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customer centric



It's often proposed that councils should combine their resources to provide a better service to ratepayers, but often the proposal gets derailed by other factors long before it has a chance to be implemented. Toowoomba Regional Council took the opportunity of the merging of seven shire councils to develop a single customer service centre to boost service levels for the 157,000 residents living in the area. Now residents call just one number to get all the service they need, instead of trying their luck with the myriad of number options they faced in the past. And as proof of their commitment to service they even promise you'll get to talk to a real human being.

Providing good service is a function of the right people, the right training and the right resources and environment. Keeping the customer services team motivated and ready to help means that the building they work in must perform well on both a practical and an aesthetic level.

The original building in Little Street Toowoomba, which the Toowoomba Council Customer Service Centre now calls home, dates back to mid last century. Still in its original form, there was a need to upgrade it to meet the needs of the new centre without losing its sense of history. This was achieved by retaining much of the original brickwork but modernising with colour to enhance the texture of the

brick rather than leave its rather plain surface exposed.

A key design element is the use of curves. Curves are quite literally everywhere. Strong circular shapes on walls and floor support a central element: a curved meeting area aptly called 'The Fish Bowl'. Resene colours on the walls echo the shapes created in the vinyl and modular carpet and on the colourful curved workstation screens.

The Resene palette is one of contrasts, from Resene Enamacryl gloss waterborne enamel tinted to Resene Triple Dune (brown charcoal) on doors through to ceilings in Resene Ceiling Flat white. Walls are finished in Resene Half Sea Fog (black edged white), Resene Triple Dune, Resene Hullabaloo (bright blue green), Resene Rendezvous (garnet red), Resene Aviator (deep dusky blue) and Resene Alibi (alkaline green gold), providing vibrant colour accents balanced with calm neutrals.

With the combination of excellent spatial planning, the latest in technology and creative colour selection and placement, this building is well set for many years of service.

Building Contractor: Hutchinsons Toowoomba Office,
www.hutchinsonbuilders.com.au
Client: Toowoomba Regional Council
Design Team Exterior: Opus Architects Toowoomba
Design Team Interior: KDW Design West End, Brisbane,
www.kdw.com.au





historic visit

Part of Wenderholm Park, Couldrey House sits on parkland between Wenderholm Beach and the Puhoi River. Unlike most heritage homes, this one is open to view and furnished in a variety of styles reflecting a selection of its previous owners and inhabitants.

Originally built in 1857 for Robert Graham a local entrepreneur, businessman, farmer and politician, it was later shifted, extended to the current two storey nine bedroom home layout and renovated.

The exterior has recently been extensively redecorated with care and sensitivity to appropriately reflect the era of this Victorian-Edwardian home.

Weatherboards are finished in high gloss **Resene Hi-Glo** with joinery in high gloss **Resene Super Gloss** and the verandah finished in **Resene Waterborne Sidewalk** paving paint. The soft hue of **Resene Destiny** (greyed blue green) on the weatherboards is joined by a soothing palette of **Resene Half Colonial White** (warm cream), **Resene Alabaster** (blackened white), **Resene Zombie** (tawny ochre),



Resene Quarter Tapa (greyed neutral) and the verandah in **Resene Amber Grey** (soft grey).

A stroll through the house today brings back memories of the eclectic group of owners that has passed through these doors from the original owner Robert Graham through to an army major, sea captain, socially minded widow and an avid collector, each living in the home in their own unique style.

Architect: Salmond Reed Architects, www.salmondreed.co.nz

House history: www.historiccouldreyhouse.co.nz

Painting Contractor: Platinum Painters, www.platinumpainters.co.nz

Resene: Ben Solly, North Shore/West Auckland Branch Manager



Artist impression



Before



fashion future

In the heart of the Fortitude Valley, Artisan is the hub for contemporary art, fashion and entertainment. From curated exhibitions in the main gallery and edgy Crucible gallery to online creativity, Artisan covers the alluring, the thought provoking and the simply brilliant in current design.

