National Accounts Committee Meeting Minutes

Meeting Date	**24th March 2026**
Attendees	**Dave Rudd (DR), Kevin Belz (KB), Greg Cramond (GC), Nathan Strachan (NS), Todd Sugre (TS), Logan Cunningham (LC)**
Location	**Teams Meeting**

Agenda Topics

1. **National Accounts Charter**
2. **Indemnity Agreement**
3. **Business Development Consultancy – Mark Nogaj**
4. **Licensee Feedback on existing relationships**
5. **Gridfree Solar Installations**
6. **School Business Managers Conference**
7. **Retirement Village Association**
8. **Any Other Business**

Meeting Notes & Actions

1. **National Accounts Charter**
    - National Accounts Charter is currently with solicitor for review (discussion with solicitor scheduled for 25/3/26)
    - Purpose is to provide clarity on the structure and role of the National Accounts Committee
    - Final document to be distributed to all licensees and included with any new licensee agreement

    Actions:

    DR & KB to meet with Solicitor 25/3/26 and finalise document for circulation to the NAC and licensees

2. **Indemnity Agreement**
    - Purpose – protection of Mastercraft Electrical (NZ) Ltd, Mastercraft Services (NZ) Ltd, its directors and the Mastercraft brand

- Any work secured via Mastercraft is effectively subcontracted to Licensees. With Mastercraft holding the head contract with a client, licensees need to indemnify Mastercraft against any works not completed to the requirements of the contract, regulations, standards and law including meeting the requirements of the Health & Safety Works Act
- Further discussion with the solicitor to ensure the document is legally correct and provides the required protections
- Final document to be distributed to all licensees for signing
- The document will become an appendix in all new license agreements

Actions:

DR & KB to meet with Solicitor 25/3/26 and finalise document for circulation to the NAC and licensees

3. **Business Development Consultancy**
    - DR has suggested utilising the services of a specialist Business Development Consultant as a start to investigating potential national account opportunities
    - Mark Nogaj of Marksman Business Consultants has been recommended
    - Mark has an extensive list of contacts predominantly in the construction sector and there is opportunity to align MCE/MCP with companies requiring our services
    - Services are on an "as required" basis meaning there is no fixed contract for time or cost, and we pay for the time we utilise Marks services
      Initial investment of $5k will provide DR with 20 hours of time with Mark to utilise his contacts, meet with potential businesses etc
    - DR has completed reference checks with existing clients and feedback from each on Marks capabilities and service were extremely positive
    - Any opportunities will be communicated back to the NAC for review and discussion around proposed solutions
    - Investment in this Business Development initiative will be made from the Group Growth Fund
    - It was agreed utilising a direct approach through know contacts was a good approach and worth investing in alongside continued investment in social media

    Actions:

    DR to confirm and engage services of Marksman Business Development with an initial investment of $5k.

4. **Licensee Feedback on Existing Relationship**s
    - Request to feedback any existing clients/contacts where there is potential to expand the relationship across the wider group has been **NIL**

- It was agreed that there will be contacts within the group that could offer potential and using existing relationships provides a better opportunity for success
- NAC to assist in requesting support from licensees in all initiatives otherwise progress will be limited
- Dan from DTS Electrical has contacts with Securatec and there could possibly be opportunity in this space
- DR has tried to contact Matt from 24 Seven in regard to FM type contracts seeking information

Actions:

DR to follow up with Dan re Securatec contact
DR to follow up with Matt re insights into FM work.
DR to again request any existing contacts from licensee group

5. **Gridfree NZ Installation Work**
    - DR has been in communication with Gridfree NZ (contact of Murrays) as Gridfree are keen to align with a national installation service
    - Opportunity for MCE to become preferred installer of their solutions sold online across NZ (excluding Waikato, Taranaki and Whangarei where they have formal agreements already in place)
    - All solutions scoping and sales are completed by Grdifree, MCE role would be installation only
    - LC has a current customer to complete install with and will review and provide feedback
    - Gridfree would prefer a set install cost based on the specific solution they sell. It is suggested NAC review costs, and a proposal is presented to Gridfree for their feedback
    - Potter and Ghost Electrical are already installer so will speak with them for feedback

