



ULTRAINSTALLER REPORT FOR

**WINDOW
WISE**



BBA, BUCKNALLS LANE, GARSTON, WATFORD, HERTS WD25 9BA

www.bbacerts.co.uk

**Ultra Installer programme
Assessment report**

Installer name: Window Wise

Address: 3a & 4 Commercial Square,
Haywards Heath,
West Sussex,
RH16 1DW.

Date of visit: 8th April 2009

Assessor name: Tony Burberry

Purpose of audit:

To ensure that the installer:

- Is complying with the Consumer Code of Conduct
- Is complying with the consumers wishes/order
- Is using Ultraframe's technical standards
- Is complying with the GGF Code of good practice in the specification and installation of conservatories within the United Kingdom
- Complies with existing Building Regulations including-Part `N` and Part `L` and that separate permission is sought to move drains
- Complies with planning permission requirements
- Has clear processes to ensure quality at all stages of the buying chain
- Is supplying the Ultraframe Certificate of Authenticity

Score:

Feature	Score	Minimum / Maximum score
Enquiry	9	6/10
Sales	9	6/10
Survey	14	10/15
Manufacture / ordering	13	10/15
Site installation	32	25/35
After sales	13	10/15
TOTAL	90/100	67/100

Signed: Tony Burberry

Dated 9th April 2009

1. Enquiry handling

Enquiries are generated from a number of sources; these include their impressive showroom in a prominent High street location, recommendations, the company web site, local print media, sign written vehicles, installation boards and the sponsorship of local people and events. All these combined provide a good level of new business.

2. Sales

The company currently employ two Salesmen who are allocated leads on a rotational basis or in the case of recommendations these would be given to the salesman who sold to the original contact.

An appointment is made with the homeowner to visit their home and discuss their requirements and advise on the many options available to them, a visit to the Showroom is generally recommended as the potential customer can view the products on display and be advised of the benefits different glazing materials can have.

After mutually agreeing on the size and type of conservatory required, a basic survey is made of the site noting position of drains and other services to enable the company to prepare a detailed quotation. Once prepared this is presented and fully explained to the homeowner.

On accepting a quotation a contract is prepared which includes the company's terms and conditions of payment, these are four stage payments, the first a deposit of 25% followed by 25% on completion of the base work, 25% when erected and glazed and a final 25% on satisfactory completion of the work.

A full GGF insurance backed guarantee is provided, including deposit indemnity with all contracts.

3. Survey

The final survey is carried out by Tim Briggs and Richard Morgan (Directors) who have many years experience in the Window & Conservatory industry. The company do not have a written risk assessment document but any safety issues are noted at the survey stage and staff alerted to these before work commences. All staff are subject to regular Health and Safety training.

Planning applications are made on behalf of the customer by a local company who prepare and submit the plans to the local authority for approval, their progress is closely monitored and the customer kept informed.

4. Product Specification

The company only use the Ultraframe roofing system which is bought in from an approved Ultraframe fabricator, the (A rated) Whiteline frames and sealed units are also bought in. Deliveries are made to a secure storage facility 6 miles south of the main office in Ditchling where they are checked off against the order sheet ready for collection by the fitting teams.

5. Installation

The Conservatory base & brickwork is carried out by a local Building Contractor who has provided a very good standard of workmanship and service over the years. The Conservatory construction is generally completed by one of two dedicated conservatory fitting teams. The installation manager visits the site every day to check on progress and answer any queries the customer may have.

Two completed Conservatories were inspected, both completed to an excellent standard, the customers were not present but on the second I was able to view the inside where the finish was of the highest standard. The company always use cavity trays which is highly commendable.

6. After Sales

On completion and receipt of the final payment, all relevant documents are dispatched including the Window Wise guarantee, a Conservatory care guide and a customer care Questionnaire, where customers are pleased to express their satisfaction on the service provided.

Remedial works are carried out by the service engineer and a record kept of all such calls.

7. Summary

Window Wise are a very well managed local company with an excellent reputation for quality and customer service, Tim & Richards's knowledge of the industry is evident in all aspects of their business.

In view of their ability and professionalism I am pleased to recommend their inclusion into the Ultra installer scheme.

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