

News Release

August 2009



FENSA launches 'Consumer Guide to Cowboys' Leaflet

FENSA has recently launched a new leaflet entitled 'Consumer Guide to Cowboys'.

Feedback received from FENSA's focus groups, building regulation seminars, its quarterly magazine 'FENSA Times' and other activities, reveal that FENSA Registered Businesses would like greater support from Government and industry to raise the profile and importance of using reputable tradesmen and in particular, using installers registered with FENSA.

FENSA's 'Consumer Guide to Cowboys' provides homeowners with information on how to find a reputable tradesmen and tips on how to avoid rogue tradesmen.

The leaflet was available for homeowners at the Grand Designs Live London show recently. It is available for FREE from the FENSA website at www.fensa.org.uk.



FENSA's *Consumer Guide to Cowboys* leaflet

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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
- 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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