



Presents:

# The Ostend Market Handbook

2014/15



## **Important phone numbers**

### **Market co-ordinators**

Jill Mallinson 372 6953

Penny Holmes 372 9803

### **Community Childcare Centre**

Phone 372 6115

**Ostend Market  
Handbook**

**October 2014**

<b>Market Management Strategies</b> .....	<b>3</b>
Auckland City Council	
Stallholder Fees	
Market Funds	
What we expect from you	
Food Licences	
Second Hand Dealers and Pawnbrokers Act	
<b>Appendix 1</b> .....	<b>4</b>
Ostend Market – Code of Conduct	
<b>Appendix 2</b> .....	<b>5</b>
Ostend Market- Complaints Policy	
<b>Appendix 3</b> .....	<b>6</b>
Second Hand Dealers and Pawnbroker Legislation	

## Auckland City Council

An agreement exists between Auckland City Council and the WCCC, noting WCCC as the organisation responsible for the running of the Ostend Market. This agreement includes a licence for the use of the Anzac Reserve, and a Street Trading Licence allowing flea Market activity to occur each Saturday on the reserve.

The Street Trading Licence defines details including:

- Hours of operation: 7.30 to 1.00 (site to be cleared of stalls etc by 1pm)
- Site boundaries:



Auckland City Council, at their discretion may permit trading from the roadside by issuing a specific licence , which needs to be sighted and agreed to by the Market Co-ordinators.

Underpinning the street trading licence are council bylaws related to flea Market activity. Some of these bylaws define:

- food licences
- management of safe parking
- trading from vehicles parked on road

Our contact person at the Council is the Compliance Officer (Kalan Azad phone 301 0101 extn 409 284). Part of his role is to liaise with WCCC to ensure that council bylaws are adhered to and that we operate in keeping with our licence agreement.

WCCC rent the Ostend Hall from the Auckland City Council for Market purposes. Our co-ordinators have obligations to ensure that the hall and its equipment are used appropriately, and in keeping with the council's rules.

Auckland City Council also recommends that stall holders do not bring animals (including dogs on leashes) to the Market.

## Stallholder Fees

For Summer 2014/15 Fees remain the same.  
Fee rise effective see in below table:

Fees effective from **11.04.2015 as follows:**

	Winter Price Effective 11.04.15	Summer Price Effective 24.10.15
Standard stall up to 3x3	\$15.00	\$20.00
2 x Standard Stall	\$25.00	\$30.00
3 x Standard Stall	\$35.00	\$40.00
Kitchen	\$45.00	\$55.00
Children	\$ 3.00	\$ 3.00
Community Groups	FREE	FREE
Thank you	for	Your support!

WCCC reserve the right to adjust the fees from time to time, after due consideration. Stallholders will be notified in writing.

## Market Funds

Funds are allocated for the promotion of the Market, such as regular advertising, maintenance and equipment to support all stallholders.

Funds generated by the Ostend Market are spent at the discretion of the centre management, in the best interests of the children attending WCCC. Typically this would include the purchase of toys, equipment, teaching aids and projects aimed at upgrading the service. WCCC remain indebted to years of contribution from the community of Waiheke that have made it possible to sustain this valuable income for a much needed service on the Island.

## **Our expectations of Stallholders**

You must speak with one of the co-ordinators first before you set up your stall. Market co-ordinators are responsible for allocating all stalls.

To sell food you must have a licence (see below). You also need to check with the co-ordinators if your food item will compliment the Market's overall food supply range. ( e.g. we already have enough or too many of this kind of product)

Food stallholders must provide a bin for their customers and take their rubbish home at the end of the day.

Power is a limited resource at the Market. Use must be approved by one of the Market co-ordinators. Please ask first before you plug in.

All electrical equipment (including extension leads) has to be checked and approved by a registered electrician on a yearly basis. The market co-ordinators are required to check that all equipment and cables display the appropriate tags.

Auckland City Council does NOT provide any bins for the Market rubbish. Co-ordinators provide rubbish bins for Market patrons and they also take the rubbish to the transfer station at the end of each Market day. Food stallholders are required to provide their own rubbish bin and take the rubbish home.

Auckland City Council has strictly forbidden any access or driving of cars on the reserve, if you have an access problem please speak to the co-ordinators as they may be able to make an exception at their discretion

Auckland City Council will ticket any vehicles double parking. This is deemed as an infringement and a danger to public health and safety.

### **Food Licences**

If your stall trades in **food**, WCCC advises that you contact the Auckland City Council to establish whether you need to hold a food licence. Our Code of Practice requires that your stall is compliant with the new council bylaws and food grading system; however it remains the responsibility of the trader to ensure that their documentation is accurate and remains up to date. Food licenses are required to be displayed, Market Co-ordinators will reinforce this if necessary. Please visit [www.aucklandcouncil.govt.nz/food](http://www.aucklandcouncil.govt.nz/food) for more information.

### **Second Hand Dealers and Pawnbrokers Act**

The Second Hand Dealers and Pawnbrokers Act requires WCCC, as Promoters, to keep records of people with stalls that sell certain articles listed on the police website under info4traders. These records are managed by the Market Co-ordinators.

