



Letters to the Editor

The Broadband Saga

I love living in Waiatarua ! We live in a unique environment and we are privileged to live here.

As a young man, many weekends I drove in and around Auckland visiting and checking virtually every area with the specific purpose of selecting where I would live and call home. In 1968 I moved into my first house in Quinns Road Waiatarua and I have lived almost continuously at various addresses on this road ever since. The reasons I was attracted to Waiatarua were many and varied. The invigorating and fresh morning air, the lush rainforest vegetation, the many native birds that visit or inhabit the privacy without fences or barriers, the close proximity to the west coast beaches and the Centennial Park, and possibly most of all the beautiful and expansive views. Views that change with the time of day, that change with the weather and change with the seasons. Looking across the lights of Auckland at night I feel connected to the vigor and life of Auckland but somehow separate and protected. I started and based my business in Henderson and until I sold to retire in 2000 I could drive to and from my work in 10 minutes and not one set of traffic lights! Joy!

Of course we pay a price for the privilege of living here. We accept the lack of local amenities, we tolerate the sparsity of public transport, we complain about the poorly engineered and dangerous roads and in the more elevated part of Waiatarua we pay the costs resulting from no water reticulation or sewer. In local politics and government Titirangi is heard, Oratia has a voice but despite the good efforts and commitment of some motivated people Waiatarua remains "lost in the hills to the West". Now technology appears to add to this list. Many of us PAY for Broadband but do we get it?

My present provider is Telecom. Last year I became so unhappy with slow download speeds I decided to try Vodafone. I explained to a Vodafone agent that if I was to change to their service the change over would need to be almost "seamless". Once again with commercial involvements and connecting to these from home I did not want to risk being without service for even a short period of time. I was assured and I signed up to change. Then the agent advised I should also change my landline phone to Vodafone and there were benefits if my Sky TV account was also moved to Vodafone. I agreed. Two days later with no prior warning Telecom disconnected my Broadband. For around a month I was without service. My landlines were swapped and my Sky account swapped but not the Broadband. During this time I received several misleading and untrue messages from Vodafone. Some advised connection dates that came and went. (During this I had to purchase rather expensive Mobile T sticks to stay in touch with the internet and my emails.) Several times I spoke to Vodafone operators only to be eventually told don't take any notice of the Vodafone email messages because they are sent out "automatically". One operator even said "you should not believe

what you have been told before but believe me now". Finally after learning that due to "limitations" at the local exchange the Vodafone service would required me to install another landline to my house, together with a growing suspicion that the Vodafone service might be nothing more than a rebranding of the same service I had previously had from Telecom I told Vodafone to "forget it". I went back to Telecom and they "very kindly" agreed to accept me back as a customer but only after a further wait for reconnection. Another two weeks later I was back with Telecom and unhappy with both companies. Several months later I am still trying to sort out Vodafone charges for the "disconnection" of the service I never got.

Since returning to Telecom the speed of my connection has continued to worsen. I have discussed this with other people in Waiatarua and their experience is similar or worse than mine. For several weeks I have regularly checked download speed using the free "Speed Test" on the Consumer site. The results have varied considerably. On the afternoon of June 2 it reached a wonderful 4.54 Mbps but this was exceptional and typically it has been much slower. Around 8 PM each night it consistently drops to around 0.18 to 0.36 Mbps. I am not technically competent in this area and my recent research into broad band speeds has not helped. Wikipedia says broad band speeds was never formally defined but it does say DSL broad band is usually between 256 Kb/s and 40 Mbit/s. These measurements employ a "binary system " but I believe 256 kb/s is about .256 Mbps so my download is dropping below the bottom threshold. At these speeds I sometimes must wait several minutes for even a simple page to open and occasionally I am unable to even open a website.

The purpose of my letter is to suggest that the residence of Waiatarua who are experiencing similar problems collectively approach Telecom (and Vodafone) to improve the service to this area. Individual complaints don't seem to carry much weight but together we might get some attention. If there is sufficient support maybe the WRRRA might coordinate this.

Wayne Edwards

.....

Hi Robyn,

I see that there's an article in last month's Waiatarua Community News about the state of ADSL broadband in the area.

There is an alternative to ADSL for those with line of sight to the Waikumete cemetery. We ditched the ADSL a year ago for a wireless broadband connection from compassnet.co.nz.

