

# Approved Membership

- Kitchens
- Bathrooms
- Bedrooms
- Home Offices



Application Form

Our members are proud to show the KBSA logo.  
Setting the standard for kitchens, bathrooms,  
bedrooms and home offices, since 1978.

Customers look for the KBSA logo because they know it's their guarantee of excellence in design, planning and installation. Our members work hard to fulfil the membership criteria and earn the right to showcase the KBSA logo – and they reap the rewards with an enhanced reputation that brings a boost to their bottom line.

## KBSA Approved Member benefits

**Businesses can apply today and benefit from:**

- Consumer Finance Solutions
- Valuable business support – legal, financial and HR
- Consumer Protection Scheme – Optional
- Admission to TrustMark Membership Scheme
- KBSA Model Terms & Conditions
- Exclusive member deals and discounts – insurance, legal and financial services – reducing business overheads
- Free listings and links on the KBSA website
- Increased traffic to businesses' showrooms and website
- Potential participation in national events like Grand Designs, Ideal Home Show
- KBSA Annual Conference and AGM, networking opportunities, news and regional events
- Prestigious Annual Designer Awards
- Bespoke credit card transaction rates and reviews
- Discounted private healthcare scheme
- Access to training, education and apprenticeships
- Competitive advantage
- Complete customer confidence
- Reassurance of a Code of Conduct and Customer Charter

"The KBSA give me an instant advantage over my competition. My customers tell me regularly that the comfort they feel by me being a member was the final deal clincher."

**Richard Hibbert,**  
Managing Director KSL & KBSA Board Member

Apply for membership now and give your business a clear advantage. To receive your membership pack call **01623 818808** or visit our website **[www.kbsa.org.uk](http://www.kbsa.org.uk)**

### Getting in touch with KBSA

KBSA, Mansfield Innovation Centre, Oakham Business Park,  
Hamilton Way, Mansfield, Notts NG18 5BR

📞 01623 818808 ✉ [info@kbsa.org.uk](mailto:info@kbsa.org.uk) 🌐 [www.kbsa.org.uk](http://www.kbsa.org.uk)



## The KBSA logo is respected throughout the industry. Why? Because we set demanding criteria for our members.

We know you aim to deliver the service and value your customers deserve, because happy customers are the sign of success. We're here to help you achieve that aim and to enjoy the many benefits for your business.

### Approved Membership criteria

The Kitchen Bathroom Bedroom Specialists Association (KBSA) is made up of independent retailers and the industry's leading brands. All have a shared commitment to promoting professionalism in the industry.

#### To become a KBSA Approved Member each company must:

- ✓ Have a fully fitted showroom with permanent displays
- ✓ Operate within the terms of the KBSA Code of Conduct
- ✓ Offer a full display, design and supply service, take responsibility for installation
- ✓ Have been trading for at least 2 years\*

### How to complete this form

#### Please read all sections thoroughly.

- Complete Sections 1 & 2 and return together with the application fee of £160+VAT to KBSA Head Office – KBSA, Mansfield Innovation Centre, Oakham Business Park, Hamilton Way, Mansfield, Nottinghamshire NG18 5BR
- Section 3 to be retained for reference
- Please contact us on 01623 818808 if you have any queries relating to the application

\* If you have been trading for less than 2 years you can still become a KBSA Member. Download the KBSA Member form from [www.kbsa.org.uk](http://www.kbsa.org.uk)



## Approved Member Application Form (Private and Confidential)

### To be completed and returned to the KBSA Head Office

Please complete this form and return to the KBSA as soon as possible, together with the completed direct debit mandate and signed declaration.

### Company Details

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Company Name

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Trading Name

---

Address

---

Postcode

---

Telephone Number

---

Fax Number

---

Email Address (for purpose of leads)

---

Website

---

Registered Office Name (If different from above)

---

Address

---

Postcode

---

Telephone Number

---

Date & Certificate number (Limited companies only)

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Date

---

Cert. No

---

Date of Commencement of Business

---

If change of ownership has taken place, state date it occurred

---

Annual Total Company Turnover

---

£

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Annual Kitchen, Bathroom, Bedroom Turnover

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£

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Level of Deposit      %

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Average number of contracts per annum

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Has the trading title of the business changed during the last year? If so, please explain why this has happened?

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## Approved Member Application Form (Private and Confidential)

To be completed and returned to the KBSA Head Office

### Additional Qualifying Branches **TrustMark**

Yes  No

Subject to successful vetting you are automatically admitted to the TrustMark scheme and granted Der Kreis membership free of charge.

