

THE **MASTER WINDOW & CONSERVATORY Installers Association**

TOP 100

The **M.W.C.I.A. TOP 100** is a Professional Association administered by Private Practice Building Surveyors with over 20 years experience in the Building Industry.

The compiling of the **TOP 100** window and conservatory companies was deemed to be essential as this would enable the consumer to easily recognise the most Professional, Prestigious and Successful window and conservatory companies in the UK.

The element of risk has now been removed for the consumer, and consumers can now choose to be provided with polite respectful service, high quality products, professional installers and high levels of management support by choosing a **TOP 100** company.

All of the installers who work for a **TOP 100** company have been vetted by a Private Practice Building Surveyor. Each installer has been interviewed by a Building Surveyor and must have shown a high level of knowledge, skill, experience, customer respect and property care.

We, as Private Practice Building Surveyors have expended considerable time and effort vetting companies in our quest to find the **TOP 100** window and conservatory companies.

We have undertaken this task to protect you, the consumer.

Choose wise, choose correctly, choose a **TOP 100** company.

D Waterworth BSc (Hons) FBEng MEWI
Building Surveyor / Building Engineer / Expert Witness
Founder of M.W.C.I.A. **TOP 100**

Your local **TOP 100** company is:

THE **MASTER WINDOW & CONSERVATORY Installers Association**

TOP 100



Lancashire Double Glazing

Lancashire Double Glazing, Havelock Street, Preston, Lancashire. PR1 7NL

Tel: 0800 146 995

www.lancshiredoubleglazing.co.uk

Don't take the risk with your home and your money. Buy only from a M.W.C.I.A. TOP 100 company.

- Consumer Helpline.
- All member companies are vetted and approved by Private Practice Building Surveyors.
- All Member companies must show a high level of skill, technical competence, customer care and respect and must incorporate a high level of product quality.
- All members must confirm at least 5 years trading and solvency at the time of making their application
- All member companies must operate from a prestigious showroom or show site.

CONSUMER ADVICE LINE
01942 526825

Web: www.mwciaTOP100.co.uk

e-mail: enquiries@mwciaTOP100.co.uk



THE **MASTER WINDOW & CONSERVATORY Installers Association**

M.W.C.I.A.
The Association which represents the **TOP 100** companies in the UK

CONSUMER INFORMATION NEWSLETTER

Lancashire Double Glazing Achieve National Award

People tend to take double glazing for granted. It's all around us at home and at work. Over the last 21 years, the Lancashire Double Glazing Group Ltd has been quietly building a first class reputation for its high-quality products and today the management still focus on customer service like it was their first ever job back in 1989.

Lancashire Double Glazing has the products and the expertise to satisfy the very highest of expectations. The company has grown to become one of the largest windows companies in the North West with many thousands of satisfied customers to its name. In short, it has become a household name throughout most towns in Lancashire!

Both Managing Directors, Bill Forsyth and Vivienne Brunskill, don't just say the company has the best "personal service" to offer. They were happy to prove this by demonstrating to Don Waterworth, MWCIA **TOP 100** auditor, all their internal procedures and systems they have invested in, which tracks every detail from point of sale through to completion of the installation, i.e. every conversation, phone call and what's happening at every stage of the contract is recorded and monitored electronically throughout, whether it be a single door, full house of windows or a large conservatory/orangery. This enables LDG Directors to police not only its internal systems and procedures, but also customers satisfaction to the highest standard. This gives the customer 100% confidence that if they choose LDG to do a job, the customer will receive the best service they could imagine - hence LDG are immensely proud to have qualified as one of the **TOP 100** Double Glazing Companies in the UK.

Don Waterworth said, "L.D.G. impressed me at every level, the internal systems are first rate, the level of installer care and attention at the consumer house was of the highest order".



Mr D Waterworth, founder of the **TOP 100** register and Bill Forsyth Joint MD of Lancashire Double Glazing.

