



ULTRAINSTALLER REPORT FOR

**K J M WINDOWS
&
CONSERVATORIES**



BBA, BUCKNALLS LANE, GARSTON, WATFORD, HERTS WD25 9BA
www.bbacerts.co.uk

**Ultra Installer programme
Assessment report**

Installer name **K J M Windows & Conservatories**

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

Date of visit 17th March 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	13	10/15
Manufacture / ordering	13	10/15
Site installation	32	25/35
After sales	14	10/15
TOTAL	90/100	67/100

Signed Tony Burberry

Dated 23rd March 2009

1. Enquiry handling

Enquiries are generated from a number of sources including recommendations and additional work from past and present customers, local print media, sponsorship of local events, radio and company web site.

All new enquiries are logged on to the computer system and allocated to one of two salesmen. The salesman contacts the homeowner by telephone to arrange a home visit to discuss their requirements.

2. Sales

The initial visit is to discuss the homeowner's requirements and assess the best possible options to suit their needs. Profile and glazing options are explained along with advice on the style & finish best suited to enhance their property. Sales aids are kept to a minimum as the company encourage potential customers along to the impressive Showroom, where they can enjoy a coffee and view the product on display.

After mutually agreeing on the style and finish best suited to the customers requirements, a survey is made of the site noting positions of drains and other services, digital photographs are taken to provide additional information, access for skips and other plant is also taken into consideration along with notes on risk assessment.

Sales are never closed on an initial visit unless it's a follow on order; the company prefer to prepare a detailed quotation including full specification and CAD drawings of the proposed conservatory including planning costs if applicable.

On accepting a quotation a contract is prepared including the company's terms and conditions of payment, these are four stage payments, the first a 10% deposit followed by 40% on starting the base work, a further 40% on assembly and a final 10% on satisfactory completion of the conservatory.

A full insurance backed guarantee through Network VEKA is provided on all installations including deposit protection.

3. Survey

The site survey is carried out by company owners Bev & Mark, who have gained extensive experience during the twenty seven years of trading. The company carry out a comprehensive risk assessment on all installations and are fully aware of all Building Regulation requirements and Health and Safety issues

Planning applications are provided by the company who prepare and submit plans to the local authority and monitor the progress of the application.

4. Product Specification

The company only use the Ultraframe roofing system which is supplied from an approved Ultraframe fabricator, Network VEKA supply the frames and sealed units. The order processes are checked at various stages to eliminate the possibility of errors, there is evidence that the system works very well.

Deliveries are made to the company storage facility unit where they are checked off against the order sheet ready for collection/delivery to site. This is their former manufacturing factory unit which provides secure undercover storage for all Conservatory/Window components.

5. Installation

Installations are carried out by the company's own fitting teams who are aware of all the statutory requirements involved in base and wall construction. All trades are supplied with comprehensive written instruction and detailed drawings. These are laminated to make them far more durable in damp on site situations, "an excellent idea".

Three conservatories were inspected at various stages of construction where I found the standard of finish was excellent. The homeowners were not present so I was unable to ask their opinion on the service provided by the company. Protection of the garden and paths were of paramount importance to the company providing ply sheeting over grassed areas and paved areas, again very commendable.

6. After Sales

Phone calls for service work are logged onto the computer system with details of the problem, an appointment is booked and details placed in the service engineer's diary.

On completion and the final payment received all relevant paperwork will be dispatched to the customer.

A customer satisfaction survey is provided by Network VEKA to the homeowner, where customer feedback has been outstanding. In the last month 01/02/09 to 27/02/09 for total orders of 33 the overall satisfaction score achieved is 100%.

7. Summary

K J M Windows & Conservatories are a very well managed professional company operating in an area generally within two hours of Andover, but due to recommendations and past customers moving to other areas, this has become more widespread.

Summary continued

All staff were very courteous and knowledgeable and seem to enjoy their work as many have been with the company a number of years.

Health & Safety is very important to the company who provide free medical checks to those working in contact with potentially dangerous materials such as lead.

In view of their professional approach to all aspects of their business I highly recommend their inclusion into the Ultra installer scheme.