



DOMESTIC APPLIANCE SERVICE ASSOCIATION

Application Pack

Introducing DASA

May we first thank you for your enquiry about the Domestic Appliance Service Association and we hope that you find the following information useful and sufficient to encourage you to join your colleagues in the industry who are already members of the Association

There are many services that we currently provide to support the industry, and we list some of these below, however there are many other things that we would like to do in order to improve standards and gain the recognition that our profession deserves.

To fully advance these issues we need to grow the Association and gain from the collective experience and knowledge of the people and companies working in the trade. We believe that by working together, solutions can be found to the problems we face and that we can, collectively, move the industry forward.

Who Are We?

DASA is a non-profit trade association and the main objective is to help and support the membership in any aspect of their business while improving the quality standards of the domestic appliance service industry.

Managing a business in a fast, demanding and constantly changing environment, is becoming less and less about what happens inside the business. External factors such as legislations, consumer expectations and technology innovations are now having such an impact that there has never been a greater need of external help.

DASA wants to provide a wide range of services, some of which are already shared our members from single service engineers to larger service organisations, work providers and manufacturers who just like you share the same strength and weakness, opportunities and threats.

Benefits to You

There are numerous reasons for you to become part of DASA

Recognition for Quality and Expertise

The DASA logo stands as an assurance to consumers and clients that your standards are up to those set in our Code of Practice. The DASA logo is already recognised as a stamp of quality and reliable, reputable service and we aim to increase consumer awareness as we go forward. DASA members can take full advantage of the benefits of displaying the DASA logo and it can be used as an excellent marketing tool to promote your business.

Technical Support and Updates

We are currently working with manufacturers to provide a current and updated contact database and technical forum which will give valuable help for anything from identifying a spare part to reading a fault code. Sharing technical knowledge with others has always been the most preferred approach and to utilise the vast depth of knowledge and experience within the industry the Association has created a technical forum as part of the DASA web site.

Making You More Profitable

The DASA website generates hundreds of hits each month which lead to valuable chargeable work enquiries and new customers. Members can personally update their Company profile on the DASA web site according to the services they provide.

Growing the association will allow greater opportunities to negotiate group discounts in areas such as

- ✓ Vehicle purchase & Maintenance
- ✓ Tools, Meters & Equipment
- ✓ Insurance – Public & Employers Liability & Motor Insurance
- ✓ Business Advice and Support
- ✓ Free Listing under Approved DASA Members Web Site (www.dasa.org.uk/members)
- ✓ Links to work providers

Training & Skills Gaining

DASA has always supported training and is, and has been, represented on several Governmental training agencies. DASA was also heavily involved with developing the NVQ level two training programme for service engineers and is working to ensure that the qualification is carried forward to the new European training structure that will replace the NVQ standard

Giving You a Voice

One of our roles is to work with, and lobby, Government Departments and Agency to ensure that our members have their say and are taken into account when new legislation is considered. The most recent example of the influence we can exert is our involvement in formulating the new refrigeration legislation where we were instrumental in ensuring that low Kg domestic systems were treated different and less onerously than the larger commercial equipment. We also represent our members' views within the industry on bodies such as the Gas Safe Register and City and Guilds.

Industry News and Updates

We provide our members with concise, practical and relevant information which helps them run their business more effectively, safely and more profitably. Our **eOrbit** news letter has the latest developments, current regulations and forthcoming developments within the industry which coupled with the **members' forum** keep you always up-to-date.

Complaints Resolution Procedures and Assistance

Left unresolved, disputes can have far reaching consequences. Reputations are slowly earned but quickly lost! Inevitably, each party to a dispute may feel that the other is being unreasonable. In order to ease the deadlock, involvement of a third party can be invaluable and DASA can act as an adjudicator on such occasions

We hope the above overview of some of the benefits available to our members will help you see that DASA is an association truly dedicated to, and governed by, the members, the independent domestic appliance engineers and companies. We would like to invite you to consider the possibility of joining the Association and gain from the benefits of membership. Should you wish to do so would you kindly complete and return the enclosed application form, at the back of this pack, or if you would like to discuss the above further please contact the Association on the telephone number or email addresses contained in this pack.

