



News from the Secretary

May 2016

MEMBER NEWSLETTER

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I'm sure this first cold spell for the season means you are all extremely busy, and have customers wanting things done yesterday! Please grab a coffee or a cup of tea and take a quick break while you update yourself on the Associations activities, particularly noting the date for this years Conference!

REGIONAL MEETING - Rotorua

An Urgent Regional Meeting for the Rotorua, Tauranga, Whakatane and Taupo regions has been called for 7 June 2016 commencing at 6pm.

The Rotorua City Council has released a proposal to alter the

airplan, which advocates a full ban on wood fires in the region, effective immediately the plan gains approval. You can view the proposal and discussion document at:

<https://www.boprc.govt.nz/knowledge-centre/plans/regional-air-plan/second-generation-regional-air-plan/>

The Association will make a submission on behalf of members, and we encourage you to make your own individual and company submissions in addition to this. Submissions close on 17th June 2016 and it is expected the decision will be announced shortly thereafter. This matter is therefore urgent. It has the potential to impact significantly on your business and employment.

The meeting will be held at 6pm on Wednesday 7th June 2016 at:

Holiday Inn Rotorua
Cascades Room
10 Tryon St
Whakarewarewa, Rotorua 3043

Please register your intent to attend the meeting at info@homeheat.co.nz

JUNE TRAINING

Registration for training in Christchurch and Palmerston North close on Monday 13th June.

Introduction to Solid Fuel Heating (Intro) Thursday 23 June 2016

Solid Fuel Appliance Installation Technician (SFAIT) (and refresher) Friday 24 June 2016

Registration forms are on the website now, please submit this to the secretary to reserve your place. If you have sales staff attending the Introduction course please mark this clearly on your registration form.

Registrations close on Monday 13 June 2016 after which a late fee will apply to urgent registrations. No registrations will be accepted after Friday 17th June 2016.

Register Now

Once you have completed the Introduction training, you must provide proof of Public Liability Insurance to the Association, and complete a log book given to each installer at the training. You cannot immediately proceed to SFAIT.

It is also important to note that our training is provided to benefit members. Anyone attending the training must be employed by a company that is a Member of the Association. If your installers are contractors, they must join the Association in their own right in order to access our training.

Membership application forms are available on our website under 'Join Us'.



All 2016 registration forms are on the 'members' section of our website. You can register for all courses **now** to reserve your spot.

REGISTER NOW!
Click here

TECHNICIANS LIST

Councils are now able to check for Registered Technician's directly through our website in a private, password protected link.

If you have not completed your refresher training within the two-year timeframe, you will be removed from the list and consider a 'trainee'. If you are unsure when your training is due, please email the secretary info@homeheat.co.nz.

CONFERENCE AND AGM



Our AGM and Conference this year is being held on Friday 30th September 2016 at the Peppers Clearwater Resort in Christchurch.



Further details, including how to register for Conference will be available on our website next month.



INSTALLER CERTIFICATES

Installer Certificates are in stock. These are available only in packs of 100 and the cost has slightly increased to \$110.00 plus \$5.00 courier fee.

Packs can be purchased by emailing info@homeheat.co.nz



STANDARDS

You can also purchase the NZS2918:2001 Domestic Solid Fuel Burning Appliances – Installation standards for \$168.00 by emailing info@homeheat.co.nz

CODE OF ETHICS – Investigating Complaints

Please take some time to review the Association Code of Ethics.

The Association does have complaints procedures and customers can complain to us. We will support you to resolve the issue as quickly as possible.

Code of Ethics

1. To perform all contracts fairly and faithfully, recognising the role of industry in contributing to the comfort and safety of the public.
2. To maintain the highest standards of business practice and courtesy.
3. To make every effort to resolve complaints through fair and reasonable negotiation and to abide by any decision reached by an Arbitration Committee or Inspector appointed.
4. To further the interests of the Association at all times and to be loyal to its aims and objectives.

5. To apply the rule “Do unto others as you would have them do unto you” in all relationships.

MEDIA

Please see the latest media articles received in May which are attached.

Wellington weather

Here are a couple of pics from the awesome weather here in Wellington. Definitely time to light those fires, or in my case, turn on the heat pump (dare I say it!)



Photo by Jennifer Meech



Photo by Karl Halvorsen