The stallholder needs to be selling more than 6 times a year, at a value of over \$2000, and to have bought the goods to on sell. Currently, this applies to two or three regular stallholders. The committee is required to keep records of names and addresses, whether the stallholder has a certificate, and how the identity of the stallholder has been verified – the Market co-ordinators have a form for the stallholders to fill in. These records must be kept for 12 months. Copies of the relevant sections from the Act are available from the Police website.

See Appendix 3 for further information regarding this Act, in particular if it applies to you.

## Appendix 1

### The Market- Code of Conduct

#### Rationale:

The Waiheke Community Childcare Centre owns and operates the Market (WCCC). It is in the best interest of the Childcare and the Community at large to have a peaceful and positive environment at the Market. This Code of Conduct outlines the standard of expected behaviours and the process if behaviours fall short of these expectations.

#### Procedure

- Stallholders are appointed a stall space by the Market coordinators
- New Stallholders are required to fill in an application form (Appendix 4)
- Stallholders who are at the Market every week are given a permanent space; **the space needs to be occupied by 8 am. Otherwise the coordinators may allocate the space to another stallholder.** A 20 min delay will be given if Stallholders notify the Coordinators at a reasonable time.
- Permanent stallholders will forfeit their allocated space after 3 weeks of not attending and not contacting the Market Coordinators.
- Common courtesy and friendliness are expected from every Stallholder. The Market is a non-violent space. Any aggressive or violent behaviour is unacceptable. Any complaint about such behaviour will be taken seriously and will be followed up.
- Any such behaviour will result in the following:
  - 1st Warning will be verbal followed up with a written confirmation of the verbal warning.
  - 2nd warning will result in a written warning.
  - A 3rd warning will result in exclusion from the Market until the issue is resolved.
  -
- Behaviours deemed unacceptable are :
  - Being under the influence of Alcohol or any other substances.
  - Aggressive and threatening behaviours
  - Verbal violence and threats of physical violence
  - Theft
  - Possession of drugs/sale of drugs/drug use
  - Wilful damage of properties.
- Should **any** of the said behaviours amount to a **criminal offence the Police will be notified.**

## Appendix 2

### **Ostend Market – Complaints Procedure**

Concerns or complaints about any aspect of the operation of the Market should, in the first instance, be directed to the Market co-ordinators.

If the Market co-ordinators are unable to resolve the matter to the satisfaction of the complainant, or if they consider the matter is likely to have a significant impact on the operations of the Market, the Market co-ordinators will request that the complaint be put in writing and forwarded to:

**WCCC Management Committee**  
**3a Donald Bruce Rd**  
**Surfdale 1081**  
**Waiheke Island**

Where the committee liaison person receives a complaint about the operation of the Market, he / she will consult with the Market co-ordinators and will acknowledge receipt of the complaint within five (5) working days

The Market liaison person will refer the complaint to the next committee meeting for resolution. As with any complaint, all discussions will be held “in committee” and kept confidential to protect the privacy of the persons concerned.

Where the complaint is more urgent, the Market liaison person will consult with the chairperson and at least one other committee member to develop an acceptable resolution. This action will be reported at the next committee meeting.

Where required, the Market liaison person and the chairperson (or his / her delegate), will meet with the complainant to discuss the matter.

If the matter concerns, or is likely to affect the operator’s licence, the Market liaison person will consult with Auckland City Council.

If the matter concerns the Community Board, the Market liaison person will consult with the appropriate person.

The agreed resolution to any concern or complaint will be given to the complainant in writing.

## Appendix 3

### Second Hand Dealers and Pawnbroker Legislation

[www.police.govt.nz/service/info4traders/](http://www.police.govt.nz/service/info4traders/)

The Secondhand Dealers and Pawnbrokers Act 2004 come into force on 1 April 2005. This Act replaces the Secondhand Dealers Act 1963 and Pawnbrokers Act 1908 which currently regulates secondhand goods and pawn broking transactions. The Act has two main purposes. These are:

- make it harder for criminals to dispose of stolen goods through second-hand dealers and pawnbrokers
- make it easier for the Police to recover stolen goods and solve property crimes.

To achieve these aims, the Act has created a new licensing regime and placed greater responsibility on those who deal with certain secondhand goods and those that enter into pawn broking arrangements. This website provides industry members and individuals who think that they may be affected by the new legislation with an overview of the Act and its provisions:

#### [Does the Act apply to me?](#)

[Licences](#): what are they? What do they allow me to do? how do I become a license holder? How does the Act affect me as a [current licensee](#)?

[Certificates](#): what are they? What do they allow me to do? how do I become a certificate holder?

What does the Act [require of my business](#)?

Specific information for:

- [current licence holders](#)
- [second-hand dealers](#)
- [scrap metal dealers](#)
- [pawnbrokers](#)
- [Internet Auction Providers](#)
- [promoters of fairs and Market](#)
- [customers](#) of second-hand dealers or pawnbrokers

For additional information:

- Check our [FAQ](#) (frequently asked questions)
- [Contact Us](#) with your query.

See also:

- [Second-hand Dealers and Pawnbrokers Licensing Authority](#)
- [Ministry of Justice](#)
- [New Zealand Licensed Traders Association](#)
- [Scrap Metal Recycling Association of New Zealand](#)

Note: The information provided on this site is not intended as legal advice.