Dear **Consumer**

For too long the most professional and prestigious companies throughout the window and conservatory industry have not been recognised for the professional level of service and workmanship which many of these better companies provide as standard.

The **M.W.C.I.A. TOP 100** is a register of the best 100 window and conservatory companies in the UK. Each member company of the **TOP 100** has been extensively vetted and have had to prove high levels of professionalism and customer care in every department.

Be assured that each and every element of a **TOP 100** company from point of sale presentation through to completion of the installation has been reviewed and approved by a Professional Building Surveyor.

It is vitally important that only those companies with a long standing record of business success and customer care and service are considered for inclusion in the **M.W.C.I.A. TOP 100**.

We also make checks on the company's solvency and check with their local Trading Standards to ensure that none of the applying companies have a poor record of complaints.

The applying companies must also provide a prestigious showroom and present clear and precise information and pricing policies to the general public.

Once approved, companies must continue to strive for high standards of product quality, customer care, site tidiness, installation and after sales service.

D Waterworth BSc (Hons) FBEng MEWI
Building Surveyor / Building Engineer / Expert Witness
Founder of M.W.C.I.A. **TOP 100**



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21 Severn Drive, Hindley Green, Wigan, Lancashire WN2 4TW
Tel: 0800 1954922 • Web: www.mwciaTOP100.co.uk • E-mail: enquiries@mwciaTOP100.co.uk

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PICTURE THIS...

So, you have placed the order with your chosen window / conservatory company and have been informed that the windows and doors are being installed a week on Monday.

Picture the scene Sunday evening, you and your partner, becoming nervous, having second thoughts and the dreaded butterflies!

What will the installers be like? Will they be clean and tidy? Will they know what they are doing? Will they damage my property, spoil the decorations? What about my beautiful garden? Oh goodness, I knew we should have left the old windows in place!

This scenario is played out across the Country every week, consumers terrified as to whether they will receive a professional service or not. This shouldn't be the case, but sadly this is commonplace!

THAT IS UNLESS YOU CHOOSE A M.W.C.I.A. TOP 100 COMPANY

In which case you can expect this treatment.

CUSTOMER CARE GUIDE

- Park your van considerably
- Do not play your radio loud unless the client agrees same.
- Do not smoke in the client's house
- Do not make sexual remarks or innuendo to lady clients
- Do not use foul or offensive language within earshot of clients, children or the general public
- Use the appropriate amount of dust sheets
- Do not move furniture unless client agrees same
- Do not enter the house if only minors are present
- Keep the site tidy, safe and clean, do not damage lawns or gardens
- Do not strip off your shirt in summer, as this can offend lady clients
- Be professional, be respectful, be proud of your status as a "Registered **TOP 100** Installer"

Installation **DISASTERS NO 1** (Don't let this happen to you!)

We enclose a number of photographs of cases that we have worked on in our private practice throughout the last few years.

In each of the photographs below, foundations to conservatories were built incorrectly causing subsidence, serious structural displacement and expensive repairs.

In each of the cases below, the conservatory company did not admit any wrongdoing and therefore had to be sued through the Civil Courts. This is a position that consumers should not be put in, as a consumer should expect professional quality workmanship, respect and service.

All consumers choosing a member of the **M.W.C.I.A. TOP 100** can rest assured that the technical ability, professionalism, high standards of product and service and adherence (where applicable) to the M.W.C.I.A. Technical Manual, will ensure that such disasters will not befall any consumer who uses the services of an M.W.C.I.A. member.



This photograph shows 'differential movement' to a conservatory 5 years old which had occurred due to failure of the foundation. The foundation was set too shallow and too narrow, causing subsidence to the conservatory. The conservatory had to be taken down and rebuilt.

This photograph shows 'lateral cracks' in the mortar beds of a recently built conservatory, displacement of this type can be readily caused by incorrect foundation design, rebuilding would be required.



This is a conservatory slab which was set directly on the pavings! No excavation was carried out, no hard-core was incorporated, no membrane. A complete shambles! Our instruction was 'break it up and do it properly'.

