process Works

- Orders are sent in to [accounts@lockwood.co.nz](mailto:accounts@lockwood.co.nz) to Vonne who will make sure all of the documentation is in place.
- David vets the order, making sure all information is available to be able to approve for production (RFI's are sent as required).
- Once the order is approved, Production Drawing can be scheduled and a manufacturing slot is confirmed.



## Congratulations to our Contractor of the Year...

AND THE WINNER IS HODGES CONSTRUCTION!

John and Carina Hodges have maintained momentum over the last couple of years since they won Contractor of the Year in 2019. But 2021 really was one out of the box, with Hodges Construction being the first contractor in some time to record over \$2million in Lockwood component orders.

Whilst John gets critical support from his wife Carina, has a productive relationship with designer Margot McLaughlin, and has a team of experienced Lockwood builders to help deliver his projects, the reality is that John does so much of the work by himself. He liaises with his customers, leads the design process, engages all the design professionals, does the costings and contract documents, drives the consent processing, organises materials and subcontractors, and makes sure his Lockwood projects exceed his customers' expectations.

Hodges Construction does a good mix of Lockwood jobs to suit their client's needs including cost-effective standard plans using trusses, transportable homes delivered to customers further afar, and impressive Design & Build projects such as a modified Canopy, which John is currently building. On top of that, John secured a contract to build 15 homes for a local Maori trust, construction starting in Jan 2022.

Congratulations John & Carina!



## A Legend Returns

We are delighted to announce John Stewart has accepted the position of South Island Business Development Manager.



John has a long history with Lockwood starting in the mid-80's working a variety of roles in marketing and sales. His last gig with us was as the South Island Regional Manager in the mid-2000's, where he oversaw the initial development of our Hornby Christchurch show homes site and led our South Island network to several years of record sales.

In the intervening years John went on to be the national General Manager of First National Realty, before shifting to Australia where he took on the business development role for One Agency, leading it to be the fastest growing agency in Australasia.

John will be returning to NZ with his wife Annie and will be tasked with developing our Lockwood business primarily throughout the South Island. John will also have input into our nationwide strategy.

## Out with the old

The Kereru office in Christchurch moved off site last week to make way for the new Vacationer show home and office. Surveyors are booked to peg out the home before Christmas with construction planned to start in January. The compact, monopitch Vacationer will complement the larger Madrid show home which was opened in 2015.



## The Big Mac is Coming....

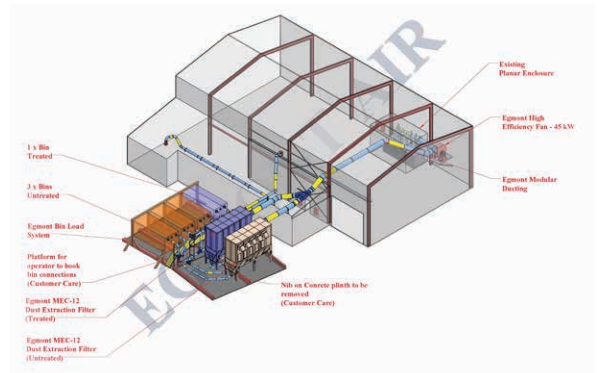


On the list of things we wanted to tell you about at conference is the investment into new plant that is happening in our factory. Earlier this year we told you about our plans to install new shavings extractions systems, and in the new year, we'll see the third, final, and largest part of this infrastructure installed. The new shavings extraction systems are critical to future modernisation, and we also get the benefits of new systems that are much safer and more energy efficient.

At the start of the year we also ordered a new planer / moulder to replace our No.1 & 2. Planers. Planer moulders are at the very heart of our manufacturing process; every piece of timber that comes through our door will go through a planer at least once, and for some of our components we make, timber goes through several planer processes. Off the top of my head I think the 107 VG Pine board goes through the planer half a dozen times to get to its final shape.

Our current planers are both 30years plus. Our No.1 planer does the bulk of the processing, and while it still does an amazing high quality job, it's age means that even though our machinists and engineers know it like the back of their hand, it is has become more challenging to maintain this machine.

A custom-built Leadermac MaxiMac 830 is in the final stages of assembly in Taiwan and will hopefully be on it's way to us before Christmas. We are expecting delivery in early February, and plan to have it up and running in early March.