A recent Future focused exhibition was coloured with Environmental Choice approved **Resene Zylone Sheen** low sheen waterborne paint tinted to **Resene Foundry** (shadowy charcoal) and **Resene Detroit** (warm grey), with accents of **Resene SpaceCote Low Sheen** waterborne enamel tinted to **Resene Roadster** (bright red).

In a hit of colour and a refreshing change from often seen white gallery walls, the Fashioned: Unleashed exhibition was dressed in a Resene custom matched red, a stunning backdrop to the fashion on show,



which had been handpicked from the most exciting and innovative graduate work from leading art and design schools. Carefully curated and combined with colour, the exhibition was a feast for the eyes and mind.

Exhibition: Artisan, www.artisan.org.au
Resene: Geebung ColorShop





excellence award

You can choose the best colours and the best paint system but without a quality painter the paint finish will be compromised. This Devonport home has the distinction of winning the Master Painters 2010 Excellence Award for exterior re-work, a testament to the quality of its exterior paintwork.

The weatherboards are finished in **Resene Half Thorndon Cream** (green neutral) with trim and joinery in **Resene Alabaster** (blackened white). Keeping to the monochromatic scheme, the door is **Resene Nero** (blue black). With the combination of timeless colours, a Resene paint system from tip to toe and excellent paintwork, this home will be looking good for years to come.

Painting Contractor: John Bisset Ltd
Resene: Brenda Ngatai, Colour Consultant



wall work

These days there are fewer small bits of paper floating around the office since the Manawatu District Council turned some of their wall space into whiteboards with **Resene Write-on Wall Paint**.

The IT room, staff room and Civil Defence Headquarters all have wall areas finished in **Resene Write-on Wall Paint**, so now staff can keep track of information, projects and ideas in centralised locations by writing all over the walls. It's proved to be a handy way to keep information together without the need for big bulky whiteboards and once the information is no longer needed, it can be easily wiped off without damaging the wall, leaving it ready to be written on with the next round of ideas and information.

Parks & Building Manager: Shannon Quirke,
Manawatu District Council
Resene: BJ Searancke, Manawatu Trade Sales Representative



fresh paint

Imagine how worn you'd look if you had stood outside exposed to the elements for decades. That's exactly what the Telecom building in Airedale Street, Auckland experienced. A bare concrete 70s style building that had never been painted, the exterior was looking decidedly tired.

With the substrate being prone for such a long period of time, it was critical to get the surface preparation right before applying any paint.

An exposed building like this has a high risk of salt contamination so once the preparation was complete the substrate was sealed with **Resene Sureseal** to lock in any salt and provide a sound foundation for following paint coats. Walls were finished in topcoats of **Resene Lumbersider** waterborne low sheen and windows were finished in a contrasting high gloss **Resene Super Gloss** enamel.

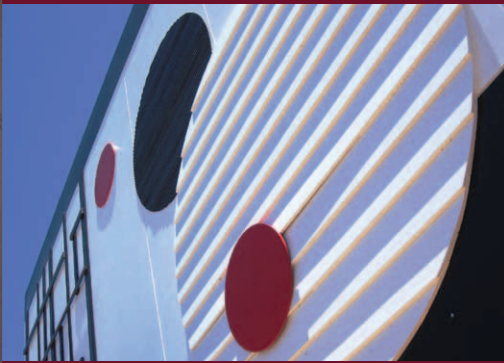
With the new paint system designed to provide longer term protection for the building and blend in with the surrounding buildings, a simple neutral palette of **Resene Half Napa** (muted neutral) was chosen for all main wall areas and windows with feature bands in **Resene Foundry** (shadowy charcoal).

The balance of hues in the new colour scheme has led to an interesting change in how you view the building. With the original exterior the large expanses of concrete tended to draw in the eye and the feature bands faded into the backdrop. The new colour scheme has reversed this effect with the feature bands dominating the view and the larger expanses of concrete receding visually to act as a soft backdrop.

The building is now back exposed to the elements but this time with coats of paint that will help protect the once exposed concrete.

