

Home Improvement Firms Need Multi-Scope Certification



Picture: Conservatory solid roof installation is typical of what 'window installers' are now doing.

Jon Vanstone, Chair at Certass explains how multi-scope certification can help make working life easier for installation companies that are working across a number of different trades.

The remit of window installers has changed massively over the last few years, writes Chair at Certass, Jon Vanstone.

No longer are they focussed on fitting white PVC-U double glazed windows. The range of innovative products that has been introduced to the industry is vast. From aluminium bi-fold doors and composite entrance doors to solid conservatory roof replacements and glazed extensions, today's fitters are less window installers and more all-round home improvement companies.

Improve not move

It's not just the products that have been made available to them that has made this change. Installers have capitalised on the 'improve not move' trend that is so popular with homeowners now. Property owners have invested in creating more space in their properties with extensions and conservatories as well as improving security levels and energy efficiency.

What's even better for installers, is that lots of homeowners are willing to spend a bit more on home improvements to get a quality product and finish – for many, white plastic just won't cut it. The proof is in the numbers. According to the Insight Data Window Industry report, there has been a 40 per

cent increase in firms installing aluminium products and a 25 per cent increase in installers offering timber windows and doors. And proving that design choice is important for homeowners too, are the number of installers offering more than one composite door range – there were 550 in 2012 and a whopping 3,031 in 2017. On top of this, installers are getting quick-win jobs from conservatory roof replacements using solid roof systems.

Pushing professionalism

Homeowners aren't only looking for great products – they expect a professional installation too. Installers are recognising that and taking action. It's good to see some manufacturers and systems companies offering free training sessions to help installers get a foot on the ladder. It's even better to hear that lots of installers are taking advantage of them.

My colleague Simon Swift was invited along to one Equinox solid roof training session at East Midlands fabricator Frame Fast. There were plenty of installers there ready to learn about best practice ways of fitting a solid conservatory roof system. That proves to us that local installers are really committed to improving professionalism and workmanship standards on all the

products they supply – not just windows and doors. That's why multi-scope certification like our CQ-Assured scheme is so important for today's installer.

Workmanship standards

Our CQ-Assured workmanship quality assurance scheme has Government endorsed standards by TrustMark. It's the specialist installer certification for the building fabric refurbishment industry. And it gives homeowners real confidence when choosing a contractor to carry out big home improvements because it covers a whole host of works. As well as windows and doors, we have CQ-Assured schemes for cavity clearance, roofline, tiling, plastering, masonry, kitchen fitting, conservatory installing (including a solid roof scheme) and even roofers. In fact, the only thing that's not covered is electrics, plumbing and heating. That's one supplier for all your building fabric refurbishment certification, with one membership, one invoice and one log-in – making adding installer certification for new product offerings super-easy for installers.

Plus, as a Certass member, you get some extra bonuses like free TrustMark and free Certass Trade Association membership – what's not to like? [f](#)