



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 STROMA Certification.

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.

CORGI Fenestration will refer all Competent Person Scheme (CPS) Windows and Doors Building Regulation applicants to Stroma Certification, who will be subject to their application and certification requirements. All successful applicants will be registered with both **CORGI Fenestration** and STROMA Certification and will appear on the search facility of both website providing valuable additional marketing coverage for our registered companies.

Q What is CORGI Fenestration's relationship with STROMA Certification?

A STROMA Certification is a major operator in certification across the construction industry and they have an existing glazing sector CPS licence. **CORGI Fenestration** will refer applications to STROMA Certification. As part of our process, **CORGI Fenestration** will conduct audits on behalf of STROMA CPS for replacement Windows, Doors, roof lights and roof windows. STROMA Certification also reflects the CORGI Fenestration values of trust, reliability, expertise and quality.

Q Why is CORGI Fenestration using a 3rd party to offer self-certification?

A It is the quickest way to achieve this.

Q Does the CORGI Fenestration modus operandi satisfy government / UKAS requirements?

A Yes. Originally it was our intention to become a CPS so all of our modus operandi reflects this.

Q Does CORGI Fenestration have the infrastructure/staffing to act as a major self-certification supplier?

A Yes. The CPS part of our scheme is provided by STROMA Certification – part of STROMA Group a 450 staff strong business – we are well placed to offer the levels of service, support, quality that a customer service orientated self-certification scheme should provide.

Q Are you UKAS registered?

A No. But STROMA Certification is.

Q Do you need to be UKAS registered?

A No. The CPS part of our scheme is provided by STROMA Certification who operate a government endorsed CPS and are UKAS Accredited for that activity. There is no requirement for any other aspect of the **CORGI Fenestration** Scheme to be UKAS accredited.

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 and STROMA Certification** 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 ordinary 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 Who does the inspections?

A We have a team of 60 plus qualified auditors on hand to undertake our inspections. They are industry experts – across technical issues, qualifications, management systems – and maintain their CPD. They are the most qualified auditors in the sector.

Q Does CORGI Fenestration offer installers an IBG?

A No. However, CPS requires adequate financial protection to be provided and does not dictate that this should be by an insurance policy. For **CORGI Fenestration** the required levels of consumer protection are included in the notification process and cost and consumers will receive both a buildings Regulations Compliance certificate and a Guarantee from STROMA Certification in addition to the CORGI Fenestration installation Certificate.

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

A Vigorously! It's early days, but **CORGI Fenestration** will allocate sufficient resources to police the scheme, to protect the interests of registered businesses and to protect the reputation of the **CORGI Fenestration** brand. We will allocate budget and staffing specifically to this.

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 is also 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) – and this can now cover installers. And 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 'TripAdvisor' type consumer ratings service run by CORGI Fenestration. This will allow homeowners to choose installers independently rated by other satisfied customers providing another valuable installer marketing tool. If they wish, installers will 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 Are you going to supply advice on how to deal with both positive and negative reviews through RateYourInstallation service.

A Yes. Full support and guidance will be 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 the review together with the reply will then be published.

Q Will you be supporting the CORGI Fenestration Installer Scheme with a consumer awareness campaign.

A Yes – and we will be providing more details in due course.

Q How many companies have already signed up to be CORGI Fenestration registered?

A We have been overwhelmed with interest from the industry and we are signing up companies – system houses, fabricators, component & IGU manufacturers, maintenance and repair businesses – as quickly as we can (subject to them achieving our standards of trust, reliability, expertise and quality).

Q And what kind of companies are these?

A See above.

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

A We now have in excess of 750 skills cards issued. As qualifications are being renewed the numbers applying for the Skills Card is growing steadily.