## Lockwood Connect

We've had excellent feedback so far on our Lockwood Connect video series. In the latest video, Andrew is the guinea-pig for our first Rapid Antigen Test. In upcoming episodes, we explore thermal bridging and how the changes to the building code around thermal performance will affect us next year. Featuring Jeff Parker, we'll also examine the Branz research that came out this year and reveal a scandal that affects stick frame building. Will even 20% of new builds meet today's building code?

A reminder for those of you who are Licensed Building Practitioners, watching the Lockwood Connect episodes count towards your LBP training hours. If there are any topics you would like to see covered, please let us know.

[Watch the Lockwood Connect videos here](#)

## HOTY Campaign Results

The 2021 Lockwood House of the Year Campaign wrapped up at the end of November. The goal of this national marketing initiative was to drive people to our website to view and vote on the homes we photographed throughout 2021, challenging their perceptions of a modern Lockwood home.

The campaign was digital, using a mix of display, video, and social online advertising so people could click through directly to the website and voting page. We invested in Sponsored content stories - paid articles that featured on stuff.co.nz and nzherald.co.nz, as well as a PR campaign, where stories on the competition and the homes were pitched to local and national media.

The advertising brought a huge number of users through to the website where they browsed through the homes they wanted to see. Although we didn't see a big jump in enquiry levels, we did gather contact details for over 1500 people who voted and left contact details. Through ongoing direct marketing, we can now nurture these contacts, keeping Lockwood top of mind for when they do decide to build.

The voting results were surprising, it wasn't the biggest, most extravagant homes that got the highest votes. In the end - it was a very close competition with less than 50 votes between the top two homes. The winning home (pictured above) was the Crombie Family Home, built by Tuohy Homes. Both the Crombies and the Tuohy's were stoked with the win.

The overall goal of the Lockwood House of the year campaign was met and there is definitely value in doing a similar campaign again. We had a good response to the Sponsored Content stories, especially on Stuff.co.nz with users who clicked through spending a considerable amount of time on our website and we will consider using these regularly, not just for specific campaigns. YouTube advertising was the cheapest for reach on video and Google Display adverts also worked well for this campaign.

Most of all, we were able to celebrate all the homes that were photographed over the last year, extending our investment professional photography. We will continue to invest in photography of homes of all sizes. We will time the next Lockwood House of the year campaign so it falls earlier in the year and plan on launching the next competition early in 2023.

### Web Visits

Total Unique Web Visits during the Campaign 20,936, over 80% higher than the previous two years

2020 users

81.99%

20,932 vs 11,502

2019 users

83.66%

20,932 vs 11,397



## Technical Update

### Site Glazing price update

Metro Glass has increased the cost of on-site glazing. The new pricing is effective from 1st Dec. Updated rates are available on the Extranet>Pricing>



### Aluminium Delays

We have been experiencing huge delays in all aluminium extrusion deliveries. This includes joinery, sheathing, Weatherclad 21, and corner profiles etc. Our usual 7 day turn around stretched out to 2-3 weeks and it has now gone out to 4-5 weeks. We are given an estimated dispatch date but these dates are not currently being met in a lot of cases.

Our supplier has apologised. They have been inundated with increased orders, plus an influx of orders placed before a recent price increase. The recent COVID lockdown in Hamilton also impacted their production. While not making excuses for their inability to supply in a reasonable time frame, our hands are tied and we are doing our best to get ETA's from them for your orders. Dave Hutchings is meeting with Altus management in Hamilton this week to see how we can get better communication and consistent delivery times from them.

For future orders you will need to allow 4-6 weeks for supply. At this stage, we expect this to carry into the first quarter of next year but will keep you informed of any changes.

## Employee Assistance Programme

Professional help with personal issues can be difficult and costly to access. To assist with personal health, safety and well-being Lockwood Group has introduced an Employee Assistance Programme (EAP) to assist all Lockwood Group team members experiencing any personal or work-related difficulties.

Staff will have access to qualified, registered and highly experienced specialists about any number of concerns including:

- Feelings of anxiety, stress, or depression
- Family challenges, relationship issues
- Parenting problems, elder care support

- Career advice
- Conflict and tension with colleagues, managers, partners
- Coping with serious illness, trauma, grief, or bereavement
- Living with addictions and minimising their impact on your life
- Addressing financial matters or personal legal requirements.

This service is paid for by Lockwood Group, but is completely independent. No identifying information will be released without consent. Confidentiality is assured.

## We want to hear from you!

If you have any news, events, successes or challenges you would like to share with the network, please get in touch with Sarah (sarahsmith@lockwood.co.nz) so your stories can be included in the next issue.