

### Recommendations

We strongly recommend that when considering replacement windows, written confirmation is obtained about the quality of the frames, sealed units and installation.

The particular standards to look out for are as follows:

UPVC Frames - Please ensure that these meet the standards of BS7412, BS7413, BS7414 or BS7722. These different British Standard numbers relate to different types or finishes.



**BS 7412**  
WHITE PVC  
WINDOWS

DOUBLE GLAZED SEALED UNITS - Please ensure that these comply with BS5713.

TIMBER WINDOWS - These should comply with BS644.

ALUMINIUM WINDOWS - These should comply with BS4873.

SECURITY - PAS 011 is a Product Approval Specification published by the British Standards Institute that indicates 'improved;' security performance of a window, it is not a full British Standard and it should always accompany the appropriate kite mark for that type of window for example, BS7412-PAS011 for UPVC windows.



**BS 5713**  
SEALED DOUBLE  
GLAZING UNITS

INSTALLATION - The code of practice that related to the installation of replacement windows is BS8213; part 4 1990. This is a British Standard but is not a Kite mark scheme. In many respects and in our experience as Managing Agents it is the quality of the installation of the window which is the most important factor and the one which causes more problems than any of the others.

### Standard Requirements for the Installation of Replacement Windows

1. The Contractor Must be a member of FENSA. (See attached Important Notes).  
A copy of the FENSA Certification upon completion must be supplied to the Managing Agents
2. A guarantee for a minimum of ten years and the inclusion of the name of the Landlord or Management Company on guarantee. A copy of the guarantee to be sent to Rebbeck Brothers.  
  
An undertaking from the installer that any subsequent damage resulting to the block from the installation of the windows will be rectified.
3. The design of the double glazed window frames must be the exact configuration of the existing windows, including the cills. The specification together with the design drawings must be submitted to Rebbeck Brothers.
4. A copy of the risk assessment for the installation to be sent to the Managing Agents before work commences.
5. All installation work to comply with current Health and Safety requirements and comply with BS8213; part 4 1990. This is a British Standard but is not a kitemark scheme.
6. The installer to supply to the Managing Agents a copy of its Public Liability Insurance.
7. If the property is located within a conservation area, approval from the local authority will also be required and a copy sent to the Managing Agents.
8. The installation of new windows does not obviate the lessee from the maintenance responsibilities set out in the Lease
9. Replaced windows/frames become the sole responsibility of the Lessee to maintain and replace. The landlord or management company will not take responsibility in any respect regarding replacement windows.
10. An administrative charge will be made at a minimum of £40.00, plus VAT but otherwise dependant on the time involved.

Please sign and return a copy of these conditions and also give a copy to your contractor.

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## IMPORTANT INFORMATION

### WHAT IS FENSA?

Fensa stands for the Fenestration Self Assessment Scheme which has been set up by the Glass and Glazing Federation (GGF) with government encouragement in response to new building regulations introduced to increase the energy efficiency of homes and buildings in England and Wales.

Controlled by Building Regulations and will require Local Authority Building Control approval before it can be installed, unless the installer is FENSA registered which will ensure that all regulations are adhered to and approval automatically sought. If you do not have approval before fitting replacement windows the householder and fitter will be in breach of Building Control and could have to remove the windows and even have difficulty in selling.

Required to meet much higher energy efficiency requirements. Effectively this means that all windows will have to have low-e glass fitted as standard and is tested to prove that they are capable of meeting the new requirements. The requirements are much more complex than this, but the company used should be able to certify that they meet the requirements.

These requirements will change the industry. If you install windows then they must meet the new requirements and have Building Control approval. There are no exceptions.

Ignoring the changes and continuing as before is not an option. Windows which are installed must meet the energy requirement as well as having Building Control Approval.

Using a FENSA registered installer will ensure that the products used are of a higher specification

All FENSA installations will be supplied with a certificate for the homeowner to hold.

### FENSA – KEY POINTS

The Installer will be asked to commit to the following as a member:

- Comply with all Statutory Regulations and Building Regulations.
- Commit to fair trading.
- Offer the consumer third part warranty or guarantee covering deposits or advance payments, cost of completing works, loss of rectification work in respect of defects and major change.
- Comply with waste disposal requirements.
- Maintain adequate employers liability.
- Agree to a sample of their installations being inspected by FENSA inspectors and rectify any faults revealed by such inspections.
- On completion of an installation certify compliance with Building Regulations and provide information to FENSA on the address and installation details.
- Reimburse FENSA for the costs of inspections and processing of installation details.
- Continue to comply with all of the above