

Ultra Installer Programme Surveillance Report

Installer Name Kitson Trade Windows

Address Kitson House
South Road
Alnwick
Northumberland
NE66 2PD

Date of visit 28th January 2016

Assessor name Mark Baglin

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	8.5	6/10
Sales	8.5	6/10
Survey	14.5	10/15
Manufacture / ordering	14	10/15
Site installation	33.5	25/35
After sales	14.5	10/15
TOTAL	93.5/100	67/100

Signed: M J Baglin

Dated: 28/01/16

Expires: 27/01/18

1. Enquiry Handling

The company were established in 1979 and have been operating in the North East of England ever since, amassing a huge amount of experience in the process. They manufacture their own frames in the same building as the showroom and offices and are debt free as they own the building.

They do a small amount of advertising, but gain most work through recommendations and previous customers. They also use their website as a marketing tool. Potential customers are always asked how the lead was sourced (database analysis was seen during the assessment).

They do check the dashboard on a regular basis, but have had limited success so far, with many people only being interested in brochures.

The assessment was conducted in the company of Managing Director and founder, Neil Finlay and Sales Manager, John Currah.

2. Sales

Sales appointments are made by the office for Mr. Currah to visit them in their home. There is no cold calling and prolonged appointments. A laptop is used, but rarely product samples. The customer is always asked to visit the showroom where there are many frames, roof types and working models to help them with their choice.

They are one of the few companies who take no deposits, with full balance being paid upon job completion. This trust in the customer helps them to achieve a very high conversion rate.

Pricing is done promptly and accurately (breakdown of pricing list seen in U-Design system). The customer is left with a quote and is given time to make their decision. Several examples of written contracts were seen listing full terms and conditions.

3. Survey

Surveying is carried out by Mr Finlay and Mr Currah. A detailed survey form is completed back at the office and CAD drawings done in-house. Photos are taken before, during and after the build and kept in the customer's file (several examples were seen, which also include manufacturing and glass order instructions).

The company will offer to seek out planning on behalf of the customer and

work to current Building Regulations. Planning applications and building notices were seen during the assessment. A full risk assessment is carried out and dpcs and cavity trays are discussed (jobs on the database today included many cavity tray pictures).

The Builder (Paul Dixon) will also photograph details during the build such as correct insulation and foundation depth. All form part of the customer pack (evidence seen). Mr Dixon will also organise plant machinery, skip hire and brick match on behalf of the customer.

Product Specification

Kitsons manufacture their own frames using the Profile 22 system. It is fully welded, reinforced and is available in all the usual styles and colours (many were seen in the showroom). Manufacturing instructions were seen.

All roofs are purchased directly from Ultraframe. Glass is manufactured by Claytons, with whom they have had a lasting relationship. Several examples of glass order sheets were seen with fully detailed product spec. (4-20-4, clear Energi-max, TGH, Argon-fill, Warm edge spacer bar).

All glass and roofs are stored internally in the warehouse and frames securely protected for transit.

5. Installation

All workmen except electricians (Sub-contracted) work directly for Kitsons. The building team also install the frames, which adds consistency to the job. All Installers recently completed training at Ultraframe. Several site files were seen with full schedule of works detailed.

Two installations were seen today and had recently been completed (there was no ongoing local work). The first installation was a side extension with large white glazed front, side door cut out and French door / side lights to rear. It featured the Ultraframe exclusive dark grey "Livin-roof system". The company also built a patio area with steps and concrete paving slabs to gable pitched roof (with decorative steel brackets).

The second installation was a larger structure approx. 6 metres in length. It had a box gutter, glass roof and excellent brick match to existing property. The company also retained the paved areas and infilled with a shale stone mix. They also installed an external electrical socket. Both installations

were finished off to a very high standard.

6. After Sales

Each job is given a final inspection, usually from either Mr Dixon or Mr Finlay. They will thoroughly check all components are working and check the glass for any defects. They will alert the customer of any problems and react very promptly. Once satisfied, the customer receives their job pack with IBG, C of A, guarantees and the balance is settled.

Complaints and remedial issues are logged onto the database and an appointment is given. They do not feel the need to employ a full-time Remedial Engineer, but send out the closest fitters to attend (sometimes when return visits are made to say, fit skirting boards).

One recent issue was seen as discoloured profile. Profile 22 were alerted and a new frame was ordered and installed. Each stage of correspondence between the company, supplier and customer was seen in detail.

They receive few complaints and do not issue satisfaction forms. Instead they are proud to display the many testimonials and customer letters they have.

7. Summary

A long-established company with several generations of satisfied customers going back almost forty years. They have an excellent reputation in the North East of England and Scottish Borders.

All staff are knowledgeable and are very experienced in the industry. The showroom is very impressive and features all the latest products in a variety of styles and colours.

They are in a very good position to move forward and have continued success for many more years. I am very pleased to recommend their continued inclusion within the Ultraframe Installers Programme at the highest level.

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