

# News Release

December 2009



## FENSA prices frozen again for eighth year

FENSA has announced that it is keeping its prices for all services at the same level for the ninth consecutive year running. Since its' launch in 2002 with industry back up and Government encouragement, FENSA has kept its pricing clear and simple, and at the same level, independent of inflation rises throughout the market.

With this decision, FENSA hopes that the price freeze will go some way to help the pockets of installation companies during the difficult times. The FENSA scheme has been managed tightly in all areas whilst still delivering a quality service with a brand that is accepted by consumers as the required standard for installation companies. The success of the scheme has ensured financial stability in its service that represents by over 90% of the market.

Graham Hinett, CEO at FENSA commented 'In our commitment to welcoming new and old customers, and in taking into consideration the financial pressures being felt by many companies, we are freezing our prices for the ninth year. As we approach 2010, we will continue to add value for our installers by increasing the range of registration benefits that are all designed to assist installation companies with their business whether they be large or small, new or well established. We will continue to work closely with industry bodies such as the BFRC, GGF, Energy Saving Trust and the CLG (Communities and Local Government). This means that we can draw upon their expertise and ensure that the voice of FENSA installers who represent over 90% of installations in our industry is heard and represented.'



Graham Hinett  
CEO, FENSA

FENSA has come a long way since the Building Regulations came into force in April 2002. FENSA's range of feedback mechanisms such as focus groups, trade shows, quarterly magazine and customer helpline, reveal that it is demand from homeowners that drives business for FENSA registered companies. Indeed to date, seven million FENSA certificates have been sent on behalf of over 9000 registered companies to local authorities countrywide.

Currently, some of the other benefits of registering with FENSA includes a free technical helpline, B&Q trade discounts, FREE user-friendly surveyor's guide for new companies, FREE van stickers, discounts with a portable mobile 'Chip'n Pin' provider and free access to a road traffic accident management scheme.

To register with FENSA or for more information, please go to [www.fensa.org.uk](http://www.fensa.org.uk). Over 9000 companies and local authorities countrywide cannot be wrong!



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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
- 7 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 7 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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