



## FAQs

### **Q What exactly is CORGI Fenestration?**

A **CORGI Fenestration** is a quality mark that indicates best practice across company management, operations and qualifications – and now installations. It is unique in the industry for covering the whole supply chain and a wide spectrum of products and is the only one recognised by consumers. Our scheme includes a government backed Competent Person Scheme which is provided by agreement with a third party.

### **Q Why didn't CORGI Fenestration obtain a licence from government to operate as a CPS itself?**

A We looked at obtaining permission from the government to act as a CPS ourselves – but government department indicated that this would take many months more to come through. Our registered businesses (and others considering **CORGI Fenestration** registration) were crying out for that service now. So, we had to look at a different route.

### **Q Why is CORGI Fenestration using a 3<sup>rd</sup> party to offer self-certification?**

A It is the quickest way to achieve this.

### **Q Do you need to be UKAS registered?**

A No. We provide a government backed Competent Person Scheme by agreement with a third party.

### **Q Aren't there enough CPS providers in the market already?**

A There are a number of players – yes. But they are all offering the same thing – the achieving of minimum requirements across standards, Building Regulations compliance, consumer protection. There are a number of installation companies in the glazing industry that are trying (and achieving) much higher standards than that. They subscribe to best practice and well qualified staff. **CORGI Fenestration** recognise this – and we allow them to shout about their commitment to trust, reliability, expertise and quality by being **CORGI Fenestration** registered and displaying the **CORGI Fenestration** mark.

### **Q How is CORGI Fenestration able to say it offers homeowners better protection when it inspects fewer installations?**

A Firstly, only the best in the industry can be registered with **CORGI Fenestration**. Second, our registered company's pass head office audits to confirm that they are adhering to **CORGI Fenestration's** standards. Thirdly, this – and our risk-based analysis, called The Quality Standards Indicator™ – calculates what level of installation inspections is required (which may be less than currently undertaken by other glazing Competent Persons Schemes). Where any non-compliance with

Building Regulations is discovered it is fed back into the installer's management and training processes to stop it happening again.

The alternative adopted by **CORGI Fenestration** follows the model used for the Gas and Electrical sectors and puts the emphasis on the installation company, not solely the individual site, which will ensure homeowners are provided with better quality installations.

**Q Why does **CORGI Fenestration** undertake less than 1% inspections rate?**

A The 1% inspection rate adopted by other providers concentrates on an individual site. Where errors are identified, only that site is required to be put right. **CORGI Fenestration** not only requires this, but also ensures the root cause is identified by the installation company, the extent of potential errors is considered, and measures are put in place so that the error does not reoccur. Information is then put into The Quality Standards Indicator and as a result of this alternative approach a reduced inspection regime based on risk can be allocated.

**Q Does **CORGI Fenestration** offer installers an IBG?**

A No. Government requires financial protection to be provided but does not dictate that this should be an insurance policy. For **CORGI Fenestration** the required levels of consumer protection are included in the Fenestration Compliance Guarantee.

**Q How will **CORGI Fenestration** police improper use of the mark?**

A Vigorously! **CORGI Fenestration** has allocated sufficient resources to police the scheme, to protect the interests of registered businesses and to protect the reputation of the **CORGI Fenestration** brand. Any misuse of the brand will be reported to Trading standards who will take any appropriate action.

**Q Why is there a requirement to notify these other product installations?**

**CORGI Fenestration** is unique in covering everything installed in the fenestration sector and includes repair, maintenance, upgrades and locksmiths. It is unique in maintaining installation standards across all these products. Consumers and clients will be issued with an installation certificate that covers everything too. On top of that, through our RateYourInstallation function, all aspects of an installation can be rated.

To achieve all this, we need to be notified of all elements of the job – not just the replacement windows and doors.

**Q Isn't this just another CPS scheme?**

A Certainly not. The **CORGI Fenestration** Installer Scheme is unique and starts from a fundamentally different position than existing CPSs. Our whole proposition is about encouraging, supporting and promoting best practice (trust, reliability, expertise, quality). As part of a complete Installer Scheme package we have included the ability to self-certify.

**Q What is RateYourInstallation**

A All consumers will be invited to rate their installation for inclusion in a consumer ratings service. This will allow homeowners to choose installers independently

rated by other satisfied customers providing another valuable installer marketing tool.

If they wish, installers are also be able to display their reviews on their own website. The cost of RateYourInstallation is included in your notification fee removing the need for additional expensive review subscriptions.

**Q Do you supply advice on how to deal with both positive and negative reviews through RateYourInstallation service.**

A Yes. Full support and guidance are given. Reviews are held for 24 hours before publishing to enable malicious entries to be removed. In the event of a poor review the company is given the right to reply and only then will the review together with the reply will then be published.

**Q What is the National Fenestration Skills Register**

A This is a pilot being run as a result of a government initiative to establish a central register of qualified individuals. All operatives be they working in glass manufacture, fabrication or installation, that achieve a qualification listed on the Register of Regulated Qualifications can apply to be included on the skills register. They will then receive a skills card which, if they satisfy the requirements, will include CSCS.

**Q How many staff are now carrying a CORGI Fenestration Skills Card?**

A As qualifications are being renewed the numbers applying for the Skills Card is growing steadily.