

News Release

September 2009

FENSA

FENSA installers invited to focus groups

FENSA is running its next focus research groups in Crawley on 17 September and Oxfordshire on 24 September 2009. FENSA Registered Businesses are invited to participate.

Client feedback is important to FENSA, and the focus groups are a vital part of this strategy, alongside FENSA's online customer survey and other feedback avenues.

As Graham Hinett, CEO, FENSA said 'We are passionate about continually improving and refining FENSA's service as it is essential that we provide installers with more than just the four walls of self certification, especially as businesses need all the help they can get during the current economic climate. FENSA has been running focus groups since 2007, which has been hugely beneficial with crucial feedback that is being integrated into our service offering for installers. After all, we want to offer products/services that encourage installers to be successful which, in turn, supports our own success.'



Graham Hinett
CEO, FENSA

The research focus groups are held during the early evenings and consist of a small informal group of FENSA installers who talk about their experiences of FENSA, and share how FENSA can improve things for them in the future.

To participate, FENSA Registered Businesses should telephone the marketing department on 020 7645 3715 or email sman@fensa.org.uk.

Spaces are limited. Book your free place now!

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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

FENSA installers invited to focus groups

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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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