Elected Officers AGM 2011

Steve Debejer	Chairman	- Respond Services Ltd
Mark Scogings	Vice Chairman	- Stellisons
Jason Huby	Treasurer	- Huby Domestic Appliances Ltd
Ross Ganev	Secretary	- Domex UK
Walter Russell	Past Chairman	- RDA Service & Installation
Dave Coombes	Administration	

Elected & Re-Elected Council Members AGM 2010

Philip Dill	- Dill & Sons Ltd
Paul Greenberg	- JTM Contracts Ltd
Dave Highton	- Independent Services Ltd
Neil Howieson	- Domestic Appliance Helpline
Alan Bailey	- Dolphin Appliance Care
Andrew Newlove	- Andrew Newlove Repair Service
David Pannell	- Dave Pannell Appliances
David Parker	- RepairCare Ltd
Alex Reed	- Sedgemoor Domestic
Simon Flint	- Masterfix DAR Ltd

DASA Constitution

1. GENERAL

- 1.1 The Domestic Appliance Service Association in this constitution will be referred to as DASA.
- 1.2 A member company will be by definition either an associate or a member (see 3.1-3.2).
- 1.3 Whenever this constitution refers to a minimum period of time, this should be interpreted as the number of clear days between the events mentioned.

2. AIMS

- 2.1 To promote and maintain a high standard of workmanship and service in the industry.
- 2.2 To promote and further the interests of members generally.
- 2.3 To endeavour to settle differences, which may arise among members, and to promote wider, and friendlier discussion between persons engaged in any branch the industry.
- 2.4 To circulate, among members, information on matters relating to any branch of the industry
- 2.5 To support, promote. Or oppose and to watch for legislation and other measures which may affect the members.
- 2.6 To act jointly with others in the furtherance of these aims.
- 2.7 To support and promote training schemes for persons including apprentices within our industry.
- 2.8 To promote good health and safety practices.

3. MEMBERSHIP

- 3.1 Persons or businesses carrying out Domestic Appliance repairs and/or electronic repairs. To be referred to as a Member.
Minimum qualification time 18 months trading, or 12 months with an agency. Subject to the necessary application form and approval of the council.
The membership year will be 1st November to 31st October.
- 3.2 To be referred to as Associate Member.
Businesses associated with the appliance, radio and television industry. Subject to the approval of the council.
The membership year will be 1st January to 31st December.
- 3.3 A member wishing to resign during a membership year must do so in writing to the secretary. The resignation will take effect from the end of the membership year, when all claims and reference to DASA must be removed.
Membership will cease when a member:-
 - a. Ceases to trade.
 - b. Is declared bankrupt or insolvent.
 - c. Is the attention of an unfair trading order, issued by the Trading Standard office.

4. MEMBERSHIP FEES

- 4.1 Fees for the next membership year will be agreed at the October annual AGM, for implementation from ;-
1st November for Members, and 1st January for Associate members, respectively.
- 4.2 Fees are payable within thirty days of membership renewal invoice’.
- 4.3 If a new Application for membership has been accepted and the applicant as not paid within thirty days of invoice, the application will be deemed void.
- 4.4 New members joining part way through the membership year will pay a proportionate part of the fee. Subject to a minimum of three months fee.
- 4.5 Members who are six months in arrears will be invited to attend the nearest council meeting to the six months, to make representation in person or write as to why they should not be struck off.
- 4.5.1 Members who are more than six months in arrears will be requested to pay the full amount, or be deemed to have resigned from DASA. They also forfeit all rights, and references to DASA must be removed.

