

October 2011

Sign up for a FREE Focus Discussion Group

FENSA will be hosting a Focus Discussion Group for its Registered Businesses to find out how to improve its service. FENSA Registered Businesses are invited to participate during the early evening of Thursday 3rd November 2011 in Leeds at 7pm.

The aim of the Focus Discussion Group is to enable FENSA to identify installers' needs to improve its service offering beyond the basics of enabling self certification.

Focus research groups are organised annually to help FENSA to gain a better understanding of installer's views and perceptions.



Registered Businesses will be provided with the opportunity to share their opinions on how FENSA can make improvements. On the evening, installers will form part of a small informal group of 8 – 12 people to discuss their experiences and opinions of FENSA over the last year. Complimentary refreshments will be provided. As a token of FENSA's appreciation for installer's time, all focus group participants will receive a gift post event for participating.

The Focus Discussion Group is being hosted on Thursday 3rd November 2011 at 7pm in Leeds. Spaces are limited. To participate, please e-mail sman@fensa.org.uk or telephone 020 7645 3715.

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Further Information on FENSA:

- FENSA stands for the Fenestration Self-Assessment Scheme. It has been set up by the Glass and Glazing Federation (GGF) and other industry bodies as a Competent Persons Scheme for the installation of replacement windows and doors.
- FENSA works closely with and supports the work of the BFRC: British Fenestration Rating Council.
- FENSA is the widely trusted, Government-authorised scheme which enables companies that install replacement windows and doors to self certify compliance under the Building Regulations.
- FENSA Registered Businesses undertake over 90% of installations within England and Wales.
- FENSA has thousands of Registered Businesses nationwide
- FENSA has sent over 7 million homeowner certificates
- 28% of households in England and Wales have used a FENSA registered installer.
- FENSA Registered Businesses need to meet certain eligibility criteria which include:
 - Making a commitment to comply with all laws statutory regulations and Building Regulations in force.
 - Providing the consumer with a warranty or guarantee conforming to the requirements laid down by FENSA from time to time and covering the cost of completing rectification work in respect of defect.
 - "Offering" an independent insurance policy conforming to requirements laid down from time to time by FENSA to customers to cover their guarantee should they for whatever reason cease to trade. In addition where deposits are taken it is a compulsory requirement that indemnity insurance is put in place at the time that the deposit is taken from the consumer.
 - Making a commitment to comply with statutory health and safety, and waste disposal requirements.
 - Maintaining adequate employer's liability and public liability insurance.

For further information contact: Sheit Lan Man, Marketing, FENSA Tel: 020 7645 3715

FENSA - The Gold Standard for Building Regulations compliance in replacement windows and doors

- Over 8 million homeowner certificates sent
- 28% of households in England and Wales have used a FENSA registered installer
- The scheme trusted and demanded by homeowners and local authorities