# HALF YEAR | 2014





80-ODD YEARS OF HAPPY, DIANA ISAAC RETIREMENT VILLAGE, CHRISTCHURCH

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# 2014 HIGHLIGHTS

- Underlying profit up 13% to \$66.3 million, a new record
- Dividend raised 13% to 6.3 cents
- Record build for first half, 450 units and beds completed
- Focus on Auckland and Melbourne developments
- On track to achieve 15% underlying profit growth for year

KEY STATISTICS			
		30 Sept 14 Six Months	30 Sept 13 Six Months
Underlying Profit	\$million	66.3	58.5
Reported Profit	\$million	107.9	78.4
Operating Cash Flows	\$million	115.3	116.4
Net Assets	\$million	1,001	786
Dividend per Share	cents	6.3	5.6
Sales of Occupation Rights <sup>1</sup>	number	545	472
Completed Facilities <sup>2</sup>	number	7,174	6,464
Landbank (to be developed) <sup>2</sup>	number	4,294	2,516

<sup>1</sup> New and existing retirement village units.



<sup>2</sup> Includes both retirement village units and resthome/hospital beds.

# REPORT TO SHAREHOLDERS

We are delighted to report a successful first half for Ryman Healthcare.

The company has recorded another record result with underlying profit rising to \$66.3 million for the first half – up 13% on the same period last year and a new record for Ryman. Unrealised valuation gains lifted the reported profit after tax to \$107.9 million.

We passed a number of milestones during the half as we work hard to build a platform for future growth.

As well as turning 30 this year we also passed the \$3 billion asset mark – which means we have doubled the size of the Ryman business in the past four years.

We now have over 8000 residents living in our villages in New Zealand and Australia and close to 4000 staff on the payroll.

Six Months Ended (Unaudited)	30 Sept 2014 \$m	30 Sept 2013 \$m
Underlying Profit	66.3	58.5
Less tax expense	(0.1)	-
Plus unrealised valuation gains	39.8	24.7
Plus deferred tax benefit / (expense)	1.9	(4.8)
Reported Profit	107.9	78.4

Underlying profit excludes deferred taxation, taxation expense and unrealised gains on investment properties, because these items do not reflect the trading performance of the company. Underlying profit determines the dividend payout to shareholders, and is reconciled above.

#### Record sales

The result was driven by a lift in pricing and strong resales volumes due to the growth in the portfolio in recent years.

Revenue for the six months grew 10% to \$109 million and underlying profit was \$66.3 million, up from \$58.5 million the year before.

We use underlying profit as the benchmark for dividends, and as a result shareholders will receive a dividend of 6.3 cents per share, 13% up on last year.

# REPORT TO SHAREHOLDERS

# Investing in care and the resident experience

Ryman Healthcare was founded 30 years ago on the principle that we offered the best care in the business. That's still our number one priority.

As we signalled a year ago, we have been increasing our investment in care through increasing our pay rates, increased rosters, extra training for nurses and carers, and the introduction of new clinical assessment protocols.

We are investing in new software and mobile devices that will allow our nurses and care staff to spend more time with our residents and less time at their desks filling in records.

We have also launched Ryman Engage – a tailored programme which includes everything from daily exercise classes to poetry reading, men's sheds, quizzes, art classes and musical performances. The aim is to have a programme with variety and challenge that keeps our residents active, happy and engaged.

We now have more than 4000 residents in our care, and we have built more care beds than anyone else in the country in the past five years as we gear up to cope with an ageing population.







# REPORT TO SHAREHOLDERS

### Focus on Auckland and Melbourne

After acquiring seven new sites in the past 12 months, our development team has been concentrating on getting the villages in the landbank through planning.

Auckland is a key focus with \$800 million worth of work planned in the next five years.

We welcomed our first residents at the new Bruce McLaren Retirement Village in Howick during the first half, and the village will be officially opened just before Christmas.

We have lodged consents for new villages in Birkenhead, Pukekohe and Greenlane. Design work is continuing on new villages at Lynfield and Devonport.

During the first half we officially opened our Weary Dunlop village in Melbourne. Sales at Weary Dunlop have been strong, and we have also had a lot of interest in our second Melbourne village at Brandon Park.

