

Media Information

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Interview with FENSA Director of Registered Businesses

Jon Vanstone is Director of Registered Businesses at FENSA, the Fenestration Self-Assessment Scheme for companies that install windows and doors in homes. Jon is proud of what FENSA has achieved this year in its support for its Registered Businesses, but says that there is still plenty more that they plan to do. FENSA has 9000 Registered Businesses. Once registered, these businesses must certify that their work complies with the regulations, and inform a central FENSA database whenever they carry out an installation.

Q1 : What are your Registered Businesses telling you about the state of the industry?

The overall consensus is that things are going well. We always hear from our Registered Businesses how busy they are, which can only be a good thing. Still, it is in our mutual interest to protect and defend the reputation of our industry further.

Q2: What technical support do you provide for Registered Businesses?

Registered Businesses receive technical information through FENSA News (FENSA's official magazine). We also provide technical support through the online query form on FENSA's website and by email. However, we have some additional forms of technical support which have proved very successful:

Technical Seminars To date, FENSA has run 295 technical seminars across 51 locations in England and Wales. We are continuing this programme of technical seminars relating to Building Regulations during the autumn 2007. Two technical seminars will be held in September and October, and one in November. The locations of these technical seminars will be determined by an online poll to identify where FENSA Registered Businesses would most like to have them. FENSA Registered Businesses are invited to cast their vote on the online poll at www.fensaonline.com. The online poll closes on 31 July 2007.

Technical Helpline We launched our technical helpline at the start of 2007, which is operated Monday to Friday between 9.00am - 4.30pm. The technical helpline is only for enquiries specifically relating to the Building Regulations. Registered Businesses receive a very personalised service as FENSA staff have the experience and knowledge to deal directly with queries relating to self certification and Building Regulations, without the query being escalated or passed on to another staff member.

Surveyor's Guidebook We will be launching a guidebook for surveyors and installers to help Registered Businesses comply with the Building Regulations. This practical tool has been developed with the support of the Glass and Glazing Federation and is scheduled to be published during Autumn 2007. All Registered Businesses will be supplied with one when it is available.

Q3: What else has FENSA been doing to support its Registered Businesses?

Aside from the technical support being provided as mentioned above, FENSA has been very busy so far this year, coming up with new ways to support our Registered Businesses as part of a continuing communications campaign.

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FENSA has been running a series of FREE Networking Happy Hour events during the spring and summer evenings in Bristol and Bournemouth. The next one will be held in Birmingham on Wednesday 18 July. These events are a chance for FENSA Registered Businesses to meet up, and build relationships, with the FENSA team, and each other, while enjoying drinks and canapés.

Q4: What are you looking to do in the future for your Registered Businesses?

FENSA is continually looking at ways to improve its service offering to Registered Businesses.

Website One thing we are looking to do is to improve FENSA's online presence by upgrading the FENSA website at www.fensa.co.uk. The updated website will make it easier for both homeowners and Registered Businesses to find out information relating to the Building Regulations and FENSA. For Registered Businesses, it will be easier to access their FENSA account information, such as viewing or amending installations and adding other branch address locations around the country for homeowners to locate them on the FENSA website.

TrustMark Application FENSA is in the final stages of submitting its TrustMark application.

Registration Benefits FENSA is leveraging its strong brand and status as a business within the GGF group of companies to negotiate discounts on products and services that are specific to the needs of Registered Businesses.

Q5: What percentage of installations get inspected?

Inspections are normally carried out on 1% of each business's installations, subject to a minimum of 2 per annum and a maximum of 100.

In the event of failed inspections, businesses are responsible for the costs of re-inspection, and the frequency of inspections will increase. It is the BBA, who actually inspect the jobs. Of the jobs inspected, Registered Businesses have a pass rate of over 90%.

FENSA is continually making it easier for Registered Businesses to understand the Building Regulations and to increase the pass rate for inspections. The pass rate for inspections has been improving year on year, especially with FENSA's continual programme of technical seminars across the country and the launch of the technical helpline for Registered Businesses.

Q6: In a sentence, what does FENSA offer the industry?

For businesses, registration with FENSA gives you a cost effective, proven way of self certifying your work and meeting the requirements of the Building Regulations. Consumers recognise this, which in turn brings Registered Businesses a direct benefit.

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