

## Ultra Installer Programme Surveillance Report

**Installer Name** K J M WINDOWS & CONSERVATORIES

**Address** 9 Mylen Business Centre  
Mylen Road  
Andover  
Hampshire  
SP10 3HR

**Date of visit** 19 March 2014

**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**

<b>Feature</b>	<b>Score</b>	<b>Minimum/Maximum Score</b>
Enquiry	9	6/10
Sales	10	6/10
Survey	13	10/15
Manufacture / ordering	13	10/15
Site installation	33	25/35
After sales	14.5	10/15
<b>TOTAL</b>	<b>92.5/100</b>	<b>67/100</b>

**Signed:** T Burberry

**Dated:** 19/03/2014

**Expires:** 18/03/2016

## **1. Enquiry Handling**

The company has enjoyed an outstanding increase in order value since the last assessment which stood at £1.8m. This year the company is currently on track to exceed sales of over £3m in the current financial year.

Enquiries continue to be generated as of two years ago, mainly from recommendations, past and present customers and web based lead generators such as the Ultraframe Dashboard & Network Veka. The company also benefit by having been established in the local area for approximately 31 years which provides the potential customer the confidence in dealing with a long established company.

All enquiries are initially written down detailing the nature of the enquiry, this is passed to one of the sales advisors who contact the potential customer to arrange a home visit to discuss their requirements.

## **2. Sales**

The company has increased the work force to include additional sales personnel and an operations manager this brings the total numbers employed to 27. The sales process is very much as before where the sales advisor arranges a visit to the potential customer's home to gather as much information as possible to ascertain the best possible conservatory to suit their requirements, this will include its use and location as this can influence the shape and glazing options available. Sales aids are kept to a minimum as the company encourages the homeowner to visit their impressive showroom where it's far easier to demonstrate the numerous options available.

On mutually agreeing on the design and glazing options, an impressive detailed quotation is prepared explaining what is included and also other priced options available. A full explanation is given to all aspects of the construction process including foundations and the implications of not having a cavity tray installed. There is also a detailed explanation of the various types of glazing available for both roof and side frames and how these can improve the comfort levels and energy efficiency.

The Terms and conditions of payment are 10% deposit, 40% when base work commences, a further 40% when assembly commences and a final 10% on satisfactory completion.

The company provides a full insurance backed guarantee through GGF<sup>i</sup> and are a "Buy With Confidence" member through Hampshire Trading Standards, they also joined Checkatrade in July 2008.

In 2011 & 2013 they entered the Glass & Glazing Industry awards "Installer of the year" competition where they were finalists on both occasions.

### **3. Survey**

The site survey is generally carried out by Mark and Lee who between them have many years of experience. The company carries out a comprehensive risk assessment on all installations and is fully aware of all Building Regulation Requirements and Health and Safety issues.

Planning applications are prepared and submitted to the local authority for approval, evidence of such applications was provided for my inspection.

### **4. Product Specification**

The company only uses the Ultraframe roofing system which is supplied by Maitland with Pilkington sealed units. The window frames and doors are either VEKA or EMPLAS and the sealed units for these are supplied by System 3. The order processes for each of the above components are checked at various stages to minimise the possibility of errors occurring, this system has recently been reviewed to ensure sign off procedures are more robust.

All components are delivered to the company storage facility where they are checked off against the order sheet ready for collection or delivery to site. This site is their former manufacturing facility and provides ample secure storage. The stores person is present at all times to ensure the fitters are supplied with the correct components and also available for deliveries.

### **5. Installation**

Installation of conservatories are carried out by the company's own fitting teams, who are provided with the required PPE and are fully aware of the statutory requirements relating to base and wall construction. Copies of Risk Assessments and Health, Safety & Welfare Policies were provided for inspection, these covered all the required HSE requirements.

Conservatory installations are only carried out by the most experienced teams with good knowledge of the product; all trades are supplied with comprehensive written instruction and detailed drawing, these being laminated to ensure durability on site.

Two site inspections were carried out; the first was the construction of a Conservatory onto an existing base & dwarf wall. The final finishing was being carried out as I arrived on site. On inspection all aspects of the build were of a good standard

The second again onto an existing dwarf wall and base, this was the first day on site where the fitters were assembling the side frames and screwing them together, this was being carried out in a professional manner and the homeowners garden/lawn were protected by timber sheet material.

## **6. After Sales**

Phone calls for service work are logged onto the computer system with details of the problem; an appointment is booked with the customer and details placed in the service engineer's diary. The system is updated and parts/components ordered as required.

An online Chekatrade web site is available where potential customers are able to view a company's performance and the ratings they received from customers on recent installations. On the day of the inspection the most recent entries to the site all scored a maximum 10, with a general overall score of 9.8.

Network Veka's Audited customer satisfaction reports also confirm a high percentage of customer satisfaction, a high number at 100% and the lowest being 98.39%.

On completion a final inspection is carried and the homeowner made aware of how to operate handles/locks etc before an invoice for the remaining balance of 10% is presented along with any outstanding paperwork.

## **7. Summary**

K J M Windows & Conservatories continue to provide a professional service to customers in and around the Andover area; they continue to build on what was a very good assessment in 2011. The presentation of their quotations and the information within is outstanding Their commitment to find ways to improve all aspects of the business is a credit to the company and its entire staff.

I am pleased to recommend their continued inclusion within the Ultra Installer Scheme.

"You are free to copy and circulate this report in its entirety. Please do not extract quotes out of context."

**References**  
**To follow**

To be sent to Becky, once the company have sought permission from the homeowners to share their details	Customer Address	Home:	Home Tel
		Mobile:	Mobile Tel
		Other:	Other Tel

As above	Customer Address	Home:	Home Tel
		Mobile:	Mobile Tel
		Other:	Other Tel

As above	Customer Address	Home:	Home Tel
		Mobile:	Mobile Tel
		Other:	Other Tel

As above	Customer Address	Home:	Home Tel
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