



FAQs

Q What exactly is CORGI Fenestration?

A **CORGI Fenestration** is a registration scheme for companies throughout the supply chain. It is unique in the industry for covering the whole supply chain and a wide spectrum of products and is highly recognised by consumers. Our scheme includes a government backed Competent Person Scheme which is provided by agreement with NAPIT.

Q Do I have to work with two organisations then?

A No. Whilst you will hold certification with both NAPIT and CORGI Fenestration your day to day contact will always be with us.

Q Do consumers recognise CORGI Fenestration?

A Yes. The CORGI brand celebrates its 50th anniversary in 2020. Originally, and best known, in the gas sector the brand has since expanded into other areas. In a consumer survey conducted in 2019, 71% of consumers questioned recognised the brand.

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

A By providing a CPS via NAPIT, we are able to offer additional support to our companies that would otherwise cause conflicts of interest for CPS certification.

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.

This alternative method follows the model used for the Gas and Electrical sectors and puts the emphasis on the installation company, not solely the individual site, which, we believe, will ensure homeowners are provided with better quality installations.

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

A **CORGI Fenestration** uses a risk based approach to identify the inspection schedule of each company. Each company is assessed on its size, qualifications and performance so each is unique. All companies will receive at least 1 inspection each year.

The 1% inspection rate adopted by other providers concentrates on the compliance of an individual site. Where errors are identified, only that site is required to be put right. **CORGI Fenestration** not only requires the site to be out right 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 a revised inspection schedule is generated. As a result of this alternative approach a reduced inspection regime based on risk can be allocated. All inspections include a site visit to witness in process works. Only in exceptional circumstances will inspections on completed works be conducted.

Q Does CORGI Fenestration offer installers an IBG?

A No. Government requires financial protection to be provided in the event that the installation company cease to trade but does not dictate that this should be an insurance policy. For CORGI Fenestration the required levels of consumer protection are provided 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 areas. Consumers and clients will be issued with an installation certificate that covers everything too, giving them evidence of all the work they have had conducted should they decide to sell or have an insurance claim.

Q Isn't this just another CPS scheme?

A Certainly not. Although the CORGI Fenestration Installer Scheme includes a CPS offering it is unique in its approach and starts from a fundamentally different position. Our whole proposition is about encouraging, supporting and promoting best practice (trust, reliability, expertise, quality).

Q What is RateYourInstallation

A All consumers are invited to rate their installation for inclusion in a consumer ratings service. This allows homeowners to choose installers independently rated by other satisfied customers providing another valuable installer marketing tool. Reviews are checked and if there is a concern the installer is given the right to reply before they are published.

If they wish, installers are also be able to display their reviews on their own website. The cost of RateYourInstallation is included in the 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 Do you provide business support for installers

A Yes. We have a business support package which includes document templates and marketing advice which is supplied FOC to all our installers.

Q I'm worried about the certification process. How can you help?

A Because we are not the CPS we are able to provide advice and guidance to our installers. We can help you prepare and hold your hand through the process.