

July 2008

Homeowners nationwide invited to nominate their FENSA Installation to win £1000

The search is on for the FENSA Installation of the Year 2008.

Homeowners who have had a replacement window or door installation undertaken by a FENSA Installer between 1 January 2008 and 31 December 2008, and received a FENSA building regulations certificate for the installation, are invited to nominate their FENSA installation for a chance of winning £1000.

FENSA has created this award as a celebration of what FENSA Registered Businesses do, and how well they work with homeowners. A key part of the FENSA Installation of the Year 2008 is rewarding customer satisfaction.

When homeowners hire a FENSA installer, they can be assured that the replacement window and door installation on their property is self-certified as complying with the Building Regulations. The FENSA building regulations certificate that homeowners receive are inserted into the Home Information Pack. Equally important is that homeowners are offered greater protection against 'cowboys' because FENSA installers need to meet certain eligibility criteria to be registered with FENSA, and their installation work is continually assessed by an independent inspection body. FENSA carries out the research on its installers so that homeowners do not have to.

The FENSA brand and FENSA building regulation certificates are trusted and demanded by homeowners. Therefore the entry procedure is for customers of FENSA Registered Businesses to nominate their FENSA installer to win. The prize for the overall winning FENSA Installation of the Year 2008 is £1000 for the homeowner. Their FENSA installer will receive a 'FENSA Installation of the Year' glass trophy (Terms and Conditions apply).

Criteria on which entries will be judged include the quality of the installation and levels of customer satisfaction. Additional points to consider will be factors such as green businesses practices e.g. minimisation of waste and disposal cost, and resource efficiency. The judging panel will consist of members of the FENSA Senior Team, industry experts and the independent inspection body who carries out the FENSA Inspections.

To enter, homeowners must fill in the official entry form that can be downloaded from the FENSA website www.fensa.org.uk. They also need to send along pictures of the completed installation. Entries can be submitted by post (S Man, Marketing, FENSA, 44-48 Borough High Street, London, SE1 1XB) or by email to S Man at sman@fensa.org.uk. Property owners are welcome to invite their FENSA installer to help them fill in the entry form. The deadline for receiving entries is 20 January 2009. Winners will be contacted by 28 February 2009.

Graham Hinett, CEO, FENSA said, "As the most trusted consumer brand in replacement window installations, FENSA is delighted to have created this award, which will enable consumers to recognise the great work that Registered Businesses do. The fact that the entries are assessed based on customer testimonial means that we can ensure we congratulate Registered Businesses for all aspects of the service they deliver." - ends -



Graham Hinett
CEO, FENSA

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

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FENSA - The industry standard for replacement windows and doors - trusted 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 is the widely trusted, Government-authorized 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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