5. MANAGEMENT

- 5.1 Management will be an elected group of up to 15 persons drawn from Members and Associates. Within this group will be five officers, who must be full members of the Association, and ten council members who’s commitment will be for up to two years. Officers will be elected by the AGM to post, from which they are collectively responsible for the day to day running of the Association.
Officers:-
 - Chairman
 - Vice Chairman
 - Treasurer
 - Secretary
 - Immediate Past Chairman
- 5.2 The officers are elected annually, and are eligible for re-election to post. Exception is the Chairman, who shall not hold the post for more than three consecutive years. Unless decided by a general meeting of members, where no alternative candidate has been proposed. This will not preclude him/her from returning as a council member.
- 5.3 Five Council members shall retire annually, but are eligible for re-election.
- 5.4 The Council may fill any vacancies during the membership year , for the un-expired part of the year.
- 5.5 The Council may co-opt persons to carry out specific task.
- 5.6 A Council member can be removed by the agreement of the council for:-
 - a) Clause 3.3 a,b, c
 - b) Non attendance

- 5.7 The Council will meet at least four times in a membership year, and at other times as deemed necessary.
- 5.8 All meetings to be posted on the web site or by means deemed suitable by council. The meetings are open for all members and associates to attend.
- 5.9 Five council members make a quorum.
- 5.10 In the event of a tied vote the chairman has the deciding vote.

6. ADMINISTRATION

- 6.1 The affairs of DASA will be managed by the members in general meetings, the elected council, and The Honorary Officers in accordance of this constitution.
- 6.2 The Council may nominate, to be elected by the membership at the AGM, an Honorary President, who may hold the office for a maximum of three years.
- 6.3 The honorary President may attend all Council meetings and the AGM, but is not, by virtue of their office entitled to vote.
- 6.4 The Chairman, and in his absence the vice-Chairman, will president all meetings. In the absence of both then a chairman will be elected from those present to chair the meeting.
- 6.5 The Treasurer must ensure that proper accounts of the financial affairs of DASA are kept, and available for inspection by the members of the council. A report on the financial position of DASA will be available at each meeting.
- 6.6 Cheques raised by the Treasurer will be countersigned by one of two other designated Officers.
- 6.7 Sub Committees will be appointed from time to time by the Council for a specific purpose
None council members can be co-opted onto these sub committees to help and advice.
Terms and reference to be agreed by Council.

7. ANNUAL GENERAL MEETINGS

- 7.1 An annual General Meeting will be held each October at a venue and time decided by council at which time all members and Associate members are entitled to attend and vote. There being one vote per member or Associate Company.
- 7.2 The Meeting will be to elect the Council and officers, and for that transaction of any other business appropriate to DASA.
- 7.3 Notice of meeting will be placed on the website a minimum of sixty days prior to the event.
- 7.4 A proposed agenda will be posted on the website within ten days of the event where possible.
- 7.5 Nominations for Officer/Council will be accepted by the secretary in writing up to ten days prior to the event. Placed on the website seven days prior to the event. (Where possible) also displayed at the event.
- 7.6 The council can call an extra-ordinary meeting should it feel it would be in the Associations best interest.
- 7.7 Members can call an extra-ordinary meeting by sending a written request, supported by ten (10) other members to the Chairman. This meeting to be held within thirty-one (31) days of its receipt

DASA Code of Practice

All members of the Domestic Appliance Service Association are required to adopt this Code of Practice as the minimum standard when offering service for domestic electrical appliances and consumer electronic products in the United Kingdom.

The Principal Aims

- To offer service wherever possible within three working days
- To be able to supply spare parts within an acceptable period of time
- To resolve customer complaints

1. FUNCTION

It is the responsibility of the service organisation to ensure that a prompt and efficient service is carried out.

2. COMMUNICATION WITH THE CUSTOMER

The service organisation should be adequately staffed to receive and handle all requests from customers, for service and information. Written communications should be answered quickly. Complaints should be investigated and be resolved as quickly as possible and the customer advised of the action being taken.

Customers that are dissatisfied with the treatment of their complaint should be advised to seek the opinion of either:

- Their Local Trading Standards office
- Citizens advice bureau
- The Domestic Appliance Service Association for mediation

3. CUSTOMER RESPONSIBILITIES

- Customers should ensure that the product has been installed by a competent person, in accordance with the manufacturer's instructions.
- Customers should use the product only for the purpose intended.
- When requesting service customers should provide full details of the of the appliance, including proof of purchase or extended warranty, where appropriate.