The connection may only be 2Mbps, but it's 2Mbps all day every day, even during the mad evening rush. That's 200kB/s downloads while our neighbours are struggling to make 30kB/sec with their ADSL. Our only regret is that we didn't make the switch sooner.

Cath

Opinions expressed in this newsletter are not necessarily those of the Editor or the Waiatarua Ratepayers and Residents Association

EDITOR: All enquiries to Robyn O'Sullivan - Ph 814 1143, E-Mail: munster@ihug.co.nz • **WRRRA President:** Dave Pocock - Ph 814 9697, E-Mail: davepocock@xtra.co.nz

Community Hall & Library: 911 West Coast Road • **Hall hire (bookings)** John Goudge - Ph 814 9744

Library hours: Thursday 10.00am - 12.00pm; Friday 7.00pm - 8.00pm; Saturday 11.00am - 12.00pm; Sunday 11.00am - 12.00pm

WEB Site: www.waiatarua.org.nz

From the Editor Robyn O'Sullivan

I have decided Winter is not my favourite season any more. The older I get, the colder I get and my hands whilst typing this column are incredibly icy. It's twelve degrees in my office and nine degrees in my roof (thanks to my HRV system I can be deadly accurate and this warms me slightly) and I am looking forward to a few weeks away in the sunshine! Oops, I have just checked with the BBC weather service and summer in Scotland appears to be only two degrees warmer than a Waiaatarua winter, but it always feels warmer and that's what I will be counting on!

This month, I'd like to thank the many punters who have sent their sad and tragic tales of their broadband woes and to the one ray of sunshine....Cath...who may at least have a solution for some of you. As this is only a newsletter and not The Herald, I have only room for two of the letters and correspondence on this topic has now been closed.

And so to lovers of good food, a new eatery has opened in Glen Eden. I had the good fortune to lunch there this week and was pleasantly surprised so if you like Italian, try La Rosa where The Cornerstone used to be. This one has good food and great service so hopefully it will stay around for a while.

Buon appetito!

Garden Group Eileen Powell

Our next get together is a trip to the ever popular Eden Gardens. We will meet at 11 am on Wednesday August 3 and then enjoy lunch in the cafe. There will be time to have a last look around before we head for home before the rush hour. Entry fee is \$8 adult and \$6 senior.

Attention:

Pyrotechnic people and others who enjoy a big bang!

Those of us who are pet lovers know to keep our pets indoors around the week of Guy Fawkes and New Years, in order not to have our beloved animals screaming around the place in terror, but are unprepared for it at other times! So, if you have a hankering for disturbing the peace at inappropriate times, could you at least notify your neighbours so they have time to get their animals indoors? A notice in the letterbox would be sufficient to ensure people don't let their cats out when you're playing with your bangers. Thank you!

Fire Brigade Report

Louis Ferguson

This month we farewell FF Thomas Hopkins. After three years service with us, Tom is moving to take up a new role with the NZ Army as a Fire Fighter. We wish him well with his new role. We will miss him.

Winter

With winter here, please ensure that your chimneys are swept. Ashes removed from fireplaces can take up to five days to cool. Always place in a metal container and well clear of your home. Remember THE METRE HEATER RULE, Keep furniture, clothes and curtains at least one metre from heaters and fire-places.

CALLS

23 June, 20:05 - Car Fire, Northwestern Motorway. Handled by Te Atatu Crew.

08 July, 01:13 - Electrical Fire, Scenic Drive Waiaatarua. Brigade and Occupants alerted By Monitored Smoke Alarm.

12 July, 19:52 - Tree Over Road, Scenic Drive Waiaatarua. Small tree over-hanging road way cleared by Brigade.

Smoke Alarms Save Lives!!!

Recently the brigade was called to a smoke alarm activating from an alarm monitoring company at a private address. On arrival at the address the brigade was met by the occupants who stated that they had been woken from their sleep by the smoke alarm going off. The alarm was connected to their home security alarm and monitored by their alarm company, so the fire brigade turned out automatically. The lower level of the home had a strong smell of electrical burning and smoke. After some investigation a faulty/overheating home entertainment unit was discovered to be the cause. This was isolated and dealt with by the brigade.

Had the home not been fitted with working smoke alarms this may have lead to the faulty unit catching fire and causing considerable damage to the home and/or putting lives at risk.

