



TCF

TEXTILE CARE FEDERATION of New Zealand Inc.

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TCF Committee Meeting & Annual General Meeting



It is that time of the year again - the room has been booked, the committee are booking their travel and the itinerary is being finalised.

TCF Committee Meeting—The committee will be getting together for a 10am face to face meeting to follow up on actions from the previous meeting held in February and to discuss any other general business. All members are welcome—please let TCF Secretary, Belinda Muir know if you wish to attend this (Belinda@textilecare.co.nz). Immediately thereafter there will be the TCF AGM.

TCF Annual General Meeting
11.30, Sat 21st September, 2013
Rydges Hotel
75 Featherston Street
Wellington

It would be great to have a number of TCF Members attending and as per every AGM, this is also an opportunity for those who wish to be part of the committee, to put their hand up. Morning tea and lunch will be provided.

Information sessions & speakers

To get the most out of having members together we'll be opening the floor up after lunch to some invited speakers as well as providing an opportunity for members to put forward suggestions of what they would like to see the committee focusing on over the next year.

Please RSVP attendance numbers/apologies for the AGM to
Belinda@textilecare.co.nz

Splendidly Clean!



Need an excuse to visit Australia? (and put it down to business expenses!)



The Australian Healthcare & Commercial Laundry Conference held by LAUNTEX International is set for 23rd-25th October 2013 in Sydney. This will be at The Novotel (about 15 mins from the International Airport by taxi). This is aimed at launderers, commercial and hospital.

Laundry Stop will be demonstrating interactive online safety courses for laundry. Major equipment suppliers have been invited to share their latest in

innovation and technologies to help you work smarter as presented at the Clean Show in the USA (Aqualogic, Jensen, Girbau, Kannegiesser TBC, Burgundy Holdings TBC).



Cabrini will be presenting an overview of their latest laundry development—the construction of a brand new 300+ tonne per week laundry ... and there is much much more. See www.launtex.com for further information and a registration form.

If you have any information you'd like to share via this newsletter please contact:

belinda.muir@textilecare.co.nz
021 244 5008

Filterfab Award Recipient—Ricky Brackfield

The hardwork which was put into preparing for the Filterfab Awards was well worth the effort for Ricky Brackfield who was the 2012 NZ award recipient.

On July 17th Ricky joined Paul from Spotless (Sydney) and Jay Davidson from Filterfab Australia to undertake the study tour. Filterfab acted as the main host throughout the tour and others were Jensen, Milnor and Peter Van Obbergen.

They started the tour in New Orleans USA where they visited the Clean Show and the Milnor factory. Then it was onto Panama City, Florida where they visited the Jensen Rail factory. Next stop was Milwaukee where they stopped in at a Milnor fitted out laundry before leaving the USA and heading to London, England.

Unfortunately due to plane delays which resulted in missed

flights, the team were not able to visit the Andrew Webron factory in Manchester (where ironer felt is made) but another Filterfab rep did take them through four big laundry plants in England before they headed off to Sweden and the island of Bornholm. There they took in the main Jensen factory and another laundry before heading down to Belgium.

It was then Pieter Van Obbergen's turn to play tourguide and he did a great job of taking them on a sight seeing tour of Brussels before they went on to visit two more laundries and a drycleaner/laundry on their way to Frankfurt where they caught a flight home.

For Ricky, the most mind blowing part of the trip was the Clean Show, he said "It was huge. We found it hard to get around everything. You kept on getting distracted. Ended up making a list and sticking to it. Mostly." He goes on to say that "it was an amazing trip that ripped my eyes open to endless possibilities. I have taken huge amounts out of it, and suspect almost anyone in the laundry industry would." Ricky pointed out that Filterfab is well respected around the world—"A massive thanks to Filterfab ... for making this trip possible".

The Filterfab award will again be up for contention in the coming year and presented at the Textile Care Federation 2014 Conference. If anyone is interested in putting their best foot forward for this, feel free to contact Ricky to find out how he prepared for the award. Ricky's advise on the matter is "Don't sit back and think you won't make it. Get into it and enter".

There will be more information about the Filterfab award in the next newsletter.



Welcome to Apparelmaster Kaipara

A huge welcome to Ted, Joy, Janine and the team at Apparelmaster Kaipara who have joined the Textile Care Federation this year.