We have decided that the success and ongoing level of interest we've had so far indicates there are plenty more opportunities for Ryman in a city the size of Melbourne.

We will put our efforts into building our landbank over there, and we are looking for another two sites in Melbourne.

With a growing landbank in New Zealand and Australia, we hope to be in a position to be opening at least one new village a year in Melbourne and two in New Zealand from 2017 onwards.



# **Trading outlook**

Our result in the first half was buoyed by strong resales and the indications are that the second half will be even stronger.

This company's portfolio has doubled in size in the past four years and our profits reflect that.

We've had a long-standing policy of investing in organic growth, and we are continuing to reap the rewards of that long history of reinvestment.

This year we are on target to complete close to 900 new units and beds in New Zealand and Australia, which is a significant number.

Even at this rate we are finding no shortage of demand for our villages, and we know this demand will lift sharply from 2018 as we experience a massive increase in the population aged over 75.

We've done a lot of hard work and made a lot of progress in the first half.

Our intention is to continue to build on the terrific platform we have for growth by continuing to invest in people and systems as well as land and buildings.

We thank you for your support and we look forward to reporting on an even more successful second half at our year end results.

Dr. David Kerr Chairman Simon Challies Managing Director

# FINANCIAL STATEMENTS

# CONSOLIDATED INCOME STATEMENT FOR THE SIX MONTHS ENDED 30 SEPTEMBER 2014

unaudited	30 Sept 2013 unaudited	31 March 2014 audited
\$000	\$000	\$000
88,011 20,400 317 435 <b>109,163</b>	81,497 17,446 350 280 <b>99,573</b>	165,344 36,550 597 732 <b>203,223</b>
·	•	•
•		174,019 <b>377,242</b>
(87,365) (4,925) (4,326) <b>(96,616)</b>	(73,672) (4,385) (5,155) <b>(83,212)</b>	(155,201) (9,045) (9,709) (173,955)
106,098	83,195	203,287
1,811	(4,794)	(8,482)
107,909	78,401	194,805
21.6	15.7	39.0
	\$000 88,011 20,400 317 435 <b>109,163</b> 93,551 <b>202,714</b> (87,365) (4,925) (4,326) ( <b>96,616</b> ) <b>106,098</b> 1,811 <b>107,909</b>	unaudited         unaudited           \$000         \$000           88,011         81,497           20,400         17,446           317         350           435         280           109,163         99,573           93,551         66,834           202,714         166,407           (87,365)         (73,672)           (4,925)         (4,385)           (4,326)         (5,155)           (96,616)         (83,212)           106,098         83,195           1,811         (4,794)           107,909         78,401

# CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE SIX MONTHS ENDED 30 SEPTEMBER 2014

Profit for the period	107,909	78,401	194,805
Items that may be reclassified subsequently to	profit or loss:		
Fair value movement of interest rate swaps	(710)	3,624	4,729
Movement in deferred tax			
related to interest rate swaps	199	(1,015)	(1,324)
Gains / (Losses) on hedge of foreign owned	040	(400)	000
subsidiary net assets	912	(183)	293
(Losses) / Gains on translation of foreign operations	(990)	183	(293)
	(589)	2,609	3,405
Items that will not be reclassified subsequently	to profit or loss:		
Revaluation of property, plant and equipment	-	-	51,232
	-	-	51,232
Other comprehensive income	(589)	2,609	54,637
Total comprehensive income	107,320	81,010	249,442

Note: all profit and total comprehensive income is attributable to Parent Company shareholders and is from continuing operations. The accompanying notes form part of these interim financial statements.