Need A Smoke Alarm? Standard Smoke Alarms are available Free from the brigade; Contact one of the officers below.

Waiaatarua Fire Brigade Contacts

Phone 111 for any Fire or Emergency.

Otherwise please call Chief Fire Officer Helen Longley (814 9855), Deputy Chief Fire Officer Karl Nuttall (814 8777), Station Officer Ian Ford (814 8871), Station Officer Kevin Healy (814 9505), Station Officer Gareth Mullins (814 9282)

From the President

Dave Pocock

Hi,

Well last month I wrote on the eve of the Great Debate and as predicted another highly successful night. The moot was "Ignorance is Bliss" and there were times during the debate when the contestants took it literally as they appeared to be totally ignorant of the moot and whether they were affirmative or negative.

Just like parliament actually, except this was fun not to mention hilariously funny and congratulations to Brett Whyte, Carmel Sepuloni and Norma, on emerging victorious at the end of the evening, which means they come back next year and do it all again.

Simon Prast acted as chairman and what a great job he did, enjoying it so much that he has offered to do it again next year, which of course we accepted.

Broadband seems to be the flavour of the month lately and it was quite

interesting to see the different reactions amongst our committee members depending on where one lives, with the least affected being Mountain Road area so obviously where you live seems to have some bearing on the problem. I find that things get a bit slow around 3.30-4.0p.m when the kids come home from school other than that no real problem.

Obviously some people have a real problem with the service so hopefully there is some relief soon for them.

For those of you that still are wondering what that great slab of grey concrete is going to be on the corner of Wilson Road in Glen Eden, well I understand that is a new supermarket, Super Value, same as Titirangi. There may be two or three small shops there as well which is just what we need when you see half of Glen Eden is \$2 shops now.

Well that's about me for another month, looking forward to seeing Diary Of Anne Frank starting 24th August.

Dave

SEPTEMBER NEWSLETTER

Copy needs to be in the hands of the Editor
by **FRIDAY 19th AUGUST 2011 - 5PM**
Robyn O'Sullivan Ph 814 1143
munster@ihug.co.nz

THINGS YOUR BURGLAR WON'T TELL YOU.....

1. Of course I look familiar. I was here just last week cleaning your carpets, painting your shutters, or delivering your new refrigerator.
2. Hey, thanks for letting me use the bathroom when I was working in your yard last week. While I was in there, I unlatched the back window to make my return a little easier.
3. Love those flowers. That tells me you have taste... and taste means there are nice things inside. Those yard toys your kids leave out always make me wonder what type of gaming system they have.
4. Yes, I really do look for newspapers piled up on the driveway. And I might leave a pizza flyer in your front door to see how long it takes you to remove it.
5. If it snows while you're out of town, get a neighbor to create car and foot tracks into the house.. Virgin drifts in the driveway are a dead giveaway.
6. If decorative glass is part of your front entrance, don't let your alarm company install the control pad where I can see if it's set. That makes it too easy.
7. A good security company alarms the window over the sink. And the windows on the second floor, which often access the master bedroom - and your jewelry. It's not a bad idea to put motion detectors up there too.
8. It's raining, you're fumbling with your umbrella, and you forget to lock your door - understandable. But understand this: I don't take a day off because of bad weather.
9. I always knock first. If you answer, I'll ask for directions somewhere or offer to clean your gutters. (Don't take me up on it.)
10. Do you really think I won't look in your sock drawer? I always check dresser drawers, the bedside table, and the medicine cabinet.
11. Here's a helpful hint: I almost never go into kids' rooms.
12. You're right: I won't have enough time to break into that safe where you keep your valuables. But if it's not bolted down, I'll simply take it with me!
13. A loud TV or radio can be a better deterrent than the best alarm system.

8 MORE THINGS A BURGLAR WON'T TELL YOU.....

1. Sometimes, I carry a clipboard. Sometimes, I dress to look just like a lawn guy and carry a rake. I do my best to never, ever look like a crook.
2. The two things I hate most: loud dogs and nosy neighbors.
3. I'll break a window to get in, even if it makes a little noise. If your neighbor hears one loud sound, he'll stop what he's doing and wait to hear it again. If he doesn't hear it again, he'll just go back to what he was doing. It's human nature.
4. I'm not complaining, but why would you pay all that money for a fancy alarm system and leave your house without setting it?
5. I love looking in your windows. I'm looking for signs that you're home, and for flat screen TVs or gaming systems I'd like. I'll drive or walk through your neighborhood at night, before you close the blinds, just to pick my targets.
6. Avoid announcing your vacation on your Facebook page. It's easier than you think to look up your address.
7. To you, leaving that window open just a crack during the day is a way to let in a little fresh air. To me, it's an invitation.
8. If you don't answer when I knock, I try the door. Occasionally, I hit the jackpot and walk right in.

