

July 2009

## Clevedon Window Centre wins FENSA Installation of the Year 2008

FENSA is delighted to announce the winner of the FENSA Installation of the Year 2008 award; Clevedon Window Centre (based in Somerset).

Many entries were received and overall the FENSA panel of judges who comprised senior representatives from FENSA and the FENSA Inspection Team, had an immense and difficult task with many hours spent judging the impressive range and quality of the entries, as well as inspecting the short listed entries. The criteria that the judges looked for included adherence to Building Regulations and thermal performance standards, the quality of the installation and customer satisfaction. Additional factors such as green businesses practices, minimisation of waste disposal, and resource efficiency were also taken into account.

The judges read amazing recommendations and enthusiasm from homeowners who were proud to nominate their FENSA installation, having thoroughly enjoyed their experience of using a FENSA registered business.

Passing on his congratulations to the winners and those nominated, Graham Hinett, CEO at FENSA said 'It was a difficult task to select the winning installation but we had to choose a winner. The award celebrates the importance of recognising excellence in the work of FENSA registered businesses.

Congratulations to Clevedon Window Centre who has shown true dedication, and their customer, Mr and Mrs Bennett for nominating their installation. The winning installation demonstrates how FENSA registered businesses help consumers to meet the requirements of thermal performance and building regulation standards, but it is also a fine example of how FENSA installers often work above and beyond these requirements, to tailor high quality installation products that meet homeowners needs and desires.'

On being presented with the 'FENSA Installation of the Year 2008' trophy by Graham Hinett, CEO at FENSA, the Director of Clevedon Window Centre, Mr Steve Anderson commented, 'We are absolutely delighted that our installation has been recognized and celebrated by people whose opinion matters very much to us – FENSA and homeowners. This comes at a time of year when we have just celebrated our 13th year of trading. We have shown consumers that we really can deliver the things that they have asked for. I can't wait to share this award with everyone in the office!'

Mr and Mrs Bennett, the homeowner who won £1000 for nominating the winning installation said 'We wanted to somehow acknowledge the outstanding work and service that Clevedon Window Centre undertook in our cottage. The FENSA Installation of the Year 2008 award provided us with the ideal opportunity to do so. From initial meeting to completion, Clevedon Window Centre made the decision-making and installation a pleasure rather than a chore. We are very happy that they have won and would thoroughly recommend Clevedon Window Centre.'

To become part of FENSA's 9000 plus network of installers countrywide, please go to [www.fensa.org.uk](http://www.fensa.org.uk) or phone FENSA's dedicated customer helpline on 020 7645 3700. - ends -



Clevedon Window Centre being presented with the winning trophy by Graham Hinett, CEO, FENSA



Mr and Mrs Bennett being presented with the £1000 cheque for nominating the winning installation

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

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FENSA - The industry standard gold for replacement windows and doors - trusted and demanded by consumers and local authorities

- Over 9000 Registered Businesses
- Over 6 million homeowner certificates sent
- Over 24% of households in England and Wales have used a FENSA registered installer

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### Further Information:

#### 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 over 9000 Registered Businesses.
- FENSA has sent over 6 million homeowner certificates
- Over 24% 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

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