Ted and Joy purchased their business in February 1997. Prior to this they had spent 3 1/2 years travelling between Waiheke island to Houhora in the North and all places in between with their mobile wholesale business. The move to Apparelmaster was supposed to be something to semi retire to ("ha ha" says Ted!).

When they first purchased the business it was largely doing trade pressing but as imported clothing grew business fell away and so they focused on increasing the garment rental business under Apparelmaster.

Apparelmaster Kaipara employs 3 part time staff in addition to Janine who is the assistant manager and Ted and Joy who work 2 and 3 days each respectively. The aspect of their work they enjoy the most, is pleasing the customers.

The greatest challenges for the team are trying to keep up with forever changing government regulations. Paying annual ACC levies is another gripe—they haven't had a work related injury since purchasing the business and apparently there hadn't been one for at least the 20 years prior to that.

They initially looked at joining TCF when they first purchased the business but the budget was tight. Now they are finding the membership subscription is realistic and they understand that there are benefits in belonging to a group like TCF when it comes time to lobby the government on issues concerning the industry and where it's harder for the smaller businesses' concerns to be heard as well as some savings to be made along the way through Puramundo and GSB.

Ted and Joy are now working toward full retirement and look forward to the day they can pass the reins over to Janine (who has been part of the business since it was purchased) and her husband Grant. But they do expect that they will remain 'on call' for the rest of their days!



Wellington Region TCF 'get together'

Part of your annual subscription is put aside for regional events. This is where your regional representative will organise getting members and potential members together for some networking, sharing of ideas and/or a round of golf! It's an opportunity to 'chew the fat', find out more about what is going on in the industry and take the opportunity to let your rep know what you'd like to see TCF doing for its members going forward. Wellington recently hosted such an event for its members. Roy Williams of Williams Drycleaners in Lower Hutt, booked a room at the Mercure Hotel in Wellington City, invites went out and with the exception of 3 members, all of the other Wellington members came along for a couple of hours to mingle over a few drinks and nibbles and listen to a couple of speakers.

Richard Petrie of Speed Marketing gave a brief overview of some marketing concepts business owners may want to use. There was some great discussion to come out of the points he made and one point that really struck home was "Do the Customers understand the value of what they're paying for?" when they are paying for drycleaning / laundering. There is no doubt the customer's perception of drycleaning is "put into a machine, pull it out of a machine and 'Voila' "! But those in the industry know there is a lot more care and detail that goes into the job and many steps in the drycleaning / laundering process. So this is possibly something we need to educate the customer about. Different 'offers' that could be made, to increase business were also discussed along with the associated costs vs benefits of making those offers. There was also a lot of talk around the 80/20 rule ie 80% of the income probably comes from 20% of the customers—how do we go about getting more customers like that those in the 20%?



Belinda Muir—TCF Secretary but also a qualified and skilled Human Resources Consultant then gave a brief presentation about 'What every Employer should know' and stressed the importance of ensuring you have employment agreements in place for ALL staff (this is a requirement under law), ensure you have the correct agreement ie permanent vs casual vs fixed term vs independant contractor and then make sure you have all the mandatory clauses in those agreements as required under law. This too prompted some good discussion around such things as making sure your employee has the opportunity to take the agreement away to read, seek independant advice and then bring it back signed prior to beginning employment—if its not signed before starting employment, components of the agreement will not be valid such as the 90 day trial period.



Overall, feedback received on the night and from emails received since, indicates that members enjoyed the opportunity to catch up with each other and went away having learned a thing or two. Roy also took the opportunity to seek feedback from the members about what they would like to see TCF focusing on over the next year and some great ideas came to fore which will be raised at the next committee meeting. Roy made it quite clear that with TCF membership "you get out of it what you put into it" - so please ensure you do not hesitate to make suggestions, provide feedback to your TCF committee on matters affecting your business in this industry.

Farewell to Ross & Pat Clarry of Baywide Drycleaners

- Central Region 'get together' -

It was on the 16th July 1984 when Ross and Pat purchased Baywide Drycleaners and it was 16th July 2013, 29 years to the day that they shook hands with the new owner to 'seal the deal' and sold the business.

Pat was quick to point out though, that they are not going any where and are more than happy to do relief work. They have a campervan, so will no doubt be making the most of the spare time they will now have on their hands.