    Actions:

    DR to maintain contact with Gridfree and advise continued interest
    DR to contact Potter Electrical and Ghost Electrical for Feedback
    LC to provide feedback on current customer installtion
    NAC to review opportunity and provide thoughts on installation pricing for presentation to Gridfree

6. **School Business Managers Conference**
    - Mastercraft has committed to promoting to sponsoring and exhibiting all services at the upcoming School Business Managers Conference in July

- Conference is attended by School Business and Property Managers providing direct contact with decision makers
- Benefit is seen in promoting the Mastercraft brand and starting to build relationships within the education sector – circal 2400 schools across the country all requiring electrical/plumbing maintenance services plus there is opportunity with joinery requirements

Actions:

DR attending conference and will provide feedback and any available contacts list at completion

7. **Retirement Village Association**
    - Suggested that Mastercraft become an associated member of the RVA providing exposure of our service to this market sector
    - See attachment for benefits and details
    - Annual member ship $600 to be allocated across MCE/MCP/MCK

    Actions:

    DR to complete membership registration

8. **Other Business Raised**
    - Use of Lead generation services for development of solar leads
    - Suggested “My Solar Quotes” provides a good service

    Actions:

    DR to follow up and see if there are any group benefits in terms of cost of leads

    Discuss at upcoming Comms Day

Retirement Villages Association

RVA Associate Membership 2025/26

Your gateway to New Zealand's retirement village sector

The Retirement Villages Association (RVA) connects the organisations shaping retirement living across New Zealand.

As an **Associate Member,** you'll gain powerful access to the people, knowledge and opportunities driving this dynamic, high-growth industry.

Why join?

Associate membership gives you **visibility, credibility and connections** with the sector's decision-makers.

Be seen & heard

- **Conference exposure** – Exhibit at the annual RVA Conference at a discounted member rate and reach 96% of NZ retirement villages.
- **Sponsor with impact** – Put your brand in front of operators by sponsoring different parts of the RVA conference, a regional forum, or activity. Only RVA members can sponsor the industry's events!
- **Advertise** – Share your expertise through our monthly e-newsletter (2,500+ industry subscribers) with case study articles or cost-effective advertorials and banners.
- **Directory listing** – Your logo and company story featured on RVA's online supplier directory for year-round discovery.

Connect & engage

- **Regional & policy forums** – Network at regular regional meetings and specialist forums across the country.
- **Speaking opportunities** – Secure the microphone at forums, webinars or workshops to showcase your thought leadership.
- **Member introductions** – We facilitate warm introductions to relevant operators and teams.

Gain credibility

- RVA membership signals trust. Your organisation is endorsed by the Association's Executive Committee and recognised as a quality supplier in the sector.
- Build relationships that turn into long-term contracts.

Unlock insights

- Access RVA's industry data, policy updates and exclusive member briefings to stay ahead of trends and reforms.

Member benefits at a glance

Benefit	Value to you
Conference exhibit discount	Prime exposure to owners, operators and developers
Newsletter advertising	Reach 2,500+ subscribers for just $195 + GST per advert
Online directory listing	24/7 visibility to the entire sector
Sponsorship	Speak directly to operators and decision-makers
Networking	Connections with 96% of NZ retirement villages

Investment

Annual membership fees (1 April – 31 March)

- **Standard organisations: NZD $600 + GST**
- **Sole traders / small businesses (≤3 FTE): NZD $350 + GST**

Joining part-way through the year? Fees are pro-rated so you only pay for the months remaining.

Joining is simple

Apply online at retirementvillages.org.nz!

Member voice

"RVA membership has opened doors we could never access on our own. Since joining, our business has grown from having a handful of retirement village clients to working with over 80% of the sector – it's the best business development investment we've ever made and our partnerships are enduring."

— Philip Negus, APL Windows

Ready to grow with the sector?

The retirement village industry is expanding rapidly, with increasing demand and strong GDP impact. RVA Associate Membership puts your brand at the heart of this growth.

Join today and connect with the decision-makers shaping New Zealand's retirement living future.