

# News Release

# FENSA

February 2009

## FENSA installers invited to participate in online polls on FENSA website

As part of FENSA's continual efforts aimed at communicating with its Registered Businesses, FENSA is inviting its' installers to participate in an online poll, which will be launched in spring 2009 on the FENSA Registered Businesses' website [www.fensaonline.com](http://www.fensaonline.com).

Installers will be given the opportunity to answer questions anonymously. This information will be used by FENSA to better understand the needs of its registered businesses and make improvements to its service offering. Further details of the online poll will be made available on [www.fensaonline.com](http://www.fensaonline.com) during the spring.

As Jon Vanstone, Director of Registered Businesses, FENSA said 'We are committed to enhancing the range of registration benefits for our installers. During 2008, FENSA undertook various activities to communicate with its registered businesses, such as running focus groups, seminars, and exhibitions. This online poll will not only highlight success stories, but also assist FENSA with identifying recommendations for best practices. The survey will identify and map initiatives, cutting across business types, industry sectors and geographical locations that make up FENSA's client base.'



Jon Vanstone  
Director of Registered  
Businesses, FENSA

For further information or to register with FENSA, please go to [www.fensa.org.uk](http://www.fensa.org.uk).

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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 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 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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