

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 31ST May 2011

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	9.5	6/10
Survey	13	10/15
Manufacture / ordering	13	10/15
Site installation	32	25/35
After sales	14	10/15
TOTAL	90.5/100	67/100

Signed: T Burberry

Dated: 31-05-2011

Expires: 30-05-2013

1. Enquiry Handling

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. The company also benefit by having been established in the local area for approximately 29 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 three sales advisors who contact the potential customer to arrange a home visit to discuss their requirements.

2. Sales

The sales advisors first visit to the potential customer's home is 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 a detailed quotation is prepared explaining what is included and also other priced options available. A full explanation is given to the benefits of alternative glazing to the roof and side frames and the effects this could make to make their purchase as comfortable and as energy efficient as possible.

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 provide a full insurance backed guarantee through GGF_i and are a "Buy With Confidence" member through Hampshire Trading Standards, they also joined Checkatrade in July 2008.

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 Mateland 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 minimize the possibility of errors occurring.

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

Installations on 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. 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 drawings these being laminated to ensure durability on site.

Two site inspections were carried out, the first was the construction of a base and dwarf wall where elements were "exposed" allowing a close inspection of the general aspects of the build and the protection of the clients property. The second conservatory was a completed installation where all aspect of the project was completed to a very good standard throughout. At each of the sites I able to speak to the customers who were very pleased with the service provided by the company to date.

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 engineers diary.

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.

On completion and the final payment received, all the relevant paperwork is dispatched to the customer.

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 2009. 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.

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