



FROM THE SECRETARIES'S DESK

JULY 2016

MEMBER NEWSLETTER

IN THIS ISSUE

- [Code of Ethics](#)
- [Conference](#)
- [AGM](#)
- [Code of Ethics - AGM](#)
- [Training](#)
- [New Secretary](#)
- [Media – see attached](#)

Things are getting busy now aren't they! Please do take a minute to read all about this year's conference, and to register. Click any of the images or icons for links to the Conference and AGM documentation.

[Code of Ethics – Enquiries and Complaints](#)

NZHHA receives a number of telephone calls and emails each week from Building Consent Officers at Council, and from Installers. Sometimes these are general enquires, and sometimes they are complaints. We try to work with the Officer and the Installer to resolve these matters, without initiated a formal complaints process.

The Building Consent Officers have a job to do. We won't always agree with them, and their decisions, but we do have to work with them. No matter how frustrated you get with the process, there is no excuse for poor behaviour. Several Installers have had to be reminded of their obligations under the

Associations Code of Ethics recently, and this is concerning.

We will cancel the membership of any Installer found to have used foul language, or used inappropriate names towards Council Officers. This will result in a distinct lack of work for a lot of Installers.

Please do not undo all of the hard work we have done to establish good relationships in Councils.

If you need advice on how to respond to an Officer, please get in touch with the Secretary or Field Officers who can help.

Right, that's the telling off bit. Now on to much more exciting things like conference!

CONFERENCE

Our Conference this year is being held on Friday 30th September 2016. We have changed the venue and this will now be held at the Commodore Hotel in Christchurch.

Registrations are now open. Please click the button below, complete the registration form and send to Info@homeheat.co.nz



Registrations close on 26 August 2016.

IMPORTANT MESSAGE

If we do not have sufficient registrations by that date, the Conference will be cancelled.



No one wants that! Our programme has been finalised, and the venue and speakers have been booked. To cancel, will cost the Association. So... please get your registration form completed and sent in NOW!!!



COMMODOREHOTEL.NZ

ACCOMMODATION

We are very sorry to advise that Peppers Clearwater mismanaged our request for delegates accommodation at the venue, and they did not reserve rooms.

Following feedback from some members, the Board agreed to explore other options.

We are pleased to advise we have moved our entire conference to the Commodore Hotel in Christchurch and they have up to 80 rooms reserved for us at a special price.

Premium rooms (Single or Twin-share) @ \$220.00 or

Business Level @ \$270.00 inclusive of GST per room per night.

The Hotel provides free shuttle transfer to and from the Christchurch Airport and free hotel parking.



Please make your own bookings soon. The rates advised are subject to availability at the time of booking.

03 358 8129

Info@commodorehotel.co.nz

www.commodorehotel.co.nz

SPONSORS

We are looking for more sponsors of this year's Conference so please consider whether this is something your business will support.

The NZHHA conference is your single opportunity throughout the year to interact with other industry professionals, all in one place.

We have a range of sponsorship opportunities which offer your company access to high level discussions amongst our

delegates, keynote speakers and industry representatives.

Each sponsorship package is designed to offer a range of communication and marketing opportunities based on the level of exposure you choose.

This once in a year opportunity is effect for those who are looking for a unique method of communicating within the industry. This offer is not limited to NZHHA members. We invite others who work or have a business interest in this industry to participate in our conference.

Sponsorship options are limited, so don't miss out. Click the 'become a sponsor now' tab below for details and options.

Contact Info@homeheat.co.nz if you have any questions or if you wish to discuss our sponsorship options in more detail, please call me on 04 473 6011.

**BECOME A
SPONSOR NOW**

PROGRAMME

Our programme has been confirmed and speakers have been booked. Click the image below to view the programme.



Our key facilitator, Randall Pearce is coming from Australia to hold sessions on the Association's planning, goals, vision and mission, and we will be breaking into our membership categories to find out more about you. Your Board wants to know more about your vision for the future, your long term plans, your short term goals and how the Association could be supporting you better.

Based on that information, your Board will formulate a business plan that ensures you get the support you need.



Click the image above to see the Speaker Profile for Randall Pearce.

AWARD NOMINATIONS

You can make a nomination now for the following awards:

- Installer of the Year
- Rookie of the Year
- Showroom of the Year
- Website of the Year
- Outstanding Service to the Industry

**SUBMIT A
NOMINATION**

DINNER

We have two awesome blokes hosting our dinner this year, Kevin Biggar and Jamie Fitzgerald.



Kevin and Jamie were the first ever Kiwi's to reach the South Pole unsupported on foot. This 52-day expedition created media attention worldwide as they implemented a 'business like' approach to reaching success.

This, and other amazing adventures they've had weren't something they just got up and did one day...this was years and months in the making! They worked on strategies for their missions, how to make conflict

(Something you need when you don't see another sole for more than 50 days) team work and having a shared vision. These guys will follow up nicely from Randall's sessions during the day.

These guys are humorous, great presenters and feedback from others leave me confident that we are in for a great evening!

Jamie and Kevin will also be presenting the Industry Awards.

FREQUENTLY ASKED QUESTIONS

Click here for FAQ's about conference!



FREQUENTLY ASKED QUESTIONS

NOTICE OF THE AGM

The AGM is to be held on 30 September 2016 and will also be at the Commodore Hotel, commencing at 8.30am.

Click the below to view the agenda



The purpose of our Annual General Meeting is for Members to:

- Receive the President and Board reports;
- Receive the Treasurers annual statement of income and expenditure and the balance sheet;
- Receive a report from the auditor for the ensuing Financial Year;
- To elect the Executive and Auditor; and
- To consider and conduct other such business that may be properly brought forward to the meeting.

AGM - GENERAL BUSINESS ITEMS

If you have a business matter you would like discussed at the AGM, please provide this to the Secretary at least 14 days prior to the meeting.

Any matters raised on the day may not be able to be discussed or agreed immediately, and will be recorded and referred to the incoming Executive for resolution at a later date.



Nomination forms for the Executive must be submitted 21 days prior to the AGM. Nomination forms are available now:



CODE OF ETHICS - AGM

Please remember your obligations under the Association's Code of Ethics when considering and discussing nominations for the Board. We appreciate some nominees wish to gauge interest or support for their nomination, or you may be interested in who else may be nominated. It is important that you display exemplary ethical practice in doing so. Please act with integrity and transparency and remember your obligations under the Code, specifically:

- To maintain the highest standards of business practice and courtesy;
- To further the interests of the Association at all times; and
- To be loyal to its aims and objectives, and to apply to the rule "do unto others as you would have them do unto you" in all relationships.

Thank you for your time, I know it's a lot to take in. Most important though, please get your Registration in now!



REGISTER NOW

NEED MORE INFORMATION?

Please see our website for all information about conference.

<http://www.nzhha.co.nz/conference-2016/>

Training

Don't forget we have training immediately prior to conference in Christchurch. This will be held at the Commodore Hotel.

Wednesday 28 September – Intro

Thursday 29 September – SFAIT / SFAIT refresher.

We also have training in Auckland in August. For more information and to register see:



TRAINING

New Secretary

I am sorry to announce that I am leaving NZHHA. Your new secretary from 3 August will be Nicola Hackes. All contact details remain the same.

MEDIA

Please see the attached media notices.