

CAN YOU SPOT A COWBOY?



FENSA

CONSUMER GUIDE TO COWBOYS

If you are getting new windows or doors installed in to your home, it's hard to know if the company or the contractor is being reasonable in the services or the charges they are providing.

According to Trading Standards, it is estimated that more than 106,000 complaints about rogue traders are logged every year. Disreputable companies carrying out substandard work wastes £1.5billion each year, as consumers have to fund the repairs to the damage they cause.

Rogue tradesmen are more commonly known as cowboys. They are people that carry out home improvement work without the necessary qualifications and experience. Cowboys take advantage of their customers, often over charging for services and causing damage to homes.

This guide aims to show you how to protect yourself against cowboys in the glazing installation industry.

FENSA



Using a window installer registered with FENSA will help you to avoid falling victim to cowboy tradesmen.

FENSA stands for the Fenestration Self-Assessment scheme.

FENSA is a national, government authorised, self certification scheme for replacement double glazing window and door installers. This makes your window or door installation hassle free, as homeowners who use FENSA registered installers do not have to apply for approval from Local Authority Building Control. Furthermore, homeowners who use a FENSA registered installer will receive a certificate which acts as documentary evidence that the installation work has been self certified as complying with the Building Regulations, essential when it comes to the sale of your property.

The FENSA Building Regulation certificates can be incorporated into the Home Information Packs.

The FENSA standard is the industry standard for replacement window and door installers self-certifying compliance with the Building Regulations. FENSA maintains a register of installers that they continually assess to ensure compliance with the Building Regulation requirements, and the FENSA scheme rules.

The FENSA logo means regular assessment of installers. Enrolment with FENSA is voluntary, but window installers that are competent and conscientious about the service they offer would consider it a priority to register.

FENSA is the largest registration scheme for replacement window installers, giving homeowners a real choice of over 9000 registered business countrywide.

To find a FENSA registered installer in your area visit: www.fensa.co.uk



FENSA REGISTERED BUSINESSES CAN BE RECOGNISED BY THEIR USE OF THE OFFICIAL FENSA LOGO.

WHAT IS FENSA DOING TO COMBAT COWBOYS WITHIN THE GLAZING INDUSTRY?

- FENSA takes very seriously companies who mislead the public.
- When consumers and contractors submit a complaint to FENSA about an installer who is not registered with FENSA, the installer will be reported to the relevant Local Authority Building Control department. Other non compliant installations carried out by non FENSA Registered Businesses are also reported.
- Information about misuse of the FENSA logo is usually brought to FENSA's attention by consumers, FENSA registered installers or information received through www.cowboystoppers.co.uk.
- In the case of misuse of the FENSA logo (such as when an installer who is not registered with FENSA advertises that they are),

FENSA corresponds with the person who reported it, Trading Standards and the installer. FENSA notifies Trading Standards of any breach of the Trade Marks Act 1994 and Consumer Protection from Unfair Trading Regulations 2008, with a recommendation that legal action is taken. Attempts will be made to investigate the reason and cause for the complaint. If co-operation is received from the installer and the FENSA logo is removed immediately, Trading Standards may choose not to prosecute.

- FENSA set up the Cowboy Stoppers website www.cowboystoppers.co.uk. This website enables enquiring installers to register their concerns about another installer, anonymously, as well as containing useful information for consumers about how to spot a cowboy.