Painting Contractors: Action Painters, Transfield Services Limited
Resene: Ben Solly, North Shore/West Auckland Branch Manager;
Sarah Gregory, Colour Consultant





welcome inn

Clova Cribs is a cluster of fully furnished holiday homes in the 'deep' Pelorus on the Marlborough Sounds waterfront. Affectionately known as Spring Inn, Mussell Inn and Wimble Inn, these cottages have played host to many visitors looking for a relaxing break away from city life or trying their luck with the fish.

The homes were once dull and worn on the exterior with uninspiring colour schemes, peeling and flaking paint. The new colour schemes were carefully designed to provide each holiday home with a personality of its own while still fitting in with the local colours of nature.

Spring Inn is finished in **Resene Rangoon Green** (jungle green), **Resene Hairy Heath** (redwood brown) and **Resene Cinnamon** (copper brown). The neighbouring Mussell Inn is finished in **Resene Dark Tan** (deep red brown), **Resene Martinique** (violet grey) and **Resene Bronzestone** (mustard brown), while Wimble Inn sports **Resene Rangoon Green**, **Resene Mulled Wine** (warm purple grey) and **Resene Bull Shot** (strong brown). Colour selections were based on the **Resene BS5252** chart with care taken on the shading and reflectance of colours to ensure they would work with the surroundings.

In a place where life seems to move at a slower pace, the laidback style cottages, each standing proud with their own unique look, encourage holidaymakers to shrug off the social conventions and status of the city and soak in the seclusion and serenity.

Colour: Di Lucas, www.lucas-associates.co.nz

art house

Wow! Is this a home or a piece of art? Quite simply, it's designed to be both... a piece of artwork that you can live in.

Built in Butler Street, Armidale, this home carries the artistic theming seamlessly from the outside through to the inside. The care and attention to artistic detailing also extends to the functioning of the home, which is designed with sustainable principles in mind, including minimising VOCs by careful selection of finishing materials.

The home focuses on a core palette of three colours – **Resene White**, **Resene Black** and the striking spicy red **Resene Jalapeno**. The exterior express

wall and weatherboard substrates are finished in paint finishes of Environmental Choice approved **Resene Lumbersider** low sheen waterborne, **Resene Enamacryl** gloss waterborne enamel and **Resene Hi-Glo** gloss waterborne paint.

Inside, the plasterboard walls are finished in **Resene Lumbersider** complemented by **Resene Ceiling Paint**.

The homeowner can safely leave conventional artwork in storage as this home's blend of bold circles, lines, texture and touches of contrasting colour is an artwork unto itself.

Building Contractor: Owen & Fiveash & Partners Pty Ltd
 Designer: Kylie Mitchell Designs, www.kyliemitchell.com.au
 Painting Contractor: Barry O'Hara
 Resene: Merediths Paints; Sandy Elliott, Retailer Account Manager





game changer

Remember in the good old days when you actually had to get off your chair to turn on the TV, homes had a trusty Commodore 64 and if they were lucky a couple of clunky computer games to keep them entertained? With school holiday visitors in mind, MOTAT showcased the evolution of computer gaming in their recent exhibition juxtaposing the gaming consoles of today with their humble predecessors.

The brief was to create room sets for the 1970s, 80s, 90s, early 2000s and today, as a backdrop to showcase how computer gaming consoles have changed throughout the years.

The 1980s room was set in punk style with a fun look, based on the typical 80s colours from both interior and fashion design using bright fluorescents. The furniture was a mix of styles with a contemporary edge and the brash styled wording was taken from language research of 1980s slang. The retro trend of looking back to inspire the current is now heavily incorporating this 1980s style.

Other rooms in the series focused on the high tech/metallic look through to the low tech highly patterned look of years gone by.