Library Report Jeannette Ziesler

WINTER READING – LATEST NEW BOOKS AT OUR LIBRARY.

“Life and Times Of A Brown Paper Bag”- Kevin Milne. Our “Fair Go Man” has penned his memoir. Lots of entertaining anecdotes of his time with Fair Go, plus stories of his life. Delightful.

“Goodbye Sarajevo” – Atka Reid & Hanna Schofield. Two sisters tell their incredible story of separation, courage and hope from war torn Sarajevo to a new life in New Zealand.

“The Larnachs” – Owen Marshall. A novel recreating the tragedy and scandal that befall the Larnach family of Otago. As well as the drama of this, we share in the daily life of the times, the politician Larnach and his political friends.

“Hanging Hill” – Mo Hayder. Divorced, penniless and a teenage daughter to support leads to a life of crime and drugs. BUT! Brilliant Mo Hayder.

“A Man Of Parts” – David Lodge. A biographical novel of the life of H.G. Wells. This begins in 1944 with Wells reflecting on his past – politics, arts, love etc.

“Gillespie and I” – Jane Harris. A dark, incident filled Victorian mystery. Harriet gets involved in the life of the Gillespie family. A young daughter vanishes and Harriet becomes a prime suspect.

Other new books.

Paul Henry – What Was I Thinking

Tom Clancy – Against All Enemies

Tilly Bagshawe- Fame

John Grimshaw – the Abduction

Harlen Coben – Miracle Game

Katy Fforde – Summer Of love.

Advantages of being a WRRRA member?

Show your membership card at the following businesses for a 10% discount

(does not apply to already discounted or sale items)

Glen Eden Landscape Supplies
293 West Coast Rd. Ph: 818 6129

Colourplus Paint & Wallpaper
Glenmall, Glen Eden. Ph: 818 8263

Auckland's Waitakere Estate
573 Scenic Dr. (Thursday-Sunday)
Ph: 814 9622 (applies to max 2 adults per visit)

Awakenings Massage Therapy
834 West Coast Rd. Ph: 814 1199

Blow Moulders Ltd
8 Waikaukau Rd Glen Eden, Ph 818 7709
(cash and cheque sales only)

2011

Please accept my Membership to the Waiatarua Ratepayers & Residents Association

Name: _____

I ENCLOSE:

Address: _____

\$10 household

Phone No: _____

Email: _____

To: Treasurer, WRRRA, 911 West Coast Road, Waiatarua, Waitakere City, or leave at the library

Longley Printing Co. Ltd. is proud to support their community by fully sponsoring this publication.

Longley Printing Co. Ltd.

For all your printing needs including Offset, Letterpress, Hot foil stamping, Typesetting, Photocopying

29 Bruce McLaren Rd Henderson - Phone 837 0729 - Fax 837 0732 - email print@longley.co.nz

Advertising & Community Notices

Commercial advertisements are welcome and can be arranged by contacting Contact Robyn O'Sullivan, munster@ihug.co.nz, ph 814 1143.

Community Notices are free to financial members 2009, January to December.

Babysitter Jade Casey Waby, 15 yrs, reliable and has experience with babies and little kids. Price negotiable. Ring 814 9386 or text 021 153 8582 if you want a babysitter.

Dog...Free To A Good Home. Beautiful 7yr old speyed female Border Collie cross. Loves people of all ages and exercise. Generally obedient, though a lead helps. Usually barks at visitors but doesn't fight or bite. Please phone 814 9270.

Handyman Out West. Any work undertaken. House and property maintenance, renovation and decoration eg gutter cleaning, water blasting, deck building, tree felling, painting etc. Reliable and no GST charge. Phone Mike 814 9708.

Iyoga formerly Yoga Aravinda at Waia-tarua hall: For Iyengar Yoga call Vanessa Greenwood on 816 9522 or 027 541 4810 or visit www.iyoga.co.nz for timetable information.

