

# News Release

October 2008

# FENSA

## FENSA Registered Businesses invited to Focus Groups

FENSA is running its next focus research groups in Cardiff on 4 November, and Manchester on 19 November. Registered Businesses are invited to participate.

As part of FENSA's continual efforts aimed at improving its service for its Registered Businesses, FENSA has been running research focus groups around the country since summer 2007.

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

As Jon Vanstone, Director of Registered Businesses, FENSA said 'This is your chance to make a real difference to shape how FENSA can work for you. FENSA is committed to continually making life easier for Registered Businesses. We will take your views seriously to help us focus on what is important to you. Please do join us at the focus groups - help us to help you.'

To participate, FENSA Registered Businesses should telephone Sheit Lan on 020 7645 3715 or email her on [sman@fensa.org.uk](mailto:sman@fensa.org.uk).

Spaces are limited. Book your free place now!

- ends -



Jon Vanstone  
Director of Registered  
Businesses, 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 - 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 Registered Businesses 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 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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