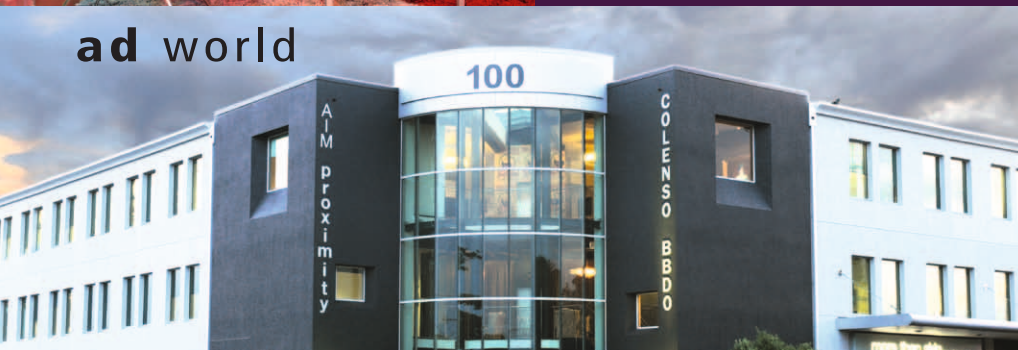
As well as the gaming consoles and furniture changing room to room, so too did the Resene colour palette. The look through history used Environmental Choice approved **Resene Lumbersider** low sheen waterborne, **Resene Lustacryl** semi-gloss waterborne enamel and **Resene Enamacryl Metallic** in hues of **Resene White**, **Resene Black**, **Resene Daredevil** (fluoro orange), **Resene Primetime** (bright blue), **Resene Cabaret** (showy pink), **Resene Limerick** (Irish green), **Resene Well Read** (hazy fruity red), **Resene Triple Parchment** (green edged beige), **Resene Celestial Blue** (deep blue), **Resene Ashen Lavender** (soft mauve), **Resene Silver Aluminium** (silver metallic), **Resene Blast Grey 1** (charcoal metallic), **Resene Blast Grey 3** (silver grey metallic) and **Resene Aluminium** (silvery metallic).

The exhibition was an eye-opener for teenagers and children and an insight into how much gaming will likely evolve in the future.

Designer: Catherine Huckerby, Homebase, www.homebase.co.nz



ad world



Colenso BBDO is well used to attracting attention, with the agency winning many creative awards and being responsible for numerous creative executions for some of our most well known companies. In keeping with their image, their Colenso House offices also attract attention as a feature on the top of College Hill leading into Ponsonby. Standing on the prominent corner, the building spans three storeys with a central glass feature flanked by pillars.

Colenso BBDO's creativity dates back to 1969 and predates the building by decades. Colenso House was purpose built in the 1990s replacing the Hydra Bacon Factory and providing Colenso BBDO a new hub for their creativity.

The latest project at the mixed office and retail site focused on redecorating the exterior to project a modern image and protect the building into the future.

The exterior plaster was finished in Environmental Choice approved **Resene X-200** waterproofing membrane and **Resene Sonyx 101** semi-gloss waterborne paint, complemented by timber soffits finished in high gloss **Resene Hi-Glo**, timber doors in **Resene Enamacryl** waterborne gloss and steel handrails in **Resene Uracryl 403**, a tough durable Engineered Coating System.

The sleek exterior combines the soft greyed hue of **Resene Kensington Grey** (warm grey) with striking front pillars in **Resene Double Foundry** (hot charcoal) to provide an accent for the building and help direct visitors to the front entry.

The new look imparts a deceptively subtle wrapping contrasting with the rich colourful creativity indoors.

Painting Contractor: Peter Joliffe and Andrew Craigie, JR Webb & Son
Resene: Raychel Pierson, Project Services Representative;
Angela Fell, Colour Consultant



BrushStrokes



sensitive choice

Formulated with anti-bacterial silver, Resene SpaceCote Low Sheen Kitchen & Bathroom, Resene Lustacryl Kitchen & Bathroom and Resene ClinicalCote now all also enjoy Sensitive Choice (NZ) programme approval. Sensitive Choice is a programme offered by the Asthma and Respiratory Foundation of New Zealand designed to help asthma and allergy sufferers identify companies that are committed to reducing asthma and allergy triggers. The Resene Kitchen & Bathroom range also includes Resene MoulDefender to inhibit mould growth, which can also have a detrimental impact on sufferers.



lock it in

Don't let stains ruin your fresh paintwork. Lock stains in with Environmental Choice approved Resene StainLock, a waterborne stain sealer formulated to hold back a wide range of common surface stains to prevent them damaging subsequent topcoats.

