

June 2011

Installers insists that FENSA report rogue traders



Installers are expecting FENSA to acquire a more active presence in officially reporting rogue traders.

During a focus group commissioned by FENSA in March we established that installers would like to see greater enforcement on companies who misuse the logo and do not comply with regulations.

If installers have documentary proof of unscrupulous traders then it is easier if they report it to us. For example a company based in East London who was not registered was caught advertising the FENSA logo on their website. This was drawn to our attention by a homeowner and we reported it to Trading Standards.

FENSA realises that it may not be conducive for all installers to report rogue traders due to limited time and resources. We appreciate that installers would rather concentrate on running their businesses.

FENSA's role in enabling companies to self certify compliance with the building regulations and disciplining those who are not complying with the regulations provides them with kudos amongst installers. Established businesses feel that they can rely on FENSA to report companies that practice foul play and keep them informed about the outcome.

This suggests that our registered companies have a lot of faith in us and trust us to follow through the action. The faith in FENSA is not just restricted to registered companies; Local Authority Building Control departments regularly contact FENSA to consult on installations, or to handle queries relating to a registered installer.

With the downturn in the economy, homeowners are prone to be more vulnerable to rogue traders offering VAT free work, cash in hand deals, installation work that is not insured by guarantees including illegal work that does not comply with building regulations.

To register with FENSA, or for more information on the range of registration benefits, products and services offered by FENSA, please go to telephone 020 7645 3700 or visit www.fensa.org.uk

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

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FENSA - The Gold Standard for Building Regulations compliance in replacement windows and doors

- Over 7 million homeowner certificates sent
- 28% of households in England and Wales have used a FENSA registered installer
- The scheme trusted and demanded by homeowners and local authorities

FENSA installers get 'guaranteed' best price at B&Q

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Further Information on 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 thousands of Registered Businesses nationwide
- FENSA has sent over 7 million homeowner certificates
- 28% 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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