Shane and Annette of Pristine Drycleaners have organised a date and venue for TCF members in the Central Region to get together

and combine a farewell to the Clarry's with an opportunity for TCF Central regions to network and take the opportunity to feed any thoughts, suggestions, feedback about TCF to their regional representative and TCF president Ricky Brackfield as well as TCF Secretary Belinda Muir, who will be there on the night.

Invitations have gone out via email—here are the details again—please RSVP to Belinda@textilecare.co.nz.

FRIDAY 4TH OCTOBER
TAURANGA RSA—1237 CAMERON ROAD
6pm pre dinner drinks/nibbles and 7pm evening meal
(TCF Members meals are paid for by TCF)

Keep up to date with Laundry and Cleaning News

Go to www.laundryandcleaningnews.com and click on 'Newsletter Sign-Up' to receive online newsletters and/or hit the 'subscribe' button and purchase a subscription to their monthly magazine. There is a wealth of information on the website and you can subscribe to get the monthly magazine delivered for 1 year (USD187.99) or 2 years (USD300.99). STOP PRESS There is a 10% discount if you subscribe before 31st October 2013. Email cs@progressiveintelligence.com. Below are snippets from the July Editions (the June edition was filled with Clean Show layout / stand information)

A good duvet service can add to profits

A duvet service can be extremely popular and boost profits but it must be handled with expertise, using a suitable machine and purpose-designed washing and drying processes.

In general, duvets should be laundered rather than drycleaned, as this offers the best chance of completely removing soiling and staining, which is usually from bodily fluids, food and drink.

Drycleaning also carries a risk that the seams will burst and fill the cage with feathers and that it will not dry the duvet properly. If the owner drives home with a poorly dried duvet, it could emit solvent fumes and lead to accidents.

The washer-extractor should have a cage capacity of at least 220litres. Loading, judged visually, should be based on a half-full cage with dry duvets. Any higher loading will restrict the mechanical action and affect the result.

The wash cycle should include a pre-wash at 38C for five minutes to soften the proteins in blood, urine and perspiration and some food-based stains, so that they are removed by the vigorous mechanical action in the main wash.

The main wash should run for eight minutes and typically be dosed with 15g detergent per duvet. Three rinses at high dip will remove all detergent and soiling. The process should finish with an extraction stage at the highest speed that runs for at least eight minutes and some duvets will need a nine-minute spin. Drying is a vital part of the laundering process but this is often the weak point in a duvet service. As a result, the filling can become lumpy through a loss of "loft" or it can be damaged and flattened, reducing the thermal properties.

The cleaner should offer to clean the cover as well as the duvet, as staining will be most visible on the cover and include stains that cannot be removed by domestic laundering.

As with duvets, covers should generally be laundered but the cleaners can use the same stain removal agents to pre-treat the marks as they would for drycleaning.

Every edition has a 'What went wrong' section. In July's edition the case studies were around guidelines for a successful duvet cleaning service (see left hand side column).

They looked at the following case studies and provided information around the fault, cause, whose responsibility it was and how it could be rectified (if it could):

- Duvet filling hardens and shrinks
- Feather still clump together after cleaning
- Coloured duvets start to look faded
- Duvet cover fabric turns to shreds
- Holes appear on drycleaned throw
- Feather filled duvet begins to smell
- Bloodstain leaves a ring and a tear

If you'd like to find out more about any of the above case studies you can email belinda@textilecare.co.nz who will send you the information on the particular case study you are after. Alternatively, why not subscribe to the magazine and get a whole lot more information?



Achieving improvements in towel life and quality

The expert professional should produce soft white towels that show no hint of greying, yellowing, stringing, hardness or harshness. Richard Neale provides the points to check to ensure improved quality and productivity for a rental towel service

"Expert laundry professionals...expertise should maintain towel quality year after year as the sector strives to increase textile life from a typical 70 cycles for a hand towel, 100 cycles for a bath towel and 120 cycles for a bath mat...to an average of 200 wash-and-use cycles to failure". This articles looks at: Tackle the sources of greying; Yellowing and Discolouration; Removing unwanted odours; Fraying of the edges; Strings from pulled terry loops;;Tears and general weaknes; Drying causes hardness; and Overdrying harshness.