Quote from the editor of the Installer Magazine

I am incredibly pleased to announce that The Installer is now the official journal of the Master Windows & Conservatory Installers Association. We are fully supportive of what the organisation stands for - high quality installations undertaken by knowledgeable, professional trades people.

The MWCIA produces an impressive technical manual (and offers its members sound advice if anything unusual crops up) which covers the majority of installation techniques. The MWCIA's mission is to improve standards across the industry and a benchmark to be set that all professional installers aspire to.

Brian J. Shillibeer, Editor of The Installer.

Technical Manual for all **M.W.C.I.A. TOP 100 Companies**

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All **M.W.C.I.A. TOP 100** member companies are provided with a comprehensive Technical Manual to ensure the highest standard of workmanship. This is the most comprehensive Technical Manual in the window industry and is provided to each installation team of the 'Approved' member.

Topics include:

- **Bay Window Installation**
- **Flashings, Cavity Trays and Lintels**
- **Foundation Design for Conservatories, Porches and Sun Lounges**
- **Frame Installation**
- **Condensation — Causes and Remedies**
- **Current Consumer Law**
- **Customer Care Guide**

The maxim of all the **M.W.C.I.A. TOP 100** companies and their employees is:-

- **Be Professional**
- **Be Respectful**
- **Be of Service**

Installation **DISASTERS NO 2**

(Don't let this happen to you either!)

'A' rated window, 'X' rated installation!

'Do you think it's going to collapse?'. It did!



Several months ago we were instructed to carry out an Inspection and Experts Report at a property on Merseyside. The property owners were a couple in their late 70's. The son of the property owners (contacted us to act as Expert Witnesses) and instructed us to inspect the works.

The standard of workmanship at this installation was appalling and so much so that the window company did not receive payment for these works.

The company commenced work without propping the bay windows to the front of the property properly and the section between the upstairs bay and the downstairs bay collapsed.

We should also add that whilst the works were being carried out, the lady occupier who was in her 70's, infirm and bedridden in the lounge. The company and the installers showed no regard whatsoever for the elderly couple or the property.

The photograph shows 2 of the installers attempting to assess as to how the property could be propped now that the 2 bay windows had been taken out, and the middle section was beginning to collapse!

This is shoddy workmanship beyond belief and should not have occurred. Avoid the possibility of this happening at your property, employ a **M.W.C.I.A. TOP 100** company.

The **FENSA** and Certass Registration Schemes

The FENSA and Certass Registration Schemes are Government Licenced Schemes. It is important that you, as a consumer understand how these schemes operate.

For a company to be registered with FENSA or Certass, there are 3 criteria which need to be complied with:

- 1 • Windows installed at a domestic property must be glazed with double glazed low energy glass.
- 2 • Windows fitted in a domestic property must be fitted with a suitable fire escape.
- 3 • Windows fitted in a property must comply with the Building Regulations with regards to safety glass.

(A Building Regulation compliance certificate, for the 3 above items, is then issued to the householder)

These are the only 3 criteria that are required for a company to be registered with FENSA or Certass.

Unfortunately there are unscrupulous companies who would have the consumer believe that FENSA or Certass Registration means that their specific company has been registered by a Government body for every element of their business dealings and workmanship. This is misleading. Consumers therefore should be aware of precisely what the FENSA and Certass registration stands for.

Quote from John Brooke, Solicitor

"I have known Mr Waterworth for over 10 years and have worked with him on a variety of construction related projects. He is my first choice as an expert witness in building and construction disputes and his reports are thorough and detailed whilst also being objective and clear".

"He is reliable and conscientious with regards to this and always available to speak to in connection with ongoing and other matters. I have recommended him to other firms of solicitors and colleagues as a building surveyor and as an expert witness in construction matters and will continue to do so".

John Brooke - Litigation Partner, Gamlins Solicitors, North Wales.