- Please tick here if you wish to opt out of the TrustMark scheme.  
 Please tick here if you wish to opt out of Der Kreis membership

### Consumer Protection

Please indicate if you wish to provide consumer protection on all your domestic contracts via the KBSA approved consumer protection scheme (you will be required to pay a premium for each contract and complete an application form to join the scheme)

Please note that TrustMark operates on the basis of members providing suitable financial protection in case you go out of business. Ideally this is provided by you having opted into the consumer protection scheme. Failing that you must provide alternative protection in the form of payment via credit card, an escrow account or any other suitable means.

**Yes** I would like to provide consumer protection  **No** I don't want to provide consumer protection

### Additional Information

If you would like to pay your membership fee by direct debit please tick the appropriate box and we will send you a link to complete the mandate once the application has been approved

Monthly Direct Debit  Quarterly Direct Debit

In order for us to process your application as quickly and efficiently as possible, please provide us with the following:

A copy of your latest full accounts

### Personnel Details

#### Name of Main KBSA Contact

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Preferred Email

---

Mobile

Showroom (as appropriate)

---

#### Name of Proprietor/Managing Director

---

Email

---

Mobile

---

#### Name of Other Director/s

---

Email

Mobile

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#### Name of Showroom Manager

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Email

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Mobile

Showroom (as appropriate)

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## Showroom Information

To be completed and returned to the KBSA Head Office

**What type of business services do you provide? (Please Tick Box)**

- Kitchens  
  Bathrooms  
  Bedrooms  
  Home Office

**Please indicate (if any) additional services you provide?**

- |  |   |
|--|---|
| <input type="checkbox"/> Inclusive Bathrooms | <input type="checkbox"/> Inclusive Kitchens   |
| <input type="checkbox"/> Lighting            | <input type="checkbox"/> Appliance Only Sales |
| <input type="checkbox"/> Radiators           | <input type="checkbox"/> Tiles and Tiling     |
| <input type="checkbox"/> Flooring            | <input type="checkbox"/> Home Furnishings     |

**Is parking local?**

- Yes    No

**In the showroom how many displays are there?**

**Number**

\_\_\_\_\_

Kitchens

\_\_\_\_\_

Bedrooms

\_\_\_\_\_

Bathrooms

\_\_\_\_\_

**Number**

\_\_\_\_\_

Home Office

\_\_\_\_\_

Other

\_\_\_\_\_

**Who are your main suppliers?**

Brands	Own brand
Kitchen Furniture	<input type="checkbox"/>
Kitchen Appliances	<input type="checkbox"/>
Bathroom Furniture	<input type="checkbox"/>
Bathroom Sanitary-ware	<input type="checkbox"/>
Bedroom Furniture	<input type="checkbox"/>
Home Office Furniture	<input type="checkbox"/>
Other	<input type="checkbox"/>

## To be completed and returned to the KBSA Head Office

Please provide customer details to enable the KBSA to request customer references as part of your application.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Email \_\_\_\_\_

Name \_\_\_\_\_  
Address \_\_\_\_\_  
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Postcode \_\_\_\_\_  
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Name \_\_\_\_\_  
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Name \_\_\_\_\_  
Address \_\_\_\_\_  
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Postcode \_\_\_\_\_  
Email \_\_\_\_\_



### To be completed and returned to the KBSA Head Office

**1** I wish to apply for Approved membership of the Kitchen, Bathroom, Bedroom Specialists Association and confirm that our company complies with the basic membership qualifications of display, design, supply and installation.

**2** I/we certify that none of the proprietors, partners, directors or shareholders of the firm or company applying for membership, nor any person concerned in the management of the business is an undischarged bankrupt, disqualified director or has made a composition with their creditors or has been an owner or a controlling director of or a partner in business which has failed to meet its liabilities or has been guilty of conduct which would if they were a member have rendered them unfit to be a member.

**3** I/we certify that my/our financial position is completely sound and that I/we can meet all of our liabilities.

**4** I/we certify that no deposit will ever be taken in the prior knowledge that my/our company are unable to supply and complete the products and services originally quoted for.

**5** In the event of this application being refused, I/we undertake not to institute any proceedings in any Court of Law arising out of any objections made to this application by any Persons, Companies, Bodies, National or Regional Committees. I /we understand that I have the right to appeal within 14 days of the original decision, but understand that the appeal committee's decision will be final and no further correspondence will be entered into.

