

### The National Kitchen and Bathroom Association NZ

**NKBA** is the only trade association in NZ specifically dedicated to representing the interests of the domestic Kitchen and Bathroom industry and it's customers.

**NKBA** exists to further standards of excellence within the industry through training and promotion of good practice.

**NKBA** members are your professional partners. Expertise and knowledge in design, manufacture, product information and installation ensures results that not only transform the style and function of your home, but add to it's value.

**NKBA** hold current affiliations to **NKBA USA** and the **Master Joiners Association**.

**NKBA** continually develop to meeting changing conditions. The long term vision is:  
**"To provide education business and customer awareness programmes to ensure the success and recognition of it's members in the Kitchen and Bathroom Industry"**.



#### NKBA Membership Categories

##### National Membership \$520.00 + GST

A financial member of the Association who agrees to and signs the Association's Code of Practice, but who does not fall under the category of Link Member or Life Member.

- Carries voting privileges - one vote for the company as a whole at Local Chapter meetings and any National General Meetings convened by the Association.

##### Link Membership \$310.00 + GST

Means a current member of the NZ Master Joiners Federation (JMF) or other appropriate associations primarily engaged in the manufacture and or supply of Kitchens and Bathrooms.

- Serve on Local Chapter Committee.
- Voting privileges at Local Level and any National General Meetings convened by the Association.
- May not hold office of Vice President or National President of the Association.

##### National Membership \$1500.00 + GST (A)

- Recognised branded companies with a number of locations. Applies where the locations are **owned by ONE Company**.

- Carries voting privileges - one vote for the company as a whole at Local Chapter Meetings and any National General Meetings convened by the Association.

##### National Membership \$1500.00 + GST (B)

- Recognised branded companies with a number of locations. Applies where the locations are **owned individually**.

- Carries voting privileges - one vote for the company as a whole at Local Chapter Meetings and any National General Meetings convened by the Association.

- One membership fee for Head Office plus a membership fee for each location that is individually owned.

- Fee for each location \$310.00 + GST.

- Carries voting privileges - one vote for the individual company at Local Chapter Meetings and any National General Meetings convened by the Association.

#### NKBA Member Benefits

- Networking
- Sponsorship Opportunities
- Accreditation
- Advertising in various Media Outlets
- Training Courses in Kitchen and Bathroom Design
- Internationally recognised Qualifications
- Local Meetings
- Annual Retail Publications
- Disputes Mediation Assistance
- Monthly Electronic Newsletter
- Design Awards Competition
- Annual Conference
- Regional Shows
- Nationwide Yellow Pages Advertising
- Discount Benefits

