



WELCOME TO THE KSA

The objective of this booklet is to give you valuable information about the Kitchen Specialists Association (KSA) and how it can help you make well-informed choices when looking to purchase a new kitchen. Thousands of people have kitchen installations completed successfully. How do they do it? The answer is proper planning – know what you want, what you can afford and use a reputable company.

The KSA is the only body that exists in South Africa to regulate and support the kitchen industry and its' clients. As there is no government regulation of the industry the KSA was started in 1989 so that the industry could self-regulate.

The association was started with a fundamental mission and vision:

'To create a professional and stable trading environment in which the industry can prosper and consumers can enjoy peace of mind.'

'To be a national organisation, representing the country's reputable kitchen manufacturers and associated product suppliers with the purpose of offering the public peace of mind by association as well as facilitating solution driven resolutions between members and consumers in areas of dispute.'

The KSA has three main stakeholders: the consumer, the kitchen manufacturer and suppliers to the kitchen industry. The needs of each of these

stakeholders is intertwined and as you benefit and assist one, you do so the others.

An important role of the KSA is to protect the rights of the consumer. Because membership of the KSA is voluntary, consumers have peace of mind that by working with a KSA member they are working with a company that has chosen to be held accountable by an objective third party. As such the KSA can only offer the consumer assistance and protection if they choose to work with a registered KSA member and make use of the facilities put in place to afford them protection and security. To ensure a fair and equitable dispute process KSA staff have been trained in mediation and are registered with the South African board of mediators.



Whatever your budget or specification the KSA has members who can fulfil your brief whether it be DIY, a locally manufactured product or an imported product.

It is vital that, before appointing a company, membership is confirmed on the KSA website.

ksa
The Kitchen Specialists
ASSOCIATION



KSA MEMBERSHIP IS GRANTED IN THREE FIELDS:

Kitchen members - companies that manufacture and/or install kitchens - these companies are required to offer a minimum guarantee of one year on their product and installation. They must also have a showroom where you can view the quality of their product. A new addition to our kitchen membership is an international membership which facilitates like-minded kitchen companies outside of South Africa to register with the KSA and have their credentials vetted and have the KSA support them and their clients from South Africa.

Supplier members - companies that are affiliated to the kitchen industry by supplying a wide range of products and services to the industry.

Stone & Surface Fabricators - companies that process and fabricate surfacing materials.

By ensuring your kitchen company is using products supplied by a KSA registered supplier or fabricator you increase your safety-net for recourse in a dispute.

The KSA has a strict code of ethics and a code of conduct to which all members subscribe. The code of ethics covers manufacturing, installation and service standards, while the code of conduct covers personal accountability for our members behaviour to one another and their clients. Membership is not easily awarded and members references are screened on their application. Members must have been trading for a minimum

of three years, pass a reference check and be in good standing within the industry. All members must also agree to abide by any ruling handed down by the KSA or risk suspension or expulsion from the association.

THE KSA HOLDING ACCOUNT:

The KSA Holding account offers a safe place for disputed funds, deposits and final payments. It can be utilised at any time by agreement between both parties and at no cost to the consumer. Use of the holding account is the only way the KSA can afford protection to a customer's funds.

This account facilitates a sense of trust between the parties. It gives the kitchen company comfort in knowing that the needed funds are available, while allowing the customer to retain control of the release of those funds. Application forms to utilise the account as well as information on how the account works can be downloaded from the KSA website.

It is an industry standard for kitchen companies to request a 50% deposit on signing of the contract, a further 40% on delivery of carcasses to site. The final 10% is payable on completion of the work and signing off of the job. We are seeing companies change these terms as the cases on non payment rise. Should you be nervous about sticking to the payment terms in a member's contract you are free to make use of the KSA's holding account, placing all the funds into the account and negotiating drawers. This ensures both parties have peace of mind.



As an industry body the KSA provides advice and guidance. KSA staff are happy to assist both consumers and industry players with any questions or concerns they may have related to the industry or a new kitchen project.

In the unfortunate event of a dispute arising between a KSA member and their client the incident can be reported by downloading the dispute registration forms from the KSA website. KSA undertakes to assist with any legitimate complaint that falls within the kitchen's installation and guarantee period. The KSA's mediation service aims to provide a fair and equitable resolution to the problem without it having to turn legal.

Details of how our dispute process works can be downloaded on our website as can the acceptable industry tolerances we observe during a site inspection.

For further information and a full list of members please visit the KSA website or contact your regional KSA office.

Please visit our web site www.ksa.co.za



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*The KSA
team!*