**6** I/we have received and understand the principles of the KBSA Code of Conduct applicable to my member status and I/we hereby undertake, if admitted to membership, to comply in totality with and observe the rules of the Association.

**7** I/we agree to pay on demand any applicable fees and annual subscription.

**8** I/we certify that the information given on this form is true and correct to the best of my/our knowledge and belief. I/we have made all reasonable enquiries for this purpose and that no material information has been omitted.

**9** I/we understand that the Association will follow up the credit references and installation reports of the last 6 projects completed provided by ourselves.

**10** I/we understand that the Association may take such steps as it considers necessary to verify any or all of the information given on this form and I/we understand that the membership is conditional upon satisfactory assessment by the KBSA and that the decision of the membership committee is final.

**11** I/we understand that membership will automatically renew on the 1st August annually unless cancellation is received in writing or via email not less than 3 (three) calendar months' before the end of the subscription year.

**12 TRUSTMARK MEMBERSHIP:** I/we confirm to disclose and confirm the following:

- i.** I/we will rectify any outstanding TrustMark non-compliance from any previous trading entity.
- ii.** Make available to KBSA all records they require to manage application and registration.
- iii.** Make available to KBSA such sites as required for assessment for application and registration.
- iv.** Ensure the attendance of suitable competent individuals as required by KBSA for application and registration activities.
- v.** Comply with all instructions issued by KBSA in identifying and resolving any non-compliance within the requirements of the scheme.
- vi.** Cooperate fully with any investigation by KBSA or TrustMark where they become involved in a complaint or dispute. This application must be signed by the proprietor or all partners in the case of a firm or by the secretary or director or other authorised officers in the cases of a company or other legal entity.

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Print Name of Applicant

Date

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Signature of Applicant

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Signature of KBSA Representative

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## Section 2: Approved Membership Fees

	Cost	VAT @ 20%	Total
<b>Basic Application Fee (Non-refundable)</b>	£160.00	£32.00	<b>£192.00</b>

The basic application fee is payable when you initially apply to the Association for membership. This payment covers the “vetting process”:

**Once the vetting process has been completed and your application has been approved, the following payment is required on a quarterly basis\*:**

	Cost	VAT @ 20%	Total
<b>Membership Fee (Upon Acceptance) (Quarterly)</b>	£287.50	£57.50	<b>£345.00</b>
<b>TrustMark Scheme Membership Fee</b>	Free of Charge	Free of Charge	<b>Free of Charge</b>

**Additional Branches require separate registration at an additional reduced cost.**

Once the invoice for the membership fee has been paid, your membership becomes effective.

\* Upon acceptance, you will be invoiced pro-rata the remaining months in the KBSA's subscription year (which begins in August). Thereafter you will be invoiced the annual subscription on the 1st August.

# Code of Conduct for the Kitchen Bathroom Bedroom Specialists Association

Every KBSA Approved Member is committed to following this Code of Conduct – a comprehensive assurance of great service, ensuring that every aspect of their customers' projects are conducted professionally.

- ✓ KBSA Approved Members work hard to meet and maintain the high standards of the KBSA, including our continuous vetting.
- ✓ They gain a competitive advantage in the market through meeting KBSA standards, and displaying the KBSA logo and certificate of membership.

### The Code should be read together with the KBSA Customer Charter

For ease of reference, we refer to KBSA Members & KBSA Approved Members as “KBSA retailer(s)” or you, and the customers of goods and services as “customer(s)”, and KBSA as we, or us.

#### 1. Aims of the Code of Conduct

To set out the responsibilities, conduct and ethics to be followed by all KBSA retailers.

#### 2. Scope of the Code of Conduct

**2.1.** The Code provides information on what is expected of you when you become a KBSA approved member.

**2.2.** The KBSA retailer shall be fully responsible for all employees, and where appropriate, sub-contractors in meeting the Code's standards.

**2.3.** The Code is independent of existing consumer legal rights.

**2.4.** All KBSA approved members (including all directors, employees and/or sub-contractors of the KBSA retailer) must respect and uphold the Code as a condition of membership to the KBSA. Failure to comply with any part of the Code may result in the termination of your membership of the KBSA at our absolute discretion.

**2.5.** The terms of the Code may be changed by us by providing the KBSA approved member with twenty-eight days' notice.

