

July 2011

Installers insist that FENSA report rogue traders

Installers are looking to FENSA to take on a more active presence in officially reporting rogue traders. During a focus group commissioned by FENSA in March 2011 we found that installers would like to see greater enforcement on companies who misuse the logo and do not comply with regulations.

If installers have documentary proof of unscrupulous traders then it is easier if they report it to us. For example a company based in East London who was not registered was caught advertising the FENSA logo on their website. This was drawn to our attention by a homeowner and we reported it to Trading Standards.

FENSA realises that it may not be practical for all installers to report rogue traders due to limited time and resources. We also understand that installers would rather concentrate on undertaking installations. FENSA's role in enabling companies to self certify compliance with the Building Regulations and disciplining those who are not complying with the regulations provides them with kudos amongst installers. This makes them feel that they can rely on FENSA to report companies that practice foul play and keep them informed about the outcome.

This suggests that our registered companies have a lot of faith in us and trust FENSA to follow through the action. The faith in FENSA is not just restricted to registered companies; Local Authority Building Control departments regularly contact FENSA to consult on installations, or to deal with queries relating to a registered installer. With the downturn in the economy and less credit being available, homeowners are more likely to be more vulnerable to rogue traders offering VAT free work, cash in hand deals, installation work that is not backed by guarantees or insurance or worse commissioning illegal work that does not comply with Building Regulations. Don't forget, if you have documentary evidence of a rogue trader, remember to pass this information to FENSA or submit the evidence anonymously on the Cowboystoppers website.



- ends -

For further information contact: Sheit Lan Man, Marketing, FENSA Tel: 020 7645 3715

FENSA - The Gold Standard for Building Regulations compliance in replacement windows and doors

- Over 8 million homeowner certificates sent
- 28% of households in England and Wales have used a FENSA registered installer
- The scheme trusted and demanded by homeowners and local authorities