## Application for Membership

<b>Applicant Name:</b>		<b>Qualification</b>	
<b>Full Company Name</b>			
<b>Postal Address</b>			
Code			
<b>Street Address/Showroom</b>			
Code			
<b>Details</b>		<b>Select Region</b>	
Business	<input type="checkbox"/> Auckland	<input type="checkbox"/> Taranaki	
Fax	<input type="checkbox"/> Waikato	<input type="checkbox"/> Wellington	
Mobile	<input type="checkbox"/> Bay of Plenty	<input type="checkbox"/> Top of South Island	
E-mail	<input type="checkbox"/> Hawkes Bay	<input type="checkbox"/> Canterbury	
Date Business Established	<input type="checkbox"/> Central North Island	<input type="checkbox"/> Southern	
<b>Our Company is also a current Financial Member of</b>			
<input type="checkbox"/> Master Joiners Association		<input type="checkbox"/> Other	
<b>Names of Directors/Managers</b>		<b>Years in the Industry?</b>	
<b>Trade References</b>			
<b>Name of Company</b>	<b>Contact Name</b>	<b>Phone</b>	
<b>Referred to NKBA by</b>			
<b>Membership Category - Select</b>			
<input type="checkbox"/> National Membership-\$520		<input type="checkbox"/> Link Membership-\$310	
<input type="checkbox"/> National Membership-\$1500 (A)		<input type="checkbox"/> National Membership-\$1500 (B)	
<b>NKBA Industry Segments - Please select one (or up to 3) of the following that best represents your business</b>			
<input type="checkbox"/> Kitchen Retailer	<input type="checkbox"/> Designers	<input type="checkbox"/> Industry Product Suppliers	<input type="checkbox"/> Multi-Branch Retailers
<input type="checkbox"/> Plumbers & Hardware	<input type="checkbox"/> Installers	<input type="checkbox"/> Benchtop Fabricators	<input type="checkbox"/> Joiners/Manufacturers
<input type="checkbox"/> Appliances	<input type="checkbox"/> Industry Service Suppliers		
<b>Undertaking</b>			
I/We accept that completion of this form does not give rise to any rights of membership as approval to admit members is retained a right of the Association.			
I/We accept that a visit and inspection may be made by an authorised member prior to approval for membership.			
I/We agree to pay the Joining Fee and relevant Subscription and to pay subsequent Annual Subscriptions as determined by the membership at the Annual General Meeting.			
I/We agree to attend Chapter meetings and the next Annual Conference.			
I/We understand that membership does not take effect until all application requirements have been met, membership is approved and subscription fee paid.			
I/We have read the NKBA Constitution and Rules and agree to abide by them.			
Privacy Act: The above information is required for the purpose of considering application for membership of the NKBA. Signature also gives consent to circulation of member contact listings.			
<b>Signature</b>	<b>Name</b>	<b>Date</b>	

Please return to:  
**National Kitchen and Bathroom Association (NZ) Inc**  
 PO Box 11183, Papamoa, 3151 or Fax 07 574-2561  
 Enquires: 0900 4 NKBA (0900 4 6522) info@nkba.org.nz