It's ideal for exterior and interior projects and is designed for overcoating with your choice of Resene waterborne decorative topcoat. Use it on substrates such as brickwork, concrete, fibre cement, old stained surfaces, plasterboard and over stained areas where stain transmission is more likely. Once dry topcoat in your favourite Resene waterborne decorative paint system. One coat is all that is needed to lock in most stains. Resene StainLock is available from Resene ColorShops and Resellers. See Data Sheet D408 for further technical information.

helping hand with colour

Got a repaint job and no idea of the colour on the wall?

Want to match a fabric or swatch and you have no idea of which Resene colour might be closest?

Or perhaps you have a colour sample and you're happy to take a similar Resene colour, but you're not sure which colour to choose?

The Resene ColourHelper has been developed with all these projects in mind. Simply take the Resene ColourHelper, push it down to 'read' the target colour three times and it will let you know three Resene colours closest to the colour you have measured. It can also suggest complementary colour options, tell you the difference between two colours so you can see how similar, or different, they are and suggest other colours.

When it provides colour suggestions it focuses on colours of the same colour type first, opting darker or lighter if need be to find a good colour option. If there is nothing close then it looks for colours which are left or right of the original colour on a colour wheel.

Think of it as a handy shortcut to navigate your way faster to a colour that will suit your project without having to pore through every chart looking for something close. If a custom colour is required, the Resene ColourHelper can assist by providing a start point for the formulation.

The Resene ColourHelper units can be used free at all Resene ColorShops and Resellers or when our representatives are out on site visits. The unit is battery powered and self sufficient so can be put to work wherever you might be.

How does it work?

The hand-held device uses a tiny, built-in digital camera to take a micro-picture of a coloured surface. An embedded microprocessor in the Resene ColourHelper then analyses the micro-picture to determine the exact colour by comparing it against the database of Resene colours it holds.

Each Resene colour has been painstakingly captured from original Resene colour standards using the same process using specially calibrated equipment in the USA to ensure the measurement of the colour standards and the target colour is consistent.

The closest colour match is shown at the top of the display. On the left of each colour result, the Resene ColourHelper shows an upright rectangle with bars. The more bars in the rectangle the closer the colour match.

So what can it do?

1. Find the nearest Resene colour

The Resene ColourHelper can compare the colour to a pre-loaded database of Resene's paint samples to identify the best match/es.



2. Match to other items

Knowing the best colour match, you can check to see if another product (such as a rug or a furniture fabric) is also the exact colour match. If the colours aren't the same, the Resene ColourHelper will even tell you how the second colour is different (e.g. too red, too yellow, too dark, etc.).

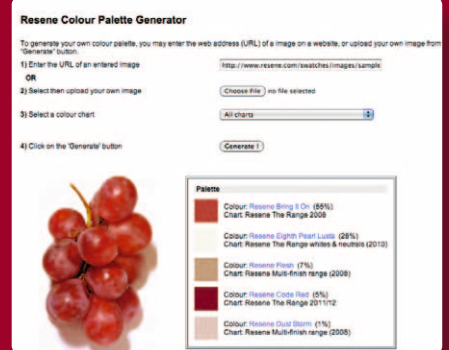
3. Help with harmonies

The Resene ColourHelper can advise whether two colours will harmonise, and if not, suggest an alternative.

4. Suggest colours

The Resene ColourHelper can suggest several good coordinating shades to use with a primary colour. It will suggest harmonising colours ranging all the way from 'neutral' to 'dynamic'.

