

THE THERMAL RATING REGISTER PROVIDES A SIMPLE SYSTEM TO DEMONSTRATE THE ENERGY EFFICIENCY OF VARYING WINDOW DESIGNS.



It does this by using the industry standard simple colour coded A-G rating, similar to that seen on white goods and houses; generally the higher the rating (A*, A+ and A being the highest ratings), the better the overall thermal efficiency, and the greater the savings on your fuel bills.

The Building Regulations were amended in 2010 and new replacement windows now need to be a minimum of a 'C' rating or an equivalent U-Value of 1.6.

The rating of windows not only takes into account the amount of heat the window loses directly, but also the amount of air that can escape through the frame, and the positive benefit of heat energy gained from solar energy.

The Thermal Rating Register provides rating details on all PVC-u, timber and metal windows.



CERTASS



Competent Person Certification Scheme



Authorised by the Department for Communities and Local Government (DCLG).

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Homeowner Information Leaflet
For all replacement domestic window and/or door installations in England & Wales

INTRODUCTION

Competent Person Schemes have existed since 2002; when Government determined that an alternative to Local Authority registration of notifiable building works to existing dwellings was necessary.

Many types of building works can be covered by a Competent Person Scheme as a method of complying with Building Regulations. Certass can certify companies for replacement windows, doors, rooflights, and retro-fitted wall insulation works.

Certass has operated a Competent Person

Scheme since 2006 and within sectors that it

operates has grown to be one of the leading schemes. Certass certifies thousands of

companies and has a reputation for delivering a

high level of service to its customers.

HOW IS CERTASS APPROVED?

Certass is authorised by the Department for Communities and Local Government (DCLG) to operate a Competent Person Scheme.

All Competent Person Schemes operate under the same strict license conditions from DCLG. We also

work to the internationally recognised standard

EN17065 for Certification Bodies, to operate our scheme we are subject to on-going external audit

from the United Kingdom Accreditation Service (UKAS) ensuring we meet all standards and operate our scheme in an impartial manner.

Why should I use a Certass certified competent person contractor to carry out work at my home?

As the homeowner you are responsible for

ensuring work to your property is compliant with current Building Regulations. Registration

through the Local Authority can cost hundreds

of pounds, however with a Competent Person

Scheme member the registration fee is

included in their quote.

Certass Competent Person certified contractors

undergo a strict vetting and on-going monitoring

controls.

Financial protection must be provided for works

that are registered with the Certass Competent

Person Scheme.

Very occasionally when things don't go right, our members have a laid down complaints process

that escalates to us. The complaints level for our

members is exceptionally low.

A contractor will be removed from our scheme if they do not meet our scheme requirements

ensuring the high standards expected are

maintained.

Your Building Regulation Compliance Certificate

will be sent directly in the post from Certass, don't worry if you lose it as we can provide replacements if required.

Certass certification is recognised as a leading quality mark by industry.

We have a long history providing certification to thousands of contractors and hundreds of thousands of householders.

How do we assess a company wanting to be a certified competent person with Certass?

We vet the contractor before permitting

certification as a Certass Competent Person Scheme member, this will include:

— Checking the required Public and Employer Liability insurance is in place.

— Financial checks and if appropriate company directors.

— Ensure a suitable consumer guarantee is in place to meet DCLG requirements.

— Check suitable consumer financial protection is provided to meet their guarantee obligations in the

event the company is unable to do so.

— Check they have a consumer contract.

— Check they have a suitable complaints procedure in place, that allow complaints to be escalated to Certass

in-case of an unresolved dispute

— Obtain testimonials from the contractors previous customers.

— Check responsible site operatives have suitable NVQ qualifications to carry out the work, or Certass will carry out technical competence assessments (MTC) of the

site operative against National Occupational Standards using observation of in-progress work and questioning.

— Carry out an audit of the companies process and

procedures. Carry out an inspection of an installation.

— Carry out an inspection of an installation.

How do we continue to monitor companies with active Certass membership?

— Check a sample of work registered with us.

— Carry out regular re-vetting of the company.

— Closely monitor the level of consumer complaints, removing companies that receive a high complaint volume.

DID YOU KNOW



Householders can face

prosecution with unlimited

fines for building work that does not

meet Building Regulation requirements.



You could have issues selling

your home if appropriate

Building Regulation

certification is not in place for works

carried out.



Contractors who are not

members of a Competent

Person Scheme may be

totally untrained. Comparison websites do not carry out the level of checks that a

Competent Person Scheme does.

OTHER USEFUL LINKS

Certass Competent Person video - www.youtube.com/watch?v=E47x4_JPS14

How Competent Person Schemes

are authorised -

www.gov.uk/building-regulations-competent-person-schemes

Planning and Building Regulation information - www.planningportal.gov.uk