#### 3. As a KBSA retailer

##### **You shall:**

**3.1.** Be open and cooperative with us in regard to all elements.

**3.2.** Comply with the terms and conditions of the KBSA Rules.

#### 4. Customer care

##### **You shall:**

**4.1.** Comply with our 'Customer Charter' document.

**4.2.** Provide full contact and ownership details for the business on your website, if any.

#### 5. Professional conduct

##### **You shall:**

**5.1.** Act diligently and in accordance with the technical and professional standards of the KBB industry.

**5.2.** Only carry out work that falls within your professional competence and exercise due care and skill at all times.

**5.3.** Act responsibly and professionally.

**5.4.** Respect the confidentiality of information that you obtain through work and business relationships.

**5.5.** When supplying goods only, supply goods that correspond to their description, are of satisfactory quality and fit for purpose, and that comply with all applicable and current legislation.

#### 6. Quotations, contracts and other documentation

##### **You shall:**

**6.1.** Supply to the customer written details of the work to be carried out including materials supplied, and the costs associated including all taxes and other costs that may apply or affect the final price. Details of any deposits or staged payments together with timings for work agreed should also be shown.

**6.2.** Provide the customer with written confirmation of any contract entered into, or a copy of the contract and the written information you are required to provide.

**6.3.** Maintain full records of all customer correspondence and documentation, and retain such information for a minimum period of 2 years.

# Code of Conduct for the Kitchen Bathroom Bedroom Specialists Association (continued)

## 7. Payment

### **All invoices must:**

- 7.1.** Be supplied to the customer and include clear payment terms as agreed in writing.
- 7.2.** Provide a breakdown of any additional works/ costs undertaken.
- 7.3.** Include your VAT number and indicate whether all prices are inclusive of VAT (if VAT is applicable).

### **Interim payments**

- 7.4.** If there are to be interim payments, they should be agreed in advance for set stages and payment made in completion of those stages.

## 8. Guarantees and warranties

### **Any guarantee(s) provided to the customer should:**

- 8.1.** Be appropriate to the product or service that you are supplying, and should be accompanied by a statement that nothing in the guarantee affects the consumers statutory rights.
- 8.2.** Cover the labour and materials that formed part of the completed work.
- 8.3.** Not affect the customer's common law and statutory rights.
- 8.4.** Clearly explain its terms and duration.
- 8.5.** Clearly explain where the operation of a guarantee is conditional upon appropriate use or maintenance by the customer.
- 8.6.** Where relevant and legally viable, pass on a manufacturer guarantee to the customer.

## 9. Building regulations

You shall comply with all aspects of current Building Regulations and ensure that your contractors comply as necessary.

## 10. Employment, health and safety, education and training

You shall comply with all aspects of current Health & Safety Regulations & Employment Regulations.

## 11. Insurance

### **You must**

- 11.1.** Maintain adequate insurance policies to cover all relevant risks including, but not limited to, employers and public liability insurance.
- 11.2.** Provide evidence of all relevant insurance policies upon request.

## 12. Advertising

All advertising relating to the products or services provided by the KBSA approved member shall be legal, decent, honest and truthful and all claims howsoever made must be able to be justified.

## 13. The KBSA and TrustMark Logos

You must use the KBSA and TrustMark logos solely in connection with your approved business activities as part of your membership.

## 14. Marketing and publicity

The ways in which you may refer to KBSA is set out in the KBSA website members area. You must not, in any event, present KBSA in a detrimental, unfair or malicious way, or in any way that damages KBSA's reputation or goodwill.

## 15. Complaints policy

### **You shall**

- 15.1.** Document all complaints received from customers in a written complaints log and retain this information for a minimum period of 2 years.
- 15.2.** Acknowledge and offer a course of action to the customer within 14 days for all complaints.
- 15.3.** If agreed by the customer, carry out such remedial action within the agreed timescale.
- 15.4.** Try your best to settle complaints amicably with the customer.
- 15.5.** Offer customers full details of why a complaint will not be upheld if relevant.
- 15.6.** If complaints cannot be resolved between you and the customer you will cooperate with the KBSA Complaints Procedure and comply with any decision in relation to the complaint.

## 16. KBSA Complaints Procedure

You agree that, as a KBSA approved member, you shall be subject to the procedure and requirements of KBSA's Complaints Procedure.

**For definitions of member categories please visit:**  
[www.kbsa.org.uk/become-a-member/membership-levels](http://www.kbsa.org.uk/become-a-member/membership-levels)