Resene ColourHelpers are available for use free at Resene ColorShops and Resellers or can be purchased. Please contact your local Resene ColorShop, Reseller or representative for more information or to try it out for yourself.



picture to palette

Turn your images into Resene colour palettes quickly and easily with the new online Resene Palette Generator. Simply select and upload your image and then click the 'generate' button. The Resene Palette Generator will create a Resene colour palette based on the most common colours that occur in the image and tell you what proportion of the palette they are to help give you an idea of the colour balance. Once done you can click on the colours for more information, download swatches and save or email them or share your colour palette to Facebook.

It's a handy way to create a colour palette quickly and easily using you or your client's favourite things as the inspiration. The Resene Palette Generator is available free on the Resene website, www.resene.com/picturepalette.

deck-orating in colour

New formula **Resene Woodsman Decking Stain** is now available in all the colours from the **Resene Exterior woodcare** range, giving a handy range of 47 hues from deepest black through to limed hues and natural timber colours. It is low in VOC compared with more traditional solventborne decking stains and Environmental Choice approved.

And to keep the deck temperature down, **Resene Woodsman Decking Stain** can now be tinted using **Resene CoolColour™** technology, which helps to reflect more of the sun's energy reducing heat buildup.

See Data Sheet D57D for technical information.

help in cans

Thank you to the thousands of people that donated to the **Resene Canned Food for Christchurch** collection. Thanks to your efforts tens of thousands of cans were donated and sent to the Salvation Army and pallet loads of other goods to the Christchurch Women's Refuge. Both organisations were extremely grateful for the donations, which have helped thousands of Christchurch residents.

well oiled

If you're planning a wood oil finish outside, choose from over 30 **Resene Woodsman Wood Oil Stain** hues from the **Resene Exterior woodcare** range. **Resene Woodsman Wood Oil Stain** is a penetrating oil stain designed to enhance and protect exterior timber. Available in a range of colours from subtle timber finishes through to sheer black.



wood enhancer

New to the **Resene Waterborne Colorwood** interior timber finishes range is **Resene Colorwood Enhance**, designed to provide subtle toning shade to interior timbers. **Resene Colorwood Enhance** can be mixed into waterborne clear finishes, such as **Resene Kristal ClearFloor 1K** and **Resene Aquaclear**, and then brush applied as part of that product to enhance the timber substrate.

It only takes one pack (50ml) of **Resene Colorwood Enhance** to shade a litre of clear finish. You choose the level of shading. Available in white, black, jarrah, red brown and brown tones. Available from Resene ColorShops and selected Resene resellers.



blooming success

For the successor to the very popular Brocante collection, designers looked to elegant floral motifs from the past. The various layers in the new Brocante wallcovering range create a remarkable 3D effect and give the collection its rich look. The metallic accents in the designs contribute to this aura of luxury. The result is chic and stylish, romantic and slightly retro... and very desirable. Available from Resene ColorShops (NZ only).



colour up vectorworks

Resene has added to its extensive electronic colour library with colours formatted for use with Vectorworks. Vectorworks is a long established CAD suite produced by Nemetschek, the largest supplier of architectural software in Europe.

Resene electronic colour files are available for a wide range of programmes, including AutoCAD, ArchiCAD, Photoshop, Revit, SketchUp, Spirit, Design2Cam, Chief Architect and Vectorworks or you can download all the Resene colour jpegs using a handy zip file. See the Resene website www.resene.com/electroniccolour to access Resene electronic colour resources.

And if you are out and about and need to access Resene colours, you can view them using **Resene iSwatch**, suitable for use on a wide range of mobile phones and iPhone/iPad or **Resene ColourMatch** on iPhone/iPad.



covered in colour

Following on from their first release of products matched to Resene colours, Fairydown have worked with Resene to bring fresh new colourways to bedrooms to complement current decorating trends. The versatile and lightweight Espresso feather and down blanket from Fairydown is designed to be an extra layer of winter warmth or as a duvet alternative during summer months. And to ensure it works with your paint colours, the blanket range is available in a choice of seven fashionable colours from the **Resene Total Colour System**: **Resene Chocolate Lounge**, **Resene True Blue**, **Resene Perfect Taupe**, **Resene Mondo**, **Resene Casper**, **Resene Double Foundry**, **Resene Pohutukawa** and the ever popular White.



having a ball

When the Nelson trolley derby annual ball run was on, it was time to think creatively. Previously all balls had simply been numbered before being sent off down the hill to determine the winner. Keen to add some colour into the day, this year each huge ball was lavishly coated in appropriate Resene colours and paint. With colours Resene Superhero, Resene Watercourse, Resene Rock N Roll, Resene Hopskotch, Resene Designer White, Resene Hopskotch, Resene Designer White, Resene Traffic Light, Resene Ignition, Resene Wild Thing, Resene Lickety Split and Resene Black Magic hurtling down the track, the race announcer and spectators sounded much like a Resene colour chart as they cheered for their favourite ball.

And the winner? Ignition followed closely by Wild Thing and Rock N Roll.

why stop at one colour?

The latest Habitat magazine from Resene has been released. Habitat issue 14 looks at all the elements of our homes, both inside and out. It's coloured by Resene, but it's not just about painting. It covers the full spectrum of design, renovation and refurbishment – from the smallest to the largest projects. Everything from a painted floor, to striking wallpaper and jewel box bathroom complete with red ceiling. If you missed out on a copy, Habitat is available from Resene ColorShops and representatives or email update@resene.co.nz and Resene will send you a free copy while stocks last. Remember to include your full name and postal address when you email.



light up your colour

Lighting Plus has introduced a new, limited edition line of fabric shades that are matched to Resene colours – Resene Half Sisal, Resene Petite Orchid, Resene Pohutukawa, Resene Pravda, Resene Altitude and Resene Ottoman. The six shades are available in the popular 12/12/9 size, which is suitable for both pendant and portable lighting applications. The shades are designed to complement your painted Resene walls adding a fashion finishing touch. And if your favourite Resene colour isn't matched in this range, keep an eye out for the next limited edition colour range coming soon. Available from Lighting Plus, www.lightingplus.co.nz.



bathrooms matching up

To make it easy to develop bathroom colour schemes that work well together, the Newtech 'Easy' range of vanities, tower units and mirrors can be custom painted in your favourite Resene colour using the Resene ArmourCat 823 Gloss system.

Inspired by the latest European collections, Newtech's 'Easy' vanity comes in three sizes 800mm, 1000mm and 1200mm in length complete with quality china basins from Europe and your choice of thousands of Resene colours.

Resene ArmourCat is a range of acid-catalysed pigmented, metallic and clear finishes designed for everything from desks, shelves and shop fittings to kitchen and bathroom units, timber fixtures and furniture. The Resene ArmourCat range is not only flexible with excellent coverage and durability, but is available in an extensive selection of Resene Total Colour System hues, Resene Metallics finishes and gloss and satin clears. That means perfect matches to your favourite Resene colours, such as this Newtech bathroom product finished in Resene Clockwork Orange. The clears can be used in isolation to bring out the grain in timber or as a finish coat over metallics for maximum effect.

For more about Resene ArmourCat, contact your local Resene representative. To learn more about Newtech vanities and their other products visit www.newtechproducts.co.nz.

repair to repaint

With the devastating damage caused in the Christchurch earthquakes, Resene has fielded many calls about how to repair and repaint damaged buildings. To make this information accessible to all, the Resene Paint systems for earthquake affected buildings booklet is available as a pdf from the Resene website, or those in Christchurch can pick up a booklet copy from their Resene ColorShop. See www.resene.com/aftertheearthquake. Handy how to videos are also available for viewing online www.resene.com/videos.htm.



Resene. Licensed products since 1996



the paint the professionals use



sustainable BUSINESS NETWORK



Incorrect mailing: If you are receiving multiple mailings or you would like us to change your mailing details, please call: In Australia phone 1800 738 383, in New Zealand phone 0800 RESENE (737 363) or email update@resene.co.nz.