4. REPAIR COSTS

- Customers should be advised of the cost of the repair before commencement of the repair.
- On completion of the repair, if requested by the customer a detailed invoice should be provided giving brief details of the work carried out. Labour charges, cost of materials and Vat should be itemised.
- Should the product be taken into workshops for repair the customer should be advised of the cost of the repair, prior to commencement of that repair. After further examination, if it is found that

the estimated cost of the repair is likely to be exceeded, the customer should be advised immediately, and acceptance of the extra charge sought before work proceeds.

- If a promised completion date cannot be honoured the customer should be advised immediately

5. GUARANTEES

All repairs carried out will be guaranteed for up to 12 months at the discretion of the repairer. This will depend upon the nature of the repair and the condition of the appliance. Guarantees shall not detract from the legal right of the customer.

6. SAFETY

On completion of each service call, or work in a service workshop, testing of the Domestic appliance will be carried out to ensure the appliance is safe.

7. COMPETENCE

All service staff and those handling complaints should receive full and regular training.

Adequate training must be available for service engineers and manufacturers courses should be used where appropriate.

8. THE DASA PROCEDURE FOR CUSTOMER COMPLAINTS

DASA believes that the majority of repairs carried out by its members are performed expeditiously and satisfactorily. Those few repairs which result in the customer being dissatisfied are usually quickly rectified by the service organisation itself.

DASA is prepared to intervene in complaints by customers which concern the repair services offered by its members. The procedure is as follows:

The code of practice for the service of electrical and electronic Consumer products sets out the minimum standards to be achieved by DASA member's service organisations in order to ensure an efficient and effective service to the customer.

All members of DASA are required to adopt the code of practice when offering service for domestic appliances in the United Kingdom.

The DASA code of practice is published and made generally available so that all sectors of the domestic appliance manufacturing, distribution and servicing industries together with consumer organisations arbitration authorities and members of the public know what standards the association expects of its members.

DASA will assist customers, Trading standards offices, Consumer advice Centres, Citizen Advice bureaux and any other similarly recognised bodies with serious complaints against its members.

9. ARBITRATION

The association has an arbitration Scheme which is available for use by customers who require a speedy and inexpensive machinery for resolving complaints. This is for use where a DASA member is involved and the complaint cannot be settled directly between the two parties concerned. The scheme involves settlement of the dispute by using documents only and is handled by an independent arbitrator appointed by the president or the Vice-president of the Chartered Institute of Arbitrators.

It requires a deposit from the customer and a nominal arbitration fee from the member. Details may be obtained from DASA.

Complaints under the DASA procedure should in the first instance be sent in writing to the Principal of the Member Company.

Failing resolution, details of the complaint may be submitted in writing to the address below

DASA Contact Details

Business Address: **Domestic Appliance Service Association,
2nd Floor 145-147 St. John Street,
London,
EC1V 4PY**

Telephone: **08702 240358**

Website: www.dasa.org.uk

E-Mail: **dasa@dasanet.org.uk**

Membership List (Jan 2011)

0800 Repair Agents
A B Electrics
A.N.D.
A1 Technical Services
Advanced Domestic Services Ltd
Andrew Newlove Repair Service
Appliance Services Warehouse Ltd
Artic Services (Swindon) Ltd
Ashbridge Domestic Appliances
Ashford Domestic Appliances
Autowash Ltd
AWS Appliance Spares Ltd
Bendaire Services
Bourne Electrical Ltd
Brett Electrical Services Ltd
Capital Repairs
Centigrade Refrigeration Ltd
D.A.R.
Dalleys Repair Centre (Tamworth) Ltd
Dave Pannell Appliances
Dill & Sons Ltd
Dolphin Appliance Care Ltd
Domestic Appliance Contract Services
Domestic Appliance Helpline
Domex Uk
E P Electrical
Electro Services
Electrofix of Doncaster
Entacall Telecommunications
Everlast Domesitic Repairs
F.D.J. Prior
Ferrers Technical Services Ltd
G.J. Watkinson Electrical
G.T. Electrical
Grange Electrical Co Ltd
H & J Electrical (Heckmondwike)
Hio Tec Services Scotland Ltd
Home Aids Service
Homerserve Ltd
Huby Domestic Appliances Ltd
I C Domestic
Independent Services Ltd
Integral Appliance Solutions Ltd
Joe Graham & Son Ltd
JUL Services
Keith Fenwicks Electrical
Lister Domestic Appliance Engineers Ltd
Lewis Electrical
M.A.Walsh Vac Services
Masterfix DAR Ltd
Masterspares
McKissock Appliance Repairs
Megan Technical Services
Mike Withinshaw Appliance Repair Service
Millers (UK) Ltd
NL Services Ltd
O Driscoll Electrical
Pattersons Quality Service Ltd
PSG Refrigeration Ltd
Quality Electrical (Highcliffe) Ltd
RDA Service & Installation
Repaircare
Respond Services Ltd
Roy Waring South Ltd
Sedgemoor Domestic AppliancesLtd
Services 71
SMC Services
Stellisons ltd
Stewart & Young Ltd
Trio Domestic Appliances
Uni-Fit Appliance Care
W Crum A1 Repairs
Wash-Vac Services and Repairs Ltd
Wefix Uk Ltd

Associate Members (Jan 2011)

AWS	Dixon Training	Qualtex	NESN
Connect Distribution	Electrolux	Maurice Lay	Samsung
DeDietrich	ISDAL		

Notes

Domestic Appliance Service Association

2Nd floor
145 -157 St John Street
London
ECV 4PY
Telephone 08792 240358
Website;-www.dasanet.org.uk
Office@dasa.org.uk

Application for Membership

I wish to apply on behalf of the organisation named below for membership of the Domestic Appliance Service Association (DASA). In the event of the organisation becoming a member of DASA I agree that it will abide by the Constitution, Rules, Bye-laws and Code of practice laid down by the Association.

I understand that this application will be subject to the decision of the Council and that if this application is rejected for any reason the application fee will not be refunded. I know that a copy of the Constitution is available to me upon request.

Principal Trading Names:

Address:

.....

Post Code:

Contact Name: **Telephone Number:**

Email Address:

Other Trading Names

Please state any other name in which you provide a repair service for domestic appliances

.....

Names of Owners/Principals

If you are a sole trader, please state full name

.....

If you are a limited Company, please state the full names of all the Directors

.....
.....
.....

If you are a partnership, please state the names of all the partners

.....
.....
.....

Premises (Cross out the ones that do not apply)

Private house

Workshop and/or Office

Retail shop

Other please specify.....

Any Other Services

Please state any services which your company provides in addition to the servicing and repair of electrical and/or electronic services

.....

Stock of Spare Parts

Please estimate the net value of spare parts held in stock £.....

People Employed

Please state the number of people employed within your organisation

Principals: Service managers: Receptionists: Others:

Workshop Engineers: Field Service Engineers: Apprentices:

TOTAL EMPLOYED:

Do your field engineers carry identity cards:

YES

NO

Service Agencies

Please list below all authorised service dealerships and/or agencies for in guarantee repairs currently held Stating the Manufacturers name product groups and the length of time for which each agency has been held

Manufacturer	Product Group	Years Held
.....
.....
.....
.....

References

Please give the names and addresses of any established DASA members who will support your application from personal knowledge.

.....

.....

.....

.....

.....

Products Repaired (please cross out the ones that do not apply)

Home laundry

Washing Machines	Clothes Driers	Dishwasher
------------------	----------------	------------

Refrigeration

Refrigerators	Freezers	Room air conditioners
---------------	----------	-----------------------

Cooking

Electrical	Microwave	Gas
------------	-----------	-----

Small Appliances

Floorcare	Other small appliances
-----------	------------------------

GasSafe Details

If you carry out gas work please enter your GasSafe registration number:

Insurances

Type of insurance:

Insurance company:

Limit of indemnity

Employer’s Liability: £.....

Public Liability: £.....

Test Equipment

Please list test equipment carried by your engineers

Description	Manufacturer	Type
.....
.....
.....
.....
.....

Please give details of any other items that are available but not carried by the engineers

.....
.....
.....

Guarantees

Please give details of guarantees which your organisation gives on repairs

Spare Parts:

Labour:

