

FENSA – Why You Should Bother

FENSA's senior managers say the organisation is still about self certification and also about driving work to registered members too.

Competent persons schemes have been in place for a long time. Most installers reading this will know FENSA is the most established and largest of its kind across the glazing industry

Created in 2002 after government authorisation, FENSA permits companies who install replacement windows and doors to self-certify their installation, stating their compliance to Building Regulations.

Driving work to members

These days however, there is much more to being a FENSA approved installer than the ability to issue certificates to homeowners and Local Authorities. FENSA's Director of Membership Chris Beedel explains: "When FENSA was created it was to allow installers to register their work with the homeowner and the local authority, to certify that it complied with the Building Regulations. At the time it was the only organisation of its type – to be honest, that's all it existed for.

"But things have had to change and these days FENSA not only serves its original purpose better than ever, being quicker to process every installation, we now spend a great deal of effort driving work to our registered members too."

Continual improvement

"It's in our interests for a number of reasons," continues Beedel. "The first of which is of course to support FENSA registered in-

stallers, who are the reason for our existence but it is also our responsibility to ensure that the standards of window and door installations are continually improved.

"Encouraging homeowners to ensure that they are aware of the benefit to obtain a FENSA certificate and therefore to use a FENSA installer, means that non-registered and therefore potentially non-compliant installers are less likely to let homeowners down."

How does FENSA do that?

Most recently FENSA has begun advertising on television which, running daily since March until the end of the year, will be seen over 190 million times. The message is use a FENSA Approved Installer to 'ensure the job is done right'. FENSA has also recently launched its new website to manage increased demand, which allows homeowners to search for a local FENSA Approved Installer.

All the proof you need

An 'All the proof you need' campaign using familiar yellow sticky notes is the first major outcome of a business review undertaken by the new boss of FENSA, ex 'Which?' executive Anda Gregory, who fully understands what is needed to increase homeowners' confidence and which in turn will ensure more work for registered installers. The review has also led to much improved processes that result in a more effective advice service for home-

owners and installers.

"We are committed to making FENSA work better for its Approved Installers and through them, to improve industry standards and reputations," says Gregory. "Extensive market research and listening to homeowners and our installers is resulting in a FENSA that is now far more than a self-certification scheme. And it's not expensive either! Jobs can be FENSA registered from as little as £1.80."



Gregory adds: "There is no reason for not being FENSA registered." 

FENSA's mission is to improve window and door replacements across the UK, by professionalising installers and protecting homeowners, says FENSA MD, Anda Gregory - pictured.