# Code of Practice

To regulate dealings between NKBA members and their customers



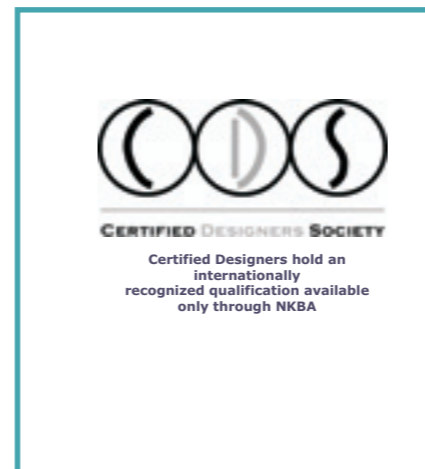
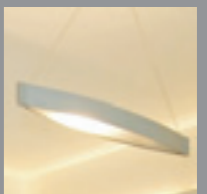
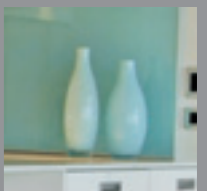
Aims			
To maintain and enhance the reputation and good name of the Association and its members. To foster properly regulated competitive trading by and between members of the Association, which will best serve the public interest, and the well-being of the kitchen and bathroom industry. To establish a framework whereby complaints by customers may be resolved by mediation, arbitration or arbitration when disputes cannot be settled directly between members and their customers. To ensure that the public interest shall predominate in all considerations of competitive trading between members. To encourage the growth and development of the kitchen industry consistently with the above aims.			
Observance of Spirit of Code of Practice			
Members shall act according to the aims of this Code of Practice. The specific provisions contained in this Code of Practice shall not be deemed to be comprehensive in expressing those aims. Members shall observe not only the letter but also the spirit of this Code of Practice and shall familiarize themselves and their staff with all the provisions of this Code of Practice.			
Active Involvement			
Attainment of high standards of workmanship and good conduct are requisites of NKBA membership. Consequently, retaining and the furtherance of knowledge and developments taking place in the industry, together with a reasonable level of active involvement in the Association activities, are expected of members.			
Standard of Service and Costs			
One of the prime objectives of the Association is to present both itself and its members to the public as responsible and reputable businesses operating in the kitchen and bathroom industry. Therefore, it is the responsibility of each member to ensure that work is carried out at a cost which is fair and reasonable to customers and to a high quality of workmanship. Members are required to guarantee all work in accordance with the Consumer Guarantees Act 1993 or amending legislation.			
Publicity			
A member shall not make any statement or comment to the media which represents that member as being an agent or spokesperson for the Association. Any comment, statement or representation affecting the Association is to be sanctioned or cleared through the Executive Committee of the Association or its President prior to such comment, statement or representation being made.			
Representations			
All claims, descriptions and advertisements as to products, services and Association membership shall be legal, honest and truthful and comply with existing legislation and with the letter and spirit of the codes and standards set by the Advertising Standards Authority and the Broadcasting Standards Authority.			
Cost Estimates			
Members shall, where appropriate, offer customers a written estimate of the cost of the intended work. Members should also obtain the customer's express permission to any substantial increase in an agreed estimate. The method of payment required shall be notified to the customer before work is started.			
Time Estimates			
Members should, where possible give an estimate of the time required for the work to be carried out and shall make every effort to inform the customer if this time estimate cannot be met.			
Warranty			
Members shall provide a guarantee (which shall not detract from a customer's rights at law) to exchange or repair any defective product by reason of defective material or workmanship, within the warranty period set out in each quotation for goods and services. The warranty shall be limited to repair of any product that has not been abused in any way or damaged by fair wear and tear, neglect, improper use or failure to maintain in accordance with the manufacturer's recommendations. All work undertaken in relation to warranty repair or replacement shall be performed expeditiously and with reasonable care and skill and to the customer's reasonable satisfaction.			
Complaints			
All members should maintain a complaints book from which an analysis of complaints about activities covered by this Code of Practice can be obtained. Members should take action based on this information to improve their service to their customers.			
Enforcement			
The constitution of the Association contains provision for the enforcement of this Code of Practice by the Association's Executive Committee in accordance with a formal procedure established by that Committee. In the event that a member's behaviour towards a customer is found to have fallen below the standard set by this Code of Practice, the penalties which may be imposed are reprimand and/or a fine or termination of membership of the Association, subject to consideration of any formal submissions by the member concerned that a penalty should not be imposed. Any penalties imposed and the reasons therefore may be published in an Association journal or newsletter.			
Disputes			
Members are required to comply with the Association's established dispute resolution procedure, which may include submitting to mediation or arbitration or adjudication proceedings. Should a dispute arise and there is a finding in favour of a customer through the Association's disputes procedure, or by a finding or an award of the appointed arbitrator or adjudicator, then the member involved will be expected to promptly rectify the complaint according to the requirements and findings of the case.			
Association Logo			
NKBA membership bestows upon a member the privilege of using the Association's distinctive logo. The logo is the intellectual property of the Association and consequently its use and display can only be in accordance with prescribed guidelines or otherwise with the approval of the Association. Improper or unauthorised use may bring the Association into disrepute and may mislead the public in breach of the Fair Trading Act 1986. The Association seeks to ensure that its style and status should be enjoyed only by those members who continue to meet its criteria and will take action, where necessary, to defend the interests of its members.			
Amendment			
This Code of Practice may be altered, added to or amended from time to time by resolution passed by a majority of members of the Executive Committee of the Association.			
We/I have read this Code of Practice and agree to abide by the aims and rules contained herein			
Signature	Name	Company	Date

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Your Professional Partner

www.nkba.org.nz 0900 4 NKBA (0900 4 6522)



## Our Mission Statement

The Mission of the National Kitchen and Bathroom Association (NZ) Inc. is to enhance member success and excellence by promoting professionalism and ethical business practices, and providing leadership, direction, and education for the kitchen and bathroom industry.

