

July 2009

## FENSA announces new registration benefit for Registered Businesses

As part of FENSA's continual efforts aimed at increasing its registration benefits for installers, FENSA is launching a new free service exclusively for FENSA Registered Businesses: *RTA Claims Management Service*.

FENSA's RTA Claims Management Service is a free service exclusively available to FENSA Registered Businesses, which will reduce the overall cost of installer's vehicle insurance, giving them access to specialist vehicles and a level of care that is designed purely for glass installers. If FENSA Registered Businesses become involved in an accident that is not their fault, they will receive:

- FREE replacement vehicle of the same class as their own vehicle, including a specialist glass-carrying vehicle.
- FREE vehicle repair by industry specialists
- FREE legal advice and compensation
- FREE physiotherapy (or appropriate treatment)

The cost of this service is entirely free for FENSA Registered Businesses. In addition, installers' overall insurance costs can be reduced by approximately £20 per vehicle as the cost of this FREE RTA service can be removed from the installer's existing insurance cover.

As Jon Vanstone, Director of Registered Businesses, FENSA, commented 'We are delighted to offer this benefit to FENSA registered businesses. When involved in an accident caused by a third party, all vehicle recovery services will as an industry standard, seek to supply the same class of replacement vehicle. However, feedback from FENSA's focus groups, seminars and general queries reveal that installers often experience delays and problems with receiving a replacement van with glass carrying capabilities because the glazing vans are so specialised. We hope that this small step will make it easier for installers to operate a business, especially during the current economic climate when they need all the help they can get with their installation jobs.'

Currently, some of the other benefits of registering with FENSA include B&Q trade discounts, FREE surveyor's guide, FREE van and showroom stickers, discounts with a mobile chip and pin providers and a free quarterly industry magazine called FENSA Times.

To register with FENSA, please go to [www.fensa.org.uk](http://www.fensa.org.uk) or telephone 020 7645 3700.



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 gold 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 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 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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