

## News Release

**Date: June 2007**

### **FENSA in Focus**

We hear a lot about improving services for window customers, but what about support for the installers themselves? FENSA Limited is the Fenestration Self- Assessment Scheme for companies that install windows and doors in homes. It is a scheme which allows installation companies that meet certain criteria to self certify that their work complies with Building Regulations. FENSA now has over 9000 Registered Businesses, registered to self certify, accounting for over 90% of the industry's installations.

Graham Hinett, Chief Executive at FENSA, thinks support for its Registered Businesses is the main reason FENSA is the industry self certification standard: "FENSA aims to provide a united voice and set clear standards for its Registered Businesses, and to combine this with a great level of support. It is in our mutual interest to protect and defend the reputation of our industry."

The newest method to achieve this support is the Networking Happy Hours, scheduled to run at various locations in the country all through the spring. These evenings will provide an opportunity for Registered Businesses to meet with FENSA representatives, industry colleagues, and possibly the local BBA Inspector over a relaxing beverage, be it a pint or glass of wine. The FENSA team will be on hand to answer any questions. FENSA is run by the industry, for the industry, and we hope that by getting people together we can identify what we can all do to improve the industry. The first of these happy hours will be in Bournemouth on 19th April, Bristol on 23<sup>rd</sup> May and Birmingham on 20 June. .

In addition, from February this year, FENSA launched a new technical helpline relating to Building Regulations to help its Registered Businesses. Graham Hinett said: "The helpline is really moving the industry forward, ensuing that we are giving our Registered Businesses the very best support." The technical helpline is

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headed up by Mary Hewett based in FENSA headquarters, London. Mary has over 16 years experience within the GGF Group. She explains the value of the helpline: “Ensuring that all installers understand the technical implications behind the building regulations is fundamental to the industry and its future.”

From the calls that we have already had, we know the helpline is certainly meeting a demand. We have had over 200 calls since the launch of the Technical Helpline dealing with enquiries relating to Approved Documents A (Structure), B (Fire Egress), F (Ventilation), J (Gas Appliances), L (Thermal performance), M (Access) and N (Safety Glazing).

One other way FENSA supports its Registered Businesses is through the identification of rogue traders. The FENSA brand is a sign of quality, and consumers are increasingly asking for it by name. However, sometimes non- FENSA Registered Business are illegally using the FENSA logo and claiming to be part of our Scheme. Whilst imitation may be the finest form of flattery – it is important that we protect the brand in order to better support the industry. After all, it is the self certification brand the consumers recognise. Therefore, FENSA is creating a Cowboy Stoppers Website; which will enable observant installers or customers to register their concerns about the credibility of an installer, anonymously. Mary Hewett explains: “I am passionate about defending the position of our fully paid-up registered installers. We energetically protect the value of the FENSA brand, and with this new Cowboy Stoppers Website we will be able to provide the support the industry needs.” The website will also provide a valuable resource for consumers, providing advice on what they should look for when appointing an installation company that can self certify their work.

If you would like to find out more about becoming a Registered Business with FENSA, please visit our website [www.fensa.co.uk](http://www.fensa.co.uk). For information on the Networking Happy hours, please contact [sman@fensa.org.uk](mailto:sman@fensa.org.uk). Finally, if you are a Registered Business and want to speak to Graham Hinett, please email him directly on [askgraham@fensa.org.uk](mailto:askgraham@fensa.org.uk).

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