# CONSOLIDATED STATEMENT OF CHANGES IN EQUITY FOR THE SIX MONTHS ENDED 30 SEPTEMBER 2014

	Issued Capital	Asset Revaluation Reserve	Interest Rate Swap Reserve	Foreign Currency Translation Reserve	Treasury Stock	Retained Earnings	Total Equity
Six months ended 30 Sept 2013:	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Opening balance	33,290	125,574	(4,677)	-	(6,725)	587,007	734,469
Total comprehensive income for the period	-	-	2,609	-	-	78,401	81,010
Treasury stock movement	-	-	-	-	(2,190)	-	(2,190)
Dividends paid to shareholders	-	-	-	-	-	(27,000)	(27,000)
Closing balance	33,290	125,574	(2,068)	-	(8,915)	638,408	786,289
Year ended 31 March 2014:							
Opening balance	33,290	125,574	(4,677)	-	(6,725)	587,007	734,469
Total comprehensive income for the period	-	51,232	3,405	-	-	194,805	249,442
Treasury stock movement	-	-	-	-	(2,165)	-	(2,165)
Dividends paid to shareholders	-	-	-	-	-	(55,000)	(55,000)
Closing balance	33,290	176,806	(1,272)	-	(8,890)	726,812	926,746
Six months ended 30 Sept 2014:							
Opening balance	33,290	176,806	(1,272)	-	(8,890)	726,812	926,746
Total comprehensive income for the period	-	-	(511)	(78)	-	107,909	107,320
Treasury stock movement	-	-	-	-	(2,465)	-	(2,465)
Dividends paid to shareholders	-	-	-	-	-	(31,000)	(31,000)
Closing balance	33,290	176,806	(1,783)	(78)	(11,355)	803,721	1,000,601

The accompanying notes form part of these interim financial statements.

# CONSOLIDATED BALANCE SHEET AS AT 30 SEPTEMBER 2014

		As at 30 Sept 2014 unaudited	As at 30 Sept 2013 unaudited	As at 31 March 2014 audited
Not	te	\$000	\$000	\$000
Assets				
Cash and cash equivalents		3,831	614	1,754
Trade and other receivables		124,527	92,630	105,949
Advances to employees		3,782	3,141	2,828
Property, plant and equipment		661,537	429,699	583,934
	3	2,224,674	1,847,351	2,034,549
Total assets		3,018,351	2,373,435	2,729,014
Equity				
	6	33,290	33,290	33,290
Asset revaluation reserve	U	176,806	125,574	176,806
Interest rate swap reserve		(1,783)	(2,068)	(1,272)
Foreign currency translation reserve		(78)	-	-
Treasury stock		(11,355)	(8,915)	(8,890)
Retained earnings		803,721	638,408	726,812
Total equity		1,000,601	786,289	926,746
Liabilities				
	8	103,005	59,645	116,145
Employee entitlements		11,213	9,609	10,660
Revenue in advance		29,616	25,714	27,282
Interest rate swaps	1	2,477	2,873	1,767
Refundable accommodation deposits Bank loans (secured)	'	1,654 389,196	231.142	277,178
	4	1,420,063	1,199,625	1,306,701
Provision for income tax		74	-	-
Deferred tax liability (net)		60,452	58,538	62,535
Total liabilities		2,017,750	1,587,146	1,802,268
Total equity and liabilities		3,018,351	2,373,435	2,729,014
Net tangible assets per basic and diluted		3,010,331	2,373,433	2,723,014
share (cents)		200.1	157.3	185.3

The accompanying notes form part of these interim financial statements.

# CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE SIX MONTHS ENDED 30 SEPTEMBER 2014

	Six Months Ended 30 Sept 2014 unaudited	Six Months Ended 30 Sept 2013 unaudited	Year Ended 31 March 2014 audited
Note	\$000	\$000	\$000
Operating activities			
Receipts from residents	290,550	264,576	529,772
Interest received	309	399	629
Payments to suppliers and employees	(87,904)	(75,815)	(151,358)
Payments to residents	(84,152)	(67,468)	(130,482)
Interest paid	(3,539)	(5,338)	(10,176)
Net operating cash flows 2	115,264	116,354	238,385
Investing activities			
Purchase of property, plant and			
equipment	(92,713)	(20,138)	(85,336)
Purchase of investment properties	(92,563)	(70,850)	(141,518)
Capitalised interest paid	(5,510)	(1,489)	(4,889)
Advances to employees	(954)	246	559
Net investing cash flows	(191,740)	(92,231)	(231,184)
Financing activities			
Drawdown of bank loans	112,018	5,154	51,191
Dividends paid	(31,000)	(27,000)	(55,000)
Purchase of treasury stock (net)	(2,465)	(2,190)	(2,165)
Net financing cash flows	78,553	(24,036)	(5,974)
Net increase in cash and cash			
equivalents	2,077	87	1,227
Cash and cash equivalents at beginning of period	1,754	527	527
Cash and cash equivalents at the end of period	3,831	614	1,754

The accompanying notes form part of these interim financial statements.

# ACCOUNTING POLICIES

### 1. Statement of Accounting Policies

#### **Reporting entity**

Ryman Healthcare Limited ("the Company") is a profit oriented entity incorporated and domiciled in New Zealand, registered under the Companies Act 1993 and listed on the NZX.

The Company and its wholly owned subsidiaries comprise the Ryman Group ("the Group").

The Company is an issuer for the purposes of the Financial Reporting Act 1993.

### **Basis of preparation**

The unaudited interim financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with the New Zealand Equivalent to International Accounting Standard 34 (NZ IAS 34) "Interim Financial Reporting" and International Accounting Standard 34 (IAS 34) "Interim Financial Reporting".

The financial statements for the six months ended 30 September 2014 and the comparative six months ended 30 September 2013 are unaudited.

These financial statements have been prepared under the same accounting policies and method of computation as the Company's Annual Report as at 31 March 2014 except for the new policy below. These financial statements should be read in conjunction with the financial statements and related notes included in the Company's Annual Report for the year ended 31 March 2014.

The financial statements were approved by the Board of Directors on 20 November 2014.

The information is presented in thousands of New Zealand dollars (\$).

#### **Adoption of new and revised Standards and Interpretations**

In the current period, the Group adopted all mandatory new and amended Standards and Interpretations. None of the new and amended Standards and Interpretations had a material impact on these financial statements.

# **New accounting policy**

In addition to the accounting policies of the Group set out in the audited 31 March 2014 financial statements, the Group has adopted the following accounting policy from 1 April 2014.

#### Refundable accommodation deposits

Refundable accommodation deposits relate to deposits held on behalf of residents who reside in rooms in the care centre in Australia. Refundable accommodation deposits confer to residents the right of occupancy of the room for life, or until the resident terminates the agreement.

Amounts payable under refundable accommodation deposits are non-interest bearing and recorded as a liability in the balance sheet. As the resident may terminate their occupancy with limited notice, and the refundable accommodation deposit is non-interest bearing, it has demand features and is therefore carried at face value, which is the original deposit received.

# NOTES TO THE INTERIM FINANCIAL STATEMENTS

#### 2. Reconciliation of Net Profit after tax for the period with Net Cash flows from Operating Activities

	Six Months Ended 30 Sept 2014	Six Months Ended 30 Sept 2013	Year Ended 31 March 2014
	unaudited	unaudited	audited
	\$000	\$000	\$000
Net profit after tax	107,909	78,401	194,805
Movements in balance sheet items:			
Occupancy advances	126,463	96,384	218,134
Refundable accommodation deposits	1,654	-	-
Accrued management fees	(11,933)	(9,974)	(23,537)
Revenue in advance	2,334	2,036	3,603
Trade and other payables	(2,623)	(4,290)	2,686
Provision for income tax	74	-	-
Trade and other receivables	(18,578)	10,848	(2,469)
Employee entitlements	553	604	1,655
Non-cash items:			
Depreciation	4,925	4,385	9,045
Deferred tax	(1,885)	4,794	8,482
Translation of foreign operations	(78)	-	-
Adjusted for:			
Fair value movement of investment	(00 FF4)	(00.004)	(474.040)
properties	(93,551)	(66,834)	(174,019)
Net operating cash flows	115,264	116,354	238,385

Net operating cash flows include occupancy advance receipts from retirement village residents of \$202.5 million (six months ended 30 September 2013: \$181.3 million and year ended 31 March 2014: \$362.3 million). Net operating cash flows also include management fees collected of \$11.0 million (six months ended 30 September 2013: \$9.4 million and year ended 31 March 2014: \$16.8 million).

### 3. Investment Properties

	Six Months Ended 30 Sept 2014 unaudited	Six Months Ended 30 Sept 2013 unaudited	Year Ended 31 March 2014 audited
	\$000	\$000	\$000
Balance at beginning of financial period Additions	2,034,549	1,684,183	1,684,183
Fair value movement:	96,574	96,334	176,347
Realised fair value movement:			
<ul> <li>New retirement village units</li> </ul>	26,752	25,748	50,324
<ul> <li>Existing retirement village units</li> </ul>	27,003	16,408	38,612
	53,755	42,156	88,936
Unrealised fair value movement	39,796	24,678	85,083
	93,551	66,834	174,019
Net movement for period	190,125	163,168	350,366
Balance at end of financial period	2,224,674	1,847,351	2,034,549

### NOTES TO THE INTERIM FINANCIAL STATEMENTS

#### 3. Investment Properties (continued)

The realised fair value movement arises from the sale and resale of occupation rights to residents. Investment properties are not depreciated and are fair valued.

The carrying value of completed investment properties is the fair value as determined by an independent valuation report prepared by registered valuers CBRE Limited as at 30 September 2014. Principal assumptions are unchanged from the prior periods. Significant assumptions used by the valuer include long term house price inflation (which ranges from 1% to 3% nominal) and discount rate (which ranges from 13% to 16%).

#### 4. Occupancy Advances (non interest bearing)

Occupancy advances comprise the following balances:

	Six Months Ended 30 Sept 2014 unaudited	Six Months Ended 30 Sept 2013 unaudited	Year Ended 31 March 2014 audited
	\$000	\$000	\$000
Gross occupancy advances (see below) Less: management fees & resident	1,596,491	1,348,278	1,470,028
loans	(176,428)	(148,653)	(163,327)
Closing balance	1,420,063	1,199,625	1,306,701
Movement in gross occupancy advances:			
Opening balance	1,470,028	1,251,894	1,251,894
Plus: Increases in occupancy advances:			
- New retirement village units	101,645	83,494	173,964
- Existing retirement village units (Decrease) / Increase in occupancy	27,003	16,408	38,612
advance receivables	(2,185)	(3,518)	5,558
Closing balance	1,596,491	1,348,278	1,470,028

Gross occupancy advances are non interest bearing.

#### 5 Dividend

On 20 November 2014 an interim dividend of 6.30 cents per share was declared and will be paid on 12 December 2014 (Prior year: 5.60 cents per share). The record date for entitlements is 5 December 2014.

#### 6. Share Capital

Issued and paid up capital consists of 500,000,000 fully paid ordinary shares (30 September 2013: 500,000,000 and 31 March 2014: 500,000,000). All shares rank equally in all respects.

Basic and diluted earnings per share has been calculated on the basis of 500,000,000 ordinary shares (30 September 2013: 500,000,000 and 31 March 2014: 500,000,000).

Shares purchased on market under the senior share scheme are treated as treasury stock until vesting to the employee.

#### 7 Commitments

The Group had commitments relating to construction contracts amounting to \$29.4 million as at 30 September 2014 (30 September 2013: \$21.1 million and 31 March 2014: \$27.5 million).

#### 8. Trade and Other Payables

Trade payables are typically paid within 30 days of invoice date or the 20th of the month following invoice date. Other payables at 30 September 2014 includes \$65.9 million (30 September 2013: \$30.2 million and 31 March 2014: \$81.3 million) in relation to land purchases.

# NOTES TO THE INTERIM FINANCIAL STATEMENTS

### 9. Operating Segments

The Ryman Group operates in one industry, being the provision of integrated retirement villages for the elderly. The Group operates predominantly in New Zealand with some operations now within Australia (previous periods the group did not have a fully operating retirement village in Australia). In presenting information on the basis of geographical segments, segment net profit, underlying profit, segment revenue is based on the geographical location of operations. Segment assets are based on the geographical location of the assets.

	New Zealand	Australia	Group
	\$000	\$000	\$000
Six months ended 30 Sept 2014 unaudite	ed		
Revenue	108,073	1,090	109,163
Underlying profit	63,270	3,032	66,302
Less: Tax expense	(74)	-	(74)
Plus: Unrealised fair value movement	31,587	8,209	39,796
Plus: Deferred tax benefit	1,885	-	1,885
Profit for the period	96,668	11,241	107,909
Non-current assets	2,724,106	162,105	2,886,211
Six months ended 30 Sept 2013 unaudite	ed		
Revenue	99,573	-	99,573
Underlying profit	60,395	(1,878)	58,517
Less: Tax expense	-	-	-
Plus: Unrealised fair value movement	24,678	-	24,678
Less: Deferred tax expense	(4,794)	-	(4,794)
Profit for the period	80,279	(1,878)	78,401
Non-current assets	2,233,497	43,553	2,277,050
Year ended 31 March 2014 audited			
Revenue	203,233	-	203,233
Underlying profit	120,776	(2,572)	118,204
Less: Tax expense	-	-	-
Plus: Unrealised fair value movement	85,083	-	85,083
Less: Deferred tax expense	(8,482)	-	(8,482)
Profit for the period	197,377	(2,572)	194,805
Non-current assets	2,553,049	65,434	2,618,483

#### 10. Subsequent events

Other than the dividends as per note 5, there are no other subsequent events.

# VILLAGE DIRECTORY

Anthony Wilding Retirement Village 5 Corbett Crescent, Aidanfield, Christchurch

Bob Owens Retirement Village
112 Carmichael Road, Bethlehem, Tauranga

Bob Scott Retirement Village 25 Graham Street, Petone, Lower Hutt

Bruce McLaren Retirement Village 795 Chapel Road, Howick, Auckland

Charles Fleming Retirement Village 112 Parata Street, Waikanae

Diana Isaac Retirement Village 1 Lady Isaac Way, Mairehau, Christchurch

Edmund Hillary Retirement Village 221 Abbotts Way, Remuera, Auckland

Ernest Rutherford Retirement Village 49 Covent Drive, Stoke, Nelson

Essie Summers Retirement Village 222 Colombo Street, Beckenham, Christchurch

Evelyn Page Retirement Village 30 Ambassador Glade, Orewa, Auckland

Frances Hodgkins Retirement Village 40 Fenton Crescent, St Clair, Dunedin

Grace Joel Retirement Village 184 St Heliers Bay Road, St Heliers, Auckland

Hilda Ross Retirement Village 30 Ruakura Road, Hamilton

Jane Mander Retirement Village 262 Fairway Drive, Kamo West, Whangarei

Jane Winstone Retirement Village 49 Oakland Avenue, St Johns Hill, Wanganui

Jean Sandel Retirement Village
71 Barrett Road, Whalers Gate, New Plymouth

Julia Wallace Retirement Village 28 Dogwood Way, Clearview Park, Palmerston North

Kiri Te Kanawa Retirement Village 12 Gwyneth Place, Lytton West, Gisborne

Malvina Major Retirement Village 134 Burma Road, Khandallah, Wellington Margaret Stoddart Retirement Village 23 Bartlett Street, Riccarton, Christchurch

Ngaio Marsh Retirement Village 95 Grants Road, Christchurch

Princess Alexandra Retirement Village 145 Battery Road, Napier

Rita Angus Retirement Village 66 Coutts Street, Kilbirnie, Wellington

Rowena Jackson Retirement Village 40 O'Byrne Street North, Waikiwi, Invercargill

Shona McFarlane Retirement Village 66 Mabey Road, Lower Hutt

Weary Dunlop Retirement Village 242 Jells Road, Wheelers Hill, Melbourne

Woodcote Retirement Village 29 Woodcote Avenue, Hornby, Christchurch

Yvette Williams Retirement Village 383 Highgate, Roslyn, Dunedin

### **New Villages**

Birkenhead

2 Rangatira Road, Birkenhead, Auckland

Devonport

2 Ngataringa Road, Devonport, Auckland

Greenlane

187 Campbell Road, Greenlane, Auckland

Lynfield

20 Tropicana Drive, Lynfield, Auckland

Pukekohe

75 Valley Road, Pukekohe

Vewtown

192 Adelaide Road, Newtown, Wellington

Rangiora

56 Oxford Road, Rangiora, North Canterbury

Melhourne

6 Brandon Park Drive, Wheelers Hill, Melbourne

For more information on any of the Ryman Healthcare retirement villages please phone (NZ) 0800 588 222 or (AUS) 1800 922 988.

# VILLAGE LOCATIONS



# **DIRECTORY**

#### Head Office / Registered Office

Airport Business Park, 92 Russley Road, Christchurch PO Box 771, Christchurch

Telephone: 0800 588 222

Website: www.rymanhealthcare.co.nz

#### **Share Registrar**

Link Market Services PO Box 91976, Auckland 1142 Telephone: 64 9 375 5998 Fax: 64 9 375 5990

Email: enquiries@linkmarketservices.com