Otimai: Events and training centre is available for hire (Guides Auckland) and is open to view by appointment. Phone Bruce on 814 9992 for bookings.

Plants: Taros, bulbs, cannas and various perennials for sale. \$1 - \$3. Also some shrubs. All sales for charity. Phone Margaret 814 9859.

The Oratia Community Church: On the corner of Parker & West Coast roads. Fellowship (trips, meetings etc.): 2nd Thursday of each month.

Waia-tarua Playcentre: 911 West Coast Road, Waia-tarua. Phone 09 814 8835. Sessions: Monday, Wednesday & Friday 9.30am - 12.30pm.

B BROADACRE BEAUTY THERAPY
New Zealand & Internationally Qualified
Beauty Therapist

Massage / Facials / Waxing / Manicure /
Pedicure / Eyelash or Eyebrow Tinting

Call Tracey 09 8377619
Mob 02102514319
709 Scenic Drive Waia-tarua, Waitakere

annie prince
BA, Postgrad Cert Ed, Dip. Aroma, NZROHA, Cert. Relaxation Massage

aromatherapy for women

Aromatherapy

Treatment 1½ hrs \$90	Reflexology 1hr \$70
- Detailed consultation	- Herbal foot bath
- Personalised blend of Essential Oils	- Herbal Foot scrub
- Relaxation massage	- Foot massage with acupressure and Essential Oils

13 Bush Road, Oratia, Auckland, New Zealand
Phone 09 814 1896 Mobile 021 500 986 Email annieprince@xtra.co.nz

ORATIA PLUMBING LIMITED
Registered Master Plumber
Maintenance plumbing, hot water cylinders, additions & new construction

EXPERIENCED CRAFTSMAN PLUMBER

PHONE BRIAN
0274 732 217 OR 814 9957 a/hrs

AUCKLAND'S WAITAKERE ESTATE
Auckland City's Rainforest Retreat

HIGH TEA "In Style"
SATURDAYS AND SUNDAYS
MIDDAY TO 4PM
Don't miss out... Book Now!
Open Thurs-Sun for lunch & dinner;
brunch Saturday & Sunday from 10am

Telephone 814 9622
573 Scenic Drive, Waia-tarua
www.waitakereestate.co.nz

WEST COAST VETERINARY CLINIC

- consultation & medical treatment • surgery
- radiology (X-rays) • ECG • measuring & monitoring blood pressure • dental services (ultrasonic scaler & micromonitor • microchipping • housecalls
- selected pet foods & requirements • easy parking

We love them as much as you do!

Hours: Mon-Fri 8am - 6.30pm
Saturday 9am - 12 noon



Phone 818 4104 for an appointment

WEST COAST PAINTING



Quality painting
for your home or business

To arrange a free quote
for any work you need doing call Savage
Home: 812-8155 or Mobile: 027 607 4751

HALL HIRE

911 WEST COAST ROAD
WAIATARUA

1-2 hour sessions \$20. Half day hire \$60
Half day & evening function
(deposit required) \$150

Contact John Goudge on 814 9744

REDLINE DIGGERS LTD
Compact Excavation Specialists

Driveways & Landscaping
Underhouse Excavation
Swimming Pools • Trenching
Footings • Drainage • Drilling

Contact Chris 021 444 993

Titirangi Fine Homes Ltd

• NEW BUILD • RENOVATIONS •
• ADDITIONS •
• PROPERTY MAINTENANCE •

Licensed & Trade Qualified
Phone David
021 589 735
Email: david@titirangifinehomes.co.nz

Specialised Building Services

Small to medium jobs around the home.
Experienced tradesman specialising in bathrooms.
All jobs considered, will quote an hourly rate or by the job.
References available

Phone Darren 0226571744
or busanderson@gmail.com

Awakenings Massage Therapy

Treatment for injuries, aches and pains, healing or moving through grief, or just simply need to relax and de-stress.

Call Kim on 814 1199 or 022 643 4181
834 West Coast Road
www.awakenings.co.nz
Call to find out about
our first time client discount

Gift Certificates and
Health Products available!

CORPORATE CABS
Professionally Driven

**Airport & City Transfers,
Events & Weddings**

Call your local Owner / Driver
John McCorquindale
